



**Iowa Wellness Plan Quarterly Report  
1115 Demonstration Waiver  
July 1, 2016 – September 30, 2016**

**December 2016**

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## I. EXECUTIVE SUMMARY

The state implemented a state-wide Iowa Medicaid managed care delivery system on April 1, 2016. As a result of this change, the majority of Medicaid members and Iowa Wellness Plan members are required to receive services through the IA Health Link managed care program. Iowa Wellness Plan members enrolled in IA Health Link continue to receive the same program structure, benefit coverage, cost sharing, and premium obligations under the amended Iowa Wellness Plan 1115 Medicaid demonstration that was approved December 24, 2015. During third quarter, the state continued to assist members and stakeholders with transition process by providing support through communications and educational outreach.

On June 1, 2016, the state submitted a request to CMS to extend the Iowa Wellness Plan 1115 Medicaid demonstration and the non-emergency transportation waiver from January 1, 2017 through December 31, 2019. During third quarter the state continued to work with CMS on the extension approval process. On November 23, 2016, CMS approved the extensions for the period of January 1, 2017 through December 31, 2019. Consistent with the parameters of an 1115(e), the IWP demonstration was approved with no changes.

Other major activities or milestones that occurred during third quarter included the following:

- Continued member support through communications designed to provide education about Medicaid programs and managed care.
- Stakeholder communications providing program updates and other useful information.
- Provider outreach that included training sessions on managed care.
- Addition of dental carrier, Managed Care of North America, to the Dental Wellness Plan.

Following this letter is a detailed report of key activities and related statistics for the first quarter, consistent with the Special Terms and Conditions. Additional information about the IHAWP can be found at <https://dhs.iowa.gov/IHAWP>. Please contact me at 515-256-4621 or [mstier@dhs.state.ia.us](mailto:mstier@dhs.state.ia.us), or Deanna Jones at 515-256-4652 or [djones1@dhs.state.ia.us](mailto:djones1@dhs.state.ia.us) should you have any questions about this report.

## II. SIGNIFICANT ACTIVITIES OF THE QUARTER

### 1. Communication and Outreach

Communication related activities for the third quarter are outlined below.

#### **Monthly Member Mailings:**

- **IA Health Link Member Handbook:** This packet is mailed to all new Iowa Wellness Plan (IWP) members and it includes information about IWP benefits, healthy behaviors and the Managed Care Organization (MCO) selection process.
- **Healthy Behaviors Reminder Letters:** These are sent from the member's MCO. This letter reminds members of their need to complete their healthy behaviors to keep their free health coverage.
- **IWP Contribution Statements:** These statements are sent to members who are required to pay monthly contributions. An informational piece on healthy behaviors is included with these monthly statements.

#### **Medicaid e-News:**

- Medicaid e-News is sent to over 3,600 providers and stakeholders as needed and includes important updates, links to member mailings, useful resources and informational letters. The e-News also provides key contact information for the MCOs and their transportation brokers. Medicaid e-News included the following information about the IHAWP:
  - July – Announcement that Managed Care of North America (MCNA) Dental joined the Dental Wellness Plan (DWP) offering IWP members a choice between MCNA Dental and Delta Dental for coverage. Current and new members received information about this change through DWP "[New Choices](#)" letters and DWP "[Enrollment](#)" letters, respectively.

### 2. Provider Outreach

In August and September of 2016, the Iowa Medicaid Enterprise (IME) held annual Medicaid provider trainings in 11 different communities throughout the state with a combined attendance of 1,604 providers. The training sessions were facilitated by the IME Provider Services Outreach Unit and representatives from each of the three MCOs. The topics discussed at each session included claims processing, Prior Authorizations, Member and Provider Communications, as well as updates to Iowa Medicaid programs. The trainings also included updates to the IWP and DWP and the impacts on IWP members.

### 3. Legislative Developments

There were no legislative related activities to report during third quarter in calendar year 2016.

## II. ELIGIBILITY/ENROLLMENT

### 1. Quarterly Enrollment

The IWP population totaled 150,408 at the end of third quarter. Month-end totals by population group in third quarter are shown below.

Population Group	July	August	September
0-100% FPL	107,739	114,467	114,356
101-133% FPL	34,247	36,488	36,052
Total	141,986	150,955	150,408

### 2. Special Population Groups

The state monitors specific population groups enrolled in the IHAWP to ensure their health care needs are met in accordance with the Special Terms and Conditions (STC). These groups are comprised of: (1) Nineteen and twenty year-olds, (2) American Indian/Alaskan Natives, and (3) the medically exempt (frail). Below are month-end IWP enrollment totals during third quarter in calendar year 2016.

Population Group	July	August	September
<u>19-20 Year-old</u>			
0-100% FPL	5,441	5,196	5,247
101-133%FPL	1,139	1,089	1,100
<u>American Indian/Alaskan Native</u>			
0-100% FPL	1,560	1,685	1,672
101-133%FPL	406	424	445
<u>Medically Exempt</u>			
0-100% FPL	14,872	15,202	15,078
101-133%FPL	2,990	3,048	3,049
Total	26,408	26,644	26,591

## III. ACCESS/DELIVERY

Effective April 1, 2016, the majority of Medicaid members began accessing services through the IA Health Link managed care program. Information on access and delivery is available in the first quarter managed care reports of State Fiscal Year

2017. See the Network Adequacy and Historical Utilization section at <https://dhs.iowa.gov/sites/default/files/Q1SFY17report112916.pdf>.

#### **IV. MEMBER GRIEVANCES AND APPEALS**

##### **1. Grievances**

Beginning April 1, 2016, all Medicaid members enrolled in MCOs have access to their respective member hotlines to report complaints about the IA Health Link program. A summary of MCO grievances and appeals can be found in the MCO quarterly reports, Consumer Protections and Supports section at <https://dhs.iowa.gov/sites/default/files/Q1SFY17report112916.pdf>.

IHAWP members in the Fee-for-Service (FFS) program are able to report their complaints to the Iowa Medicaid Member Services Call Center. A summary of these complaints is provided below.

<b>Complaint Type</b>	<b>July</b>	<b>August</b>	<b>September</b>
Benefits and Services	8	14	7
Access	2	2	0
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	1	0	0
Premiums and Cost Sharing	2	1	1
Healthy Behaviors	3	2	1
Non-emergency Medical Transportation	0	0	0
EPSDT Services	0	0	0

##### **2. Appeals and Exceptions**

During third quarter the state received two requests for exceptions to Medicaid policy and 29 requests for appeal hearings for IHAWP members in FFS. See Attachment 1 for more details.

#### **VI. Financial Report**

See Attachment 2 for the actual number of member months for the IWP as of September 30, 2016. This report is required under the STCs for the purpose of

tracking program costs, which includes calculating the budget neutrality expenditure cap.

## **VII. Other Activities**

### **1. Dental Wellness Plan**

On July 12, 2016, the state announced that MCNA joined the DWP, effective immediately. MCNA Dental is required to provide the same benefits as Delta Dental, which allows IWP members a choice between two dental carriers.

For more information about the addition of MCNA Dental, see [Informational Letter 1696](#) and visit the [DWP Webpage](#). In addition, see Attachment 3 for operation and utilization reports for Delta Dental and MCNA Dental.

### **2. Premium Monitoring and the Healthy Behaviors Program**

In accordance with the STCs, the state is required to collect premium related data to monitor the effects of premiums on IWP members with incomes between 50 and 133 percent of the FPL. This information is contained in Attachment 4.

## **Attachments**

1. IWP Appeals and Exceptions Report
2. Financial Reporting - IWP Member Months
3. Dental Wellness Plan Report
4. Premium Monitoring Report

## ATTACHMENT 1

### DEPARTMENT OF HUMAN SERVICES (DHS) IOWA WELLNESS PLAN - 3rd QUARTER 2016

#### EXCEPTION TO POLICY REQUESTS

MONTH	CATEGORY	OUTCOME*	COUNT
July	Noncovered Service	Withdrawn	1
		Denied	1
August			0
September			0
TOTAL EXCEPTIONS			2

*\*Approved - Exception granted.*

*Denied - Payment/coverage denied.*

*Withdrawn - Request declared unnecessary for approval; withdrawn by DHS.*

#### MEMBER APPEALS

MONTH	CATEGORY	OUTCOME*	COUNT
July	Noncovered Service	Dismissed	1
		Affirmed	3
		Dismissed	2
		Withdrawn	3
		Reversed	1
August	Claim	Withdrawn	1
		Reversed	1
	Contributions/Premiums	Affirmed	1
		Reversed	1
		Withdrawn	3
September	Contributions/Premiums	Affirmed	2
		Reversed	2

Withdrawn	2
Dismissed	1
Pending	5

TOTAL APPEALS 29

*\* Affirmed - DHS' action is correct.*

*Dismissed - Appeal is unnecessary for approval of coverage/payment; dismissed by DHS.*

*Reversed - Appellant's request is approved; DHS is ordered to reverse its action.*

*Withdrawn - Appeal request withdrawn by appellant prior to hearing date.*

ATTACHMENT 2

Iowa Wellness Plan Member Months - 3rd Quarter 2016

Income 0-100% FPL

MCO - Medically Exempt

Member Counts											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0
	4/1/2016				558	617	546	584	624	11,776	14,705
	5/1/2016					30	24	25	42	896	1,017
	6/1/2016						22	22	20	565	629
	7/1/2016							14	24	488	526
	8/1/2016								21	532	553
	9/1/2016									525	525
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>558</b>	<b>647</b>	<b>592</b>	<b>645</b>	<b>731</b>	<b>14,782</b>	<b>17,955</b>

Member Months											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0
	4/1/2016				558	1,234	1,634	2,333	3,115	70,136	79,010
	5/1/2016					30	48	75	168	4,470	4,791
	6/1/2016						22	44	60	2,254	2,380
	7/1/2016							14	48	1,463	1,525
	8/1/2016								21	1,064	1,085
	9/1/2016									525	525
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>558</b>	<b>1,264</b>	<b>1,704</b>	<b>2,466</b>	<b>3,412</b>	<b>79,912</b>	<b>89,316</b>

MCO

Member Counts											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0
	4/1/2016				4,600	4,400	4,321	4,403	4,789	67,630	90,143
	5/1/2016					248	202	196	195	5,276	6,117
	6/1/2016							212	233	194	5,975

	7/1/2016							178	176	4,424	4,778
	8/1/2016								262	5,165	5,427
	9/1/2016									5,078	5,078
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4,600</b>	<b>4,648</b>	<b>4,735</b>	<b>5,010</b>	<b>5,616</b>	<b>92,909</b>	<b>117,518</b>

Member Months											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0
	4/1/2016				4,600	8,800	12,950	17,586	23,893	403,212	471,041
	5/1/2016					248	404	586	777	26,290	28,305
	6/1/2016						212	466	581	21,305	22,564
	7/1/2016							178	352	13,255	13,785
	8/1/2016								262	10,330	10,592
	9/1/2016									5,078	5,078
	<b>Grand Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4,600</b>	<b>9,048</b>	<b>13,566</b>	<b>18,816</b>	<b>25,865</b>	<b>479,470</b>	<b>551,365</b>

**Fee-for-service- Medically Exempt**

Member Counts											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	880	899	13,977	169	94	60	71	59	169	16,378
	2/1/2016		33	579	21	10	19	2	1	17	682
	3/1/2016			333	82	10	3	19	1	8	456
	4/1/2016				14	53	14	3	16	6	106
	5/1/2016					20	36	8	3	30	97
	6/1/2016						18	53	9	28	108
	7/1/2016							18	40	7	65
	8/1/2016								12	41	53
	9/1/2016									37	37
	<b>Grand Total</b>	<b>880</b>	<b>932</b>	<b>14,889</b>	<b>286</b>	<b>187</b>	<b>150</b>	<b>174</b>	<b>141</b>	<b>343</b>	<b>17,982</b>

Member Months											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	880	1,798	41,899	663	435	280	345	335	1,467	48,102
	2/1/2016		33	1,158	62	40	91	12	7	136	1,539
	3/1/2016			333	164	29	12	93	6	56	693
	4/1/2016				14	106	42	12	77	36	287
	5/1/2016					20	72	24	12	150	278
	6/1/2016						18	106	25	112	261
	7/1/2016							18	80	21	119
	8/1/2016								12	82	94
	9/1/2016									37	37
	<b>Grand Total</b>	<b>880</b>	<b>1,831</b>	<b>43,390</b>	<b>903</b>	<b>630</b>	<b>515</b>	<b>610</b>	<b>554</b>	<b>2,097</b>	<b>51,410</b>

**Fee-for-service**

Member Counts											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	6,988	6,258	84,850	1,366	1,062	338	354	243	833	102,292
	2/1/2016		331	5,307	354	181	499	57	5	89	6,823
	3/1/2016			2,845	2,057	280	94	636	40	83	6,035
	4/1/2016				468	2,023	208	99	592	105	3,495
	5/1/2016					648	1,555	289	137	719	3,348
	6/1/2016						425	1,865	225	733	3,248
	7/1/2016							447	1,526	370	2,343
	8/1/2016								539	1,966	2,505
	9/1/2016									1,914	1,914
	<b>Grand Total</b>	<b>6,988</b>	<b>6,589</b>	<b>93,002</b>	<b>4,245</b>	<b>4,194</b>	<b>3,119</b>	<b>3,747</b>	<b>3,307</b>	<b>6,812</b>	<b>132,003</b>

Member Months											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	6,988	12,516	254,318	5,407	5,139	1,622	1,807	1,358	7,344	296,499
	2/1/2016		331	10,614	1,059	719	2,485	309	24	699	16,240
	3/1/2016			2,845	4,114	831	364	3,157	236	575	12,122
	4/1/2016				468	4,046	621	392	2,946	622	9,095
	5/1/2016					648	3,110	861	540	3,563	8,722
	6/1/2016						425	3,730	671	2,921	7,747
	7/1/2016							447	3,052	1,110	4,609
	8/1/2016								539	3,932	4,471
	9/1/2016									1,914	1,914
	<b>Grand Total</b>	<b>6,988</b>	<b>12,847</b>	<b>267,777</b>	<b>11,048</b>	<b>11,383</b>	<b>8,627</b>	<b>10,703</b>	<b>9,366</b>	<b>22,680</b>	<b>361,419</b>

**Income Over 100% FPL**

**MCO - Medically Exempt**

Member Counts											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0
	4/1/2016				199	181	198	175	181	2,096	3,030
	5/1/2016					24	9	8	15	182	238
	6/1/2016						17	12	9	185	223
	7/1/2016							13	11	166	190
	8/1/2016								12	169	181

	9/1/2016									202	202
	<b>Grand Total</b>	0	0	0	199	205	224	208	228	3,000	4,064

Member Months											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0
	4/1/2016				199	362	594	700	903	12,519	15,277
	5/1/2016					24	18	24	60	905	1,031
	6/1/2016						17	24	27	735	803
	7/1/2016							13	22	496	531
	8/1/2016								12	338	350
	9/1/2016									202	202
	<b>Grand Total</b>	0	0	0	199	386	629	761	1,024	15,195	18,194

**MCO**

Member Counts											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0
	4/1/2016				2,096	2,240	2,388	2,239	2,534	20,249	31,746
	5/1/2016					125	83	97	104	2,179	2,588
	6/1/2016						120	118	112	2,242	2,592
	7/1/2016							116	87	1,953	2,156
	8/1/2016								134	2,155	2,289
	9/1/2016									2,290	2,290
	<b>Grand Total</b>	0	0	0	2,096	2,365	2,591	2,570	2,971	31,068	43,661

Member Months											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	0	0	0	0	0	0	0	0	0	0
	2/1/2016		0	0	0	0	0	0	0	0	0
	3/1/2016			0	0	0	0	0	0	0	0
	4/1/2016				2,096	4,480	7,153	8,935	12,634	120,722	156,020
	5/1/2016					125	166	289	413	10,866	11,859
	6/1/2016						120	236	335	8,952	9,643
	7/1/2016							116	174	5,849	6,139
	8/1/2016								134	4,310	4,444
	9/1/2016									2,290	2,290
	<b>Grand Total</b>	0	0	0	2,096	4,605	7,439	9,576	13,690	152,989	190,395

**Fee-for-service - Medically Exempt**

Member Counts											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	295	285	2,608	22	16	9	5	5	19	3,264
	2/1/2016		16	260	5	2	4		1	3	291
	3/1/2016			202	17	4	1	4	1	2	231
	4/1/2016				12	11		1	1	3	28
	5/1/2016					7	14	6		4	31
	6/1/2016						6	11	4	4	25
	7/1/2016							2	8	3	13
	8/1/2016								6	9	15
	9/1/2016									12	12
	<b>Grand Total</b>	<b>295</b>	<b>301</b>	<b>3,070</b>	<b>56</b>	<b>40</b>	<b>34</b>	<b>29</b>	<b>26</b>	<b>59</b>	<b>3,910</b>

Member Months											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	295	570	7820	88	72	50	27	30	170	9122
	2/1/2016		16	520	15	8	19		6	24	608
	3/1/2016			202	34	12	4	20	3	14	289
	4/1/2016				12	22		4	5	18	61
	5/1/2016					7	28	18		20	73
	6/1/2016						6	22	12	16	56
	7/1/2016							2	16	9	27
	8/1/2016								6	18	24
	9/1/2016									12	12
	<b>Grand Total</b>	<b>295</b>	<b>586</b>	<b>8,542</b>	<b>149</b>	<b>121</b>	<b>107</b>	<b>93</b>	<b>78</b>	<b>301</b>	<b>10,272</b>

**Fee-for-service**

Member Counts											
Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	3,274	2,729	27,746	324	287	129	81	311	60	34,941
	2/1/2016		234	2,862	164	62	132	17	41	2	3,514
	3/1/2016			2,116	629	130	29	139	49	5	3,097
	4/1/2016				220	590	90	36	164	13	1,113
	5/1/2016					257	452	118	51	176	1,054
	6/1/2016						217	502	214	106	1,039
	7/1/2016							193	493	66	752
	8/1/2016								247	519	766
	9/1/2016								212	389	601
	<b>Grand Total</b>	<b>3,274</b>	<b>2,963</b>	<b>32,724</b>	<b>1,337</b>	<b>1,326</b>	<b>1,049</b>	<b>1,086</b>	<b>1,782</b>	<b>1,336</b>	<b>46,877</b>

**Member Months**

Eligibility End Date											
		1/31/2016	2/29/2016	3/31/2016	4/30/2016	5/31/2016	6/30/2016	7/31/2016	8/31/2016	9/30/2016	Grand Total
Eligibility Start Date	1/1/2016	3,274	5,458	83,128	1,278	1,384	644	430	2,590	505	98,691
	2/1/2016		234	5,724	487	245	652	86	317	16	7,761
	3/1/2016			2,116	1,258	388	110	687	311	35	4,905
	4/1/2016				220	1,180	269	142	829	75	2,715
	5/1/2016					257	904	353	223	869	2,606
	6/1/2016						217	1,004	727	418	2,366
	7/1/2016							193	1,019	197	1,409
	8/1/2016								291	1,038	1,329
	9/1/2016								212	389	601
	<b>Grand Total</b>	<b>3,274</b>	<b>5,692</b>	<b>90,968</b>	<b>3,243</b>	<b>3,454</b>	<b>2,796</b>	<b>2,895</b>	<b>6,519</b>	<b>3,542</b>	<b>122,383</b>

# ATTACHMENT 3

## Delta Dental – 3rd Qtr. 2016

<p>Operations</p>	<ul style="list-style-type: none"> <li>• Activities/Results             <ul style="list-style-type: none"> <li>○ Customer Service calls received for quarter: 8,822</li> <li>○ 961,594 dental services provided to 90,819 unique members</li> <li>○ Completed Risk Assessments to date: 51,016 first time risk assessment and 12,985 second time risk assessment.</li> <li>○ 19 local Public Health Agencies are providing outreach and referral services to DWP members and working with community providers to increase awareness</li> </ul> </li> <li>• Claims             <ul style="list-style-type: none"> <li>○ Processing Time (average): 7.33 days</li> <li>○ Payment for Claims: \$8,244,330.35</li> </ul> </li> <li>• Complaints/Appeals             <ul style="list-style-type: none"> <li>○ 89 complaints, 89 resolved (program to date)</li> <li>○ 10 complaints, 10 resolved (3<sup>rd</sup> quarter of 2016)</li> <li>○ 12 appeals, 12 resolved (program to date)</li> <li>○ 2 appeal, 2 resolved (3<sup>rd</sup> quarter of 2016)</li> <li>○ No reports from members on not receiving timely services</li> </ul> </li> <li>• Network             <ul style="list-style-type: none"> <li>○ Number of dentist providing services 7/1- 9/30, 2016:</li> <li>○ 659 General Dentists</li> <li>○ 50 Oral Surgeons</li> <li>○ 4 Periodontists</li> <li>○ 8 Pedodontists</li> <li>○ 11 Endodontists</li> <li>○ 4 Prosthodontists</li> </ul> </li> </ul>
<p>DWP Benefit Design and Related Data</p>	<ul style="list-style-type: none"> <li>• To date members that have received services             <ul style="list-style-type: none"> <li>○ 97.0% received a Diagnostic and Prevention Service</li> <li>○ 46.0% received a Stabilization Service</li> <li>○ 32.8% received an Emergent Service</li> </ul> </li> <li>• Earned Benefits             <ul style="list-style-type: none"> <li>○ 36.67% of members with qualifying service have earned Enhanced or Enhanced Plus benefits</li> </ul> </li> </ul>

# ATTACHMENT 3

## MCNA Dental – 3rd Qtr. 2016

<p>Operations</p>	<ul style="list-style-type: none"> <li>• Activities/Results             <ul style="list-style-type: none"> <li>○ Customer Service calls received for quarter: 733 members, 172 providers</li> <li>○ 682 dental services provided to 143 unique members</li> <li>○ Completed Risk Assessments to date: 51 first time risk assessments and 0 second time risk assessment.</li> <li>○ Providing outreach and referral services to DWP members to increase awareness: 487 outbound calls to DWP members. To date, 39% of the members successfully contacted have accepted appointment of scheduling assistance.</li> </ul> </li> <li>• Claims             <ul style="list-style-type: none"> <li>○ Processing Time (average): 10.01 days</li> <li>○ Payment for Claims: \$37,495.07</li> </ul> </li> <li>• Complaints/Appeals             <ul style="list-style-type: none"> <li>○ 0 complaints, 0 resolved (program to date)</li> <li>○ 0 complaints, 0 resolved (3<sup>rd</sup> quarter of 2016)</li> <li>○ 1 appeals, 0 resolved (program to date)</li> <li>○ 0 appeal, 0 resolved (3<sup>rd</sup> quarter of 2016)</li> <li>○ Any reports from members on not receiving timely services? 0</li> </ul> </li> <li>• Network             <ul style="list-style-type: none"> <li>○ Number of dentist providing services 7/1- 9/30, 2016:</li> <li>○ 61 General Dentists</li> <li>○ 1 Oral Surgeons</li> <li>○ 0 Periodontists</li> <li>○ 0 Pedodontists</li> <li>○ 0 Endodontists</li> <li>○ 0 Prosthodontists</li> </ul> </li> </ul>
<p>DWP Benefit Design and Related Data</p>	<ul style="list-style-type: none"> <li>• To date members that have received services             <ul style="list-style-type: none"> <li>○ 94.41% received a Diagnostic and Prevention Service</li> <li>○ 18.18% received a Stabilization Service</li> <li>○ 70.63% received an Emergent Service</li> </ul> </li> <li>• Earned Benefits             <ul style="list-style-type: none"> <li>○ 14.69% of members with qualifying service have earned Enhanced or</li> </ul> </li> </ul>

## ATTACHMENT 3

	Enhanced Plus benefits
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Premium Monitoring Report - 3rd Qtr 2016*	ATTACHMENT 4					
	July		August		September	
	50-100% FPL	Over 100% FPL	50-100% FPL	Over 100% FPL	50-100% FPL	Over 100% FPL
Members subject to premiums (non-exempt and past initial 13 month grace period)	28,030	13,361	28,981	14,636	29,812	14,831
Members who owe premiums (did not complete healthy behaviors)	17,045	11,450	17,411	11,341	17,732	10,842
Members who completed Healthy Behaviors (premiums waived)	3,880	3,166	3,985	3,242	3,939	3,320
Members who completed Healthy Behaviors during 31-day grace period (premiums waived)	20	17	12	16	11	26
Members who declared hardship (premiums waived)	1,382	1,120	1,516	1,155	1,397	1,022
American Indian/Alaskan Natives (exempt)	698	206	743	221	727	231
Medically Frail (exempt)	3,235	2,395	3,286	2,432	3,126	2,334
Members in the Health Insurance Premium Payment Program (exempt)	42	71	63	117	61	116
Members ineligible for IHAWP - churn (exempt)	1,549	666	1,415	654	1,588	705
Members with incomes below 50% FPL (exempt)	32,069	0	32,546	0	31,944	0
Members with debt sent to collections for failure to pay premiums within 90-day grace period	6,923	1,298	7,503	1,733	8,020	1,161
Members disenrolled for failure to pay premiums within 90-day grace period (FPL > 100%)	0	972	0	859	0	751
Members who reenrolled during the quarter	0	463	0	376	0	476
Members within initial 13 month grace period	125,053	38,118	125,177	38,771	124,630	38,117
*Values represent monthly enrollment totals as of 11/1/16.						