



**Iowa Wellness Plan Quarterly Report  
1115 Demonstration Waiver  
July 01, 2017 - September 30, 2017**

**October 2017**

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## I. EXECUTIVE SUMMARY

During the third quarter of 2017, the Dental Wellness Plan (DWP) was revised based on feedback from stakeholders, lessons learned and input from the Centers for Medicare and Medicaid Services (CMS). This revised plan was made available to Iowa Health and Wellness Program (IHAWP) members on July 1, 2017. The benefit structure was changed from a three-tiered method to two. The member receives full benefits for the first year of enrollment. For the second year and after, the member must the healthy behaviors in the previous year to continue with full benefits. If the healthy behaviors aren't completed, then the member will receive reduced dental benefits.

The 1115 waiver was also amended to include all other adults enrolled in Medicaid to receive the DWP. This was started on August 1, 2017. The complete list of benefits, educational material and healthy behavior information about the DWP can be found at: <https://dhs.iowa.gov/dental-wellness-plan>.

Enrollment in the IHAWP remains steady this quarter, averaging slightly over 150,000. Education regarding the Healthy Behaviors program continues each quarter.

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 Anna Ruggle at 515-974-3286 or [aruggle@dhs.state.ia.us](mailto:aruggle@dhs.state.ia.us) should you have any questions about this report.

## II. SIGNIFICANT ACTIVITIES OF THE QUARTER

### 1. Communications and Outreach

#### Member Mailings:

- **IA Health Link Member Handbook:** This packet is mailed to all new IHAWP members and it includes information about IHAWP benefits, healthy behaviors and the 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.
- **IHAWP 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.

#### Website Content:

- Includes:
  - Overview
  - Who Qualifies
  - Benefits
  - Health Plans
  - Healthy Behaviors
  - How to Apply
  - Find a Provider
  - Resources
  - Frequently Asked Questions
  - Rights and Responsibilities
  - Language Accessibility (with nested in-language links)

#### Medicaid e-News:

- Medicaid e-News is sent to 4,000+ providers and stakeholders and includes important updates, links to member mailings, useful resources and informational letters. The e-News also provides key contact information for the MCOs. This was sent on the following dates:
  - July 1, 12, 17, 2017
  - August 7, 11, 18, 2017
  - September 5, 2017

### 2. Provider Outreach

There was no targeted provider outreach this quarter.

### 3. Legislative Developments

There were no legislative developments this quarter

### III. ELIGIBILITY/ENROLLMENT

#### 1. Quarterly Enrollment

The Iowa Wellness Plan population totaled 151,453 at the end of the third quarter of calendar year 2017. Month-end totals by population group are shown below.

Population Group	July 2017	Aug 2017	Sep 2017
0 to 100% FPL	115,789	115,940	115,683
101 to 133% FPL	36,384	36,157	35,770
<b>Total</b>	<b>152,173</b>	<b>152,097</b>	<b>151,453</b>

#### 2. Special Population Groups

The state monitors specific population groups enrolled in the Iowa Health and Wellness Plan 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 enrollment totals during the third quarter of calendar year 2017.

Population Group	July 2017	Aug 2017	Sep 2017
<b>19 &amp; 20 Year Olds</b>	<b>13,131</b>	<b>13,219</b>	<b>13,120</b>
0 to 100% FPL	10,772	10,861	10,753
101 to 133% FPL	2,359	2,358	2,367
<b>American Indian/Alaskan Native</b>	<b>1,091</b>	<b>1,110</b>	<b>1,144</b>
0 to 100% FPL	869	882	914
101 to 133% FPL	222	228	230
<b>Medically Exempt</b>	<b>5,229</b>	<b>5,190</b>	<b>5,221</b>
0 to 100% FPL	3,012	2,972	3,019
101 to 133% FPL	2,217	2,218	2,202
<b>Total</b>	<b>19,451</b>	<b>19,519</b>	<b>19,485</b>

### IV. 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 *Network Adequacy and Historical Utilization* section of the reports available at <https://dhs.iowa.gov/ime/about/performance-data/MC-quarterly-reports>.

## V. 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 of the reports available at <https://dhs.iowa.gov/ime/about/performance-data/MC-quarterly-reports>.

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.

Complaint Type	July 2017	Aug 2017	Sep 2017
Benefits and Services	3	5	1
Access	0	0	0
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	0	1	0
Premiums/Cost Sharing	2	0	0
Healthy Behaviors	1	0	0
NEMT	0	0	0
EPSDT	0	0	0
<b>TOTAL</b>	<b>6</b>	<b>6</b>	<b>1</b>

### 2. Appeals and Exceptions

During the third quarter of calendar year 2017 the state received 0 requests for exceptions to Medicaid policy and {##} requests for appeal hearings for IHAWP members in FFS.

#### FEE FOR SERVICES EXCEPTION TO POLICY REQUESTS

Month	Category	Outcome*	Count
July 2017			0
Aug 2017			0
Sep 2017			0
<b>Total Exceptions</b>			<b>0</b>

\* Approved - Exception granted.

Denied - Payment/coverage denied

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

## FEE FOR SERVICE MEMBER APPEALS

Month	Category	Outcome*	Count
July 2017	Contributions	Affirmed	1
		Abandoned	2
		Dismissed	2
		Withdrawn	3
Aug 2017	Contributions	Affirmed	1
		Abandoned	3
		Dismissed	1
		Withdrawn	9
Sep 2017	Contributions	Affirmed	1
		Abandoned	4
		Dismissed	2
		Withdrawn	4
<b>Total Appeals</b>			<b>33</b>

\* 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.

## MANAGED CARE ORGANIZATIONS (MCOs) SERVICE MEMBER APPEALS

Data as of September 29, 2017

Category	Outcome*	Count
Benefits	Affirmed	11
	Reversed	1
	Dismissed	40
	Abandoned	12
	Withdrawn	5
<b>Total Appeals</b>		

\* 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.

## VI. FINANCIAL REPORT

See the following pages for the actual number of member months for the Iowa Health and Wellness Plan as of 9/30/2017. This report is required under the STCs for the purpose of tracking program costs, which includes calculating the budget neutrality expenditure cap.

**Income 0-100% FPL  
FFS: Medically Exempt**

Member Counts													
Eligibility End Month													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	197	157	101	74	82	66	51	54	38	34	29	227	1,110
11/2016		62	90	61	24	24	11	6	8	8	3	30	327
12/2016			73	94	26	17	16	10	6	11	6	30	289
01/2017				37	69	38	14	14	4	2	7	22	207
02/2017					68	93	33	11	13	7	7	37	269
03/2017						56	68	30	12	17	13	46	242
04/2017							87	67	54	25	18	52	303
05/2017								63	83	40	11	105	302
06/2017									78	77	38	67	260
07/2017										64	68	90	222
08/2017											56	114	170
09/2017												117	117
<b>Totals</b>	<b>197</b>	<b>219</b>	<b>264</b>	<b>266</b>	<b>269</b>	<b>294</b>	<b>280</b>	<b>255</b>	<b>296</b>	<b>285</b>	<b>256</b>	<b>937</b>	<b>3,818</b>
Member Months													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	197	314	303	296	410	396	357	432	342	340	319	2,724	6,430
11/2016		62	180	183	96	120	66	42	64	72	30	330	1,245
12/2016			73	188	78	68	80	60	42	88	54	300	1,031
01/2017				37	138	114	56	70	24	14	56	198	707
02/2017					68	186	99	44	65	42	49	296	849
03/2017						56	136	90	48	85	78	322	815
04/2017							87	134	162	100	90	312	885
05/2017								63	166	120	44	525	918
06/2017									78	154	114	268	614
07/2017										64	136	270	470
08/2017											56	228	284
09/2017												117	117
<b>Totals</b>	<b>197</b>	<b>376</b>	<b>556</b>	<b>704</b>	<b>790</b>	<b>940</b>	<b>881</b>	<b>935</b>	<b>991</b>	<b>1,079</b>	<b>1,026</b>	<b>5,890</b>	<b>14,365</b>



**Income 0-100% FPL  
FFS: Non-Medically Exempt**

Member Counts													
Eligibility End Month													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	3,863	3,104	1,230	966	1,104	311	189	154	133	158	130	899	12,241
11/2016		750	2,241	507	104	628	60	19	14	15	16	133	4,487
12/2016			745	2,316	525	145	628	36	8	17	19	143	4,582
01/2017				479	2,018	584	202	510	43	20	21	124	4,001
02/2017					546	1,554	326	252	550	32	15	166	3,441
03/2017						581	1,509	325	120	587	44	164	3,330
04/2017							729	1,258	367	141	526	225	3,246
05/2017								643	1,357	341	95	921	3,357
06/2017									561	1,318	359	934	3,172
07/2017										556	1,205	650	2,411
08/2017											451	1,641	2,092
09/2017												1,591	1,591
<b>Totals</b>	<b>3,863</b>	<b>3,854</b>	<b>4,216</b>	<b>4,268</b>	<b>4,297</b>	<b>3,803</b>	<b>3,643</b>	<b>3,197</b>	<b>3,153</b>	<b>3,185</b>	<b>2,881</b>	<b>7,591</b>	<b>47,951</b>

Member Months													
Eligibility Begin Month													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	3,863	6,208	3,690	3,864	5,520	1,866	1,323	1,232	1,197	1,580	1,430	10,788	42,561
11/2016		750	4,482	1,521	416	3,140	360	133	112	135	160	1,463	12,672
12/2016			745	4,632	1,575	580	3,140	216	56	136	171	1,430	12,681
01/2017				479	4,036	1,752	808	2,550	258	140	168	1,116	11,307
02/2017					546	3,108	978	1,008	2,750	192	105	1,328	10,015
03/2017						581	3,018	975	480	2,935	264	1,148	9,401
04/2017							729	2,516	1,101	564	2,630	1,350	8,890
05/2017								643	2,714	1,023	380	4,605	9,365
06/2017									561	2,636	1,077	3,736	8,010
07/2017										556	2,410	1,950	4,916
08/2017											451	3,282	3,733
09/2017												1,591	1,591
<b>Totals</b>	<b>3,863</b>	<b>6,958</b>	<b>8,917</b>	<b>10,496</b>	<b>12,093</b>	<b>11,027</b>	<b>10,356</b>	<b>9,273</b>	<b>9,229</b>	<b>9,897</b>	<b>9,246</b>	<b>33,787</b>	<b>135,142</b>

**Income 0-100% FPL  
MCO: Medically Exempt**

Member Counts													
Eligibility End Month													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	755	687	442	798	657	689	564	506	486	457	437	7,711	14,189
11/2016		43	39	43	27	38	23	26	28	31	41	464	803
12/2016			30	36	31	36	32	31	18	27	28	524	793
01/2017				44	27	54	37	21	32	29	29	608	881
02/2017					43	35	33	35	24	17	25	589	801
03/2017						57	41	37	38	38	31	708	950
04/2017							75	32	42	29	33	690	901
05/2017								50	37	30	27	665	809
06/2017									53	41	27	785	906
07/2017										42	34	739	815
08/2017											52	716	768
09/2017												862	862
<b>Totals</b>	<b>755</b>	<b>730</b>	<b>511</b>	<b>921</b>	<b>785</b>	<b>909</b>	<b>805</b>	<b>738</b>	<b>758</b>	<b>741</b>	<b>764</b>	<b>15,061</b>	<b>23,478</b>
Member Months													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	755	1,374	1,326	3,192	3,285	4,134	3,948	4,048	4,374	4,570	4,807	92,532	128,345
11/2016		43	78	129	108	190	138	182	224	279	410	5,104	6,885
12/2016			30	72	93	144	160	186	126	216	252	5,240	6,519
01/2017				44	54	162	148	105	192	203	232	5,472	6,612
02/2017					43	70	99	140	120	102	175	4,712	5,461
03/2017						57	82	111	152	190	186	4,956	5,734
04/2017							75	64	126	116	165	4,140	4,686
05/2017								50	74	90	108	3,325	3,647
06/2017									53	82	81	3,140	3,356
07/2017										42	68	2,217	2,327
08/2017											52	1,432	1,484
09/2017												862	862
<b>Totals</b>	<b>755</b>	<b>1,417</b>	<b>1,434</b>	<b>3,437</b>	<b>3,583</b>	<b>4,757</b>	<b>4,650</b>	<b>4,886</b>	<b>5,441</b>	<b>5,890</b>	<b>6,536</b>	<b>133,132</b>	<b>175,918</b>

**Income 0-100% FPL  
MCO: Non-Medically Exempt**

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	5,951	6,222	3,171	6,514	5,845	5,287	4,245	3,875	3,919	3,588	3,645	39,770	92,032
11/2016		332	218	259	224	211	177	192	165	191	350	3,842	6,161
12/2016			303	256	256	224	204	206	176	165	181	4,307	6,278
01/2017				356	288	280	254	195	177	180	197	4,821	6,748
02/2017					321	283	234	208	207	202	183	4,937	6,575
03/2017						342	287	221	172	181	195	5,138	6,536
04/2017							414	286	235	227	207	4,939	6,308
05/2017								372	277	191	189	4,771	5,800
06/2017									324	247	202	4,728	5,501
07/2017										334	262	4,930	5,526
08/2017											403	5,294	5,697
09/2017												5,201	5,201
<b>Totals</b>	<b>5,951</b>	<b>6,554</b>	<b>3,692</b>	<b>7,385</b>	<b>6,934</b>	<b>6,627</b>	<b>5,815</b>	<b>5,555</b>	<b>5,652</b>	<b>5,506</b>	<b>6,014</b>	<b>92,678</b>	<b>158,363</b>
Member Months													
Eligibility Begin Month	Eligibility End Month												
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	5,951	12,444	9,513	26,056	29,225	31,722	29,715	31,000	35,271	35,880	40,095	477,240	764,112
11/2016		332	436	777	896	1,055	1,062	1,344	1,320	1,719	3,500	42,262	54,703
12/2016			303	512	768	896	1,020	1,236	1,232	1,320	1,629	43,070	51,986
01/2017				356	576	840	1,016	975	1,062	1,260	1,576	43,389	51,050
02/2017					321	566	702	832	1,035	1,212	1,281	39,496	45,445
03/2017						342	574	663	688	905	1,170	35,966	40,308
04/2017							414	572	705	908	1,035	29,634	33,268
05/2017								372	554	573	756	23,855	26,110
06/2017									324	494	606	18,912	20,336
07/2017										334	524	14,790	15,648
08/2017											403	10,588	10,991
09/2017												5,201	5,201
<b>Totals</b>	<b>5,951</b>	<b>12,776</b>	<b>10,252</b>	<b>27,701</b>	<b>31,786</b>	<b>35,421</b>	<b>34,503</b>	<b>36,994</b>	<b>42,191</b>	<b>44,605</b>	<b>52,575</b>	<b>784,403</b>	<b>1,119,158</b>

**Income Over 100% FPL  
FFS: Medically Exempt**

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	39	24	12	15	17	2	6	4	3	5	2	18	147
11/2016		14	13	2	1	1	1	0	2	0	2	1	37
12/2016			17	19	7	5	2	0	1	0	0	2	53
01/2017				11	10	5	1	1	0	0	0	3	31
02/2017					16	15	7	1	2	0	1	2	44
03/2017						14	14	5	3	2	0	3	41
04/2017							10	5	7	0	2	1	25
05/2017								11	8	8	0	2	29
06/2017									10	6	7	10	33
07/2017										14	10	6	30
08/2017											6	8	14
09/2017												13	13
<b>Totals</b>	<b>39</b>	<b>38</b>	<b>42</b>	<b>47</b>	<b>51</b>	<b>42</b>	<b>41</b>	<b>27</b>	<b>36</b>	<b>35</b>	<b>30</b>	<b>69</b>	<b>497</b>
Member Months													
Eligibility Begin Month	Eligibility End Month												
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	39	48	36	60	85	12	42	32	27	50	22	216	669
11/2016		14	26	6	4	5	6	0	16	0	20	11	108
12/2016			17	38	21	20	10	0	7	0	0	20	133
01/2017				11	20	15	4	5	0	0	0	27	82
02/2017					16	30	21	4	10	0	7	16	104
03/2017						14	28	15	12	10	0	21	100
04/2017							10	10	21	0	10	6	57
05/2017								11	16	24	0	10	61
06/2017									10	12	21	40	83
07/2017										14	20	18	52
08/2017											6	16	22
09/2017												13	13
<b>Totals</b>	<b>39</b>	<b>62</b>	<b>79</b>	<b>115</b>	<b>146</b>	<b>96</b>	<b>121</b>	<b>77</b>	<b>119</b>	<b>110</b>	<b>106</b>	<b>414</b>	<b>1,484</b>

**Income Over 100% FPL  
FFS: Non-Medically Exempt**

Member Counts													
Eligibility End Month													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	1,206	927	367	248	234	83	39	32	30	26	36	195	3,423
11/2016		324	858	194	33	120	14	9	3	2	3	33	1,593
12/2016			380	870	196	60	98	19	2	2	2	20	1,649
01/2017				281	627	241	56	129	12	4	5	36	1,391
02/2017					216	509	126	46	86	7	3	26	1,019
03/2017						343	404	101	29	116	10	34	1,037
04/2017							305	409	107	28	107	54	1,010
05/2017								243	394	117	32	151	937
06/2017									280	369	132	174	955
07/2017										256	338	154	748
08/2017											202	468	670
09/2017												419	419
<b>Totals</b>	<b>1,206</b>	<b>1,251</b>	<b>1,605</b>	<b>1,593</b>	<b>1,306</b>	<b>1,356</b>	<b>1,042</b>	<b>988</b>	<b>943</b>	<b>927</b>	<b>870</b>	<b>1,764</b>	<b>14,851</b>
Member Months													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	1,206	1,854	1,101	992	1,170	498	273	256	270	260	396	2,340	10,616
11/2016		324	1,716	582	132	600	84	63	24	18	30	363	3,936
12/2016			380	1,740	588	240	490	114	14	16	18	200	3,800
01/2017				281	1,254	723	224	645	72	28	40	324	3,591
02/2017					216	1,018	378	184	430	42	21	208	2,497
03/2017						343	808	303	116	580	60	238	2,448
04/2017							305	818	321	112	535	324	2,415
05/2017								243	788	351	128	755	2,265
06/2017									280	738	396	696	2,110
07/2017										256	676	462	1,394
08/2017											202	936	1,138
09/2017												419	419
<b>Totals</b>	<b>1,206</b>	<b>2,178</b>	<b>3,197</b>	<b>3,595</b>	<b>3,360</b>	<b>3,422</b>	<b>2,562</b>	<b>2,626</b>	<b>2,315</b>	<b>2,401</b>	<b>2,502</b>	<b>7,265</b>	<b>36,629</b>

**Income Over 100% FPL  
MCO: Medically Exempt**

Member Counts													
Eligibility End Month													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	248	200	180	216	206	182	124	157	157	122	90	1,025	2,907
11/2016		11	21	11	11	7	6	12	7	7	11	119	223
12/2016			17	14	9	12	18	9	5	8	14	123	229
01/2017				20	14	10	7	16	8	6	8	165	254
02/2017					24	24	21	16	8	5	10	193	301
03/2017						32	19	21	13	16	16	244	361
04/2017							17	19	11	16	15	191	269
05/2017								19	22	14	16	160	231
06/2017									27	18	14	182	241
07/2017										18	20	176	214
08/2017											25	209	234
09/2017												225	225
<b>Totals</b>	<b>248</b>	<b>211</b>	<b>218</b>	<b>261</b>	<b>264</b>	<b>267</b>	<b>212</b>	<b>269</b>	<b>258</b>	<b>230</b>	<b>239</b>	<b>3,012</b>	<b>5,689</b>
Member Months													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	248	400	540	864	1,030	1,092	868	1,256	1,413	1,220	990	12,300	22,221
11/2016		11	42	33	44	35	36	84	56	63	110	1,309	1,823
12/2016			17	28	27	48	90	54	35	64	126	1,230	1,719
01/2017				20	28	30	28	80	48	42	64	1,485	1,825
02/2017					24	48	63	64	40	30	70	1,544	1,883
03/2017						32	38	63	52	80	96	1,708	2,069
04/2017							17	38	33	64	75	1,146	1,373
05/2017								19	44	42	64	800	969
06/2017									27	36	42	728	833
07/2017										18	40	528	586
08/2017											25	418	443
09/2017												225	225
<b>Totals</b>	<b>248</b>	<b>411</b>	<b>599</b>	<b>945</b>	<b>1,153</b>	<b>1,285</b>	<b>1,140</b>	<b>1,658</b>	<b>1,748</b>	<b>1,659</b>	<b>1,702</b>	<b>23,421</b>	<b>35,969</b>

**Income Over 100% FPL  
MCO: Non-Medically Exempt**

Member Counts													
Eligibility End Month													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	2,832	2,832	2,021	2,935	2,547	2,159	1,414	1,795	1,506	1,384	1,379	8,210	31,014
11/2016		163	121	128	104	206	107	197	104	106	182	1,412	2,830
12/2016			186	132	136	113	133	215	148	80	125	1,718	2,986
01/2017				168	153	189	101	238	120	186	88	2,032	3,275
02/2017					193	192	135	116	236	230	178	2,332	3,612
03/2017						236	127	158	129	256	151	2,224	3,281
04/2017							166	133	124	101	263	2,167	2,954
05/2017								207	111	118	101	2,013	2,550
06/2017									165	125	104	2,008	2,402
07/2017										134	139	2,206	2,479
08/2017											182	2,357	2,539
09/2017												2,426	2,426
<b>Totals</b>	<b>2,832</b>	<b>2,995</b>	<b>2,328</b>	<b>3,363</b>	<b>3,133</b>	<b>3,095</b>	<b>2,183</b>	<b>3,059</b>	<b>2,643</b>	<b>2,720</b>	<b>2,892</b>	<b>31,105</b>	<b>62,348</b>
Member Months													
	10/2016	11/2016	12/2016	01/2017	02/2017	03/2017	04/2017	05/2017	06/2017	07/2017	08/2017	09/2017	Total
10/2016	2,832	5,664	6,063	11,740	12,735	12,954	9,898	14,360	13,554	13,840	15,169	98,520	217,329
11/2016		163	242	384	416	1,030	642	1,379	832	954	1,820	15,532	23,394
12/2016			186	264	408	452	665	1,290	1,036	640	1,125	17,180	23,246
01/2017				168	306	567	404	1,190	720	1,302	704	18,288	23,649
02/2017					193	384	405	464	1,180	1,380	1,246	18,656	23,908
03/2017						236	254	474	516	1,280	906	15,568	19,234
04/2017							166	266	372	404	1,315	13,002	15,525
05/2017								207	222	354	404	10,065	11,252
06/2017									165	250	312	8,032	8,759
07/2017										134	278	6,618	7,030
08/2017											182	4,714	4,896
09/2017												2,426	2,426
<b>Totals</b>	<b>2,832</b>	<b>5,827</b>	<b>6,491</b>	<b>12,556</b>	<b>14,058</b>	<b>15,623</b>	<b>12,434</b>	<b>19,630</b>	<b>18,597</b>	<b>20,538</b>	<b>23,461</b>	<b>228,601</b>	<b>380,648</b>

## VII. OTHER ACTIVITIES

### 1. Dental Wellness Plan (DWP)

During the third quarter of calendar year 2017, IME continued building on its goal to improve the original Dental Wellness Plan (DWP) design, based on lessons learned, input from interested stakeholders through review of responses to a Request for Information (RFI) completed in the previous quarter, and negotiations with CMS on the design of the new plan.

The redesigned DWP became effective July 1, 2017. Adult Medicaid members, age 19 and older, were integrated into a single, unified adult dental program. The movement of adult Iowa Medicaid members to the redesigned Dental Wellness Plan (DWP) is intended to ensure continuity of care as member's transition between Medicaid eligibility categories. All enrollees receive comprehensive dental benefits during their first year of enrollment.

IME provided CMS with an 1115 waiver amendment (concurrent with public notice) and worked through the process to confirm a mutual understanding of the adjustments to the program for DWP members and to ultimately gain approval for adding the non-expansion adult population to the program. In addition, IME submitted related State Plan Amendments and an update to the Alternative Benefit Plan.

A new DWP Prepaid Ambulatory Health Plan (PAHP) contract was drafted to incorporate the new benefit design, the addition of the current FFS population and additional reporting requirements to align with the State's medical managed care organization contracts. The new DWP contract contains all of the new 42 CFR §438 managed care regulations. Capitation rates for the DWP were developed and certified as actuarially sound, in accordance with 42 CFR §438.6. Delta Dental of Iowa and MCNA Dental maintain contracts to deliver DWP benefits.

Providers and members were notified of these changes beginning in May. Information on the carrier options for members and plan design, including the use of healthy behaviors and premiums were made available on the IME/DWP website: <https://dhs.iowa.gov/dental-wellness-plan>.

#### **Delta Dental**

- Operations
  - Activities/Results
    - Customer Service: 9,553 member and 4,897 provider calls received
    - Services Provided: 158,716 to 35,165 unique members
    - Completed Risk Assessments: 11,206
  - Claims
    - Claims Processed: 61,428
    - Processing Time (Average): 7.24 days
    - Total Paid: \$8,553,322.05
  - Complaints
    - Program to Date: Received: 117 Resolved: 117



- This Quarter: Received 9, Resolved: 9
- Appeals
  - Program to Date: Received 22
  - This Quarter: Received 2
- Network
  - General Dentists: 796
  - Oral Surgeons: 64
  - Periodontists: 6
  - Pedodontists: 27
  - Endodontists: 6
  - Prosthodontists: 9

### **MCNA Dental**

- Operations
  - Activities/Results
    - Customer Service: 6,924 member and 1,030 provider calls received
    - Services Provided: 31,462 to 6,598 unique members
    - Completed Risk Assessments: 720 first and 6 second assessments
  - Claims
    - Claims Processed: 4,646
    - Processing Time (Average): 8.5 days
    - Total Paid: \$1,310,877.84
  - Complaints
    - Program to Date: Received 17, Resolved: 13
    - This Quarter: Received 14, Resolved: 11
  - Appeals
    - Program to Date: Received 18, Resolved: 14 This Quarter: Received 10, Resolved: 7
  - Network
    - General Dentists: 253
    - Oral Surgeons: 14
    - Periodontists: 2
    - Pedodontists: 0
    - Endodontists: 4
    - Prosthodontists: 4

## 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.

	July 2017		August 2017		September 2017	
	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)	24,873	15,565	25,065	15,513	25,216	15,184
Members who owe premiums (did not complete healthy behaviors)	19,119	10,413	19,377	10,474	19,642	10,283
Members who completed Healthy Behaviors (premiums waived)	5,754	5,152	5,688	5,039	5,574	4,901
Members who declared hardship (premiums waived)	1,344	1,024	1,417	1,040	1,325	975
American Indian/Alaskan Natives (exempt)	870	222	883	227	914	230
Medically Frail (exempt)	3,015	2,220	2,972	2,220	3,021	2,205
Members in the Health Insurance Premium Payment Program (exempt)	62	106	60	106	53	98
Members ineligible for IHAWP - churn (exempt)	1,418	591	1,416	588	1,426	559
Members with incomes below 50% FPL (exempt)	32,703	9	32,755	7	32,794	7
Members with debt sent to collections for failure to pay premiums within 90-day grace period	0	3,241	0	2,293	0	1,345
Members disenrolled for failure to pay premiums within 90-day grace period (FPL > 100%)		634		788		829
Members who reenrolled during the quarter		422		445		404
Members within initial 13 month grace period	55,235	18,647	55,174	18,593	54,512	18,443