



Department of
HUMAN SERVICES

**Iowa Wellness Plan Quarterly Report
1115 Demonstration Waiver
July 01, 2018 - September 30, 2018**

December 2018

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EXECUTIVE SUMMARY

During the third quarter of 2018, contributions started for members of the Dental Wellness Plan (DWP). A \$3 contribution per month is required for members who did not complete Healthy Behaviors in their prior enrollment period. Healthy Behaviors include a self-assessment risk survey and a dental exam. Members who have a hardship and cannot afford the contributions can request a hardship each month.

Enrollment in the Iowa Wellness Plan (IWP) continues to increase. For the third quarter, enrollment at the end of September was a two percent increase over the second quarter of 2018.

Following this letter is a detailed report of key activities and related statistics for the third quarter of 2018, consistent with the Special Terms and Conditions (STCs). Additional information about the IWP can be found at <https://dhs.iowa.gov/IHAWP>. Please contact me at 515-256-4621 or mrandol@dhs.state.ia.us, or Anna Ruggle at 515-974-3286 or aruggle@dhs.state.ia.us should you have any questions about this report.

Michael Randol
Iowa Medicaid Director
Department of Human Services

SIGNIFICANT ACTIVITIES OF THE QUARTER

Communications and Outreach

Ongoing communications include:

Monthly Member Mailings:

- **IA Health Link Member Enrollment Packet:** This packet is mailed to all new 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.

IWP members can call Member Services at the Iowa Medicaid Enterprise to learn about the IWP, Healthy Behaviors and how to contact their MCO if they have benefit questions.

Provider Outreach

There was no targeted outreach training to providers regarding the IWP. Providers can call Provider Services to obtain additional information about the IWP.

Legislative Developments

There were no legislative developments this quarter.

ELIGIBILITY/ENROLLMENT

Quarterly Enrollment

IWP population totaled 169,129 at the end of the third quarter of calendar year 2018. Month-end totals by population group are shown below.

Population Group	July 2018	Aug 2018	Sep 2018
0 to 100% FPL	132,515	133,569	135,433
101 to 133% FPL	34,384	34,660	33,696
Total	166,899	168,229	169,129

Special Population Groups

The state monitors specific population groups enrolled in the IWPs 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 2018.

Population Group	July 2018	Aug 2018	Sep 2018
19 & 20 Year Olds	14,790	14,935	15,091
0 to 100% FPL	12,486	12,635	12,835
101 to 133% FPL	2,304	2,300	2,256
American Indian/Alaskan Native	1,459	1,491	1,506
0 to 100% FPL	1,196	1,238	1,250
101 to 133% FPL	263	253	256
Medically Exempt	5,517	5,576	5,611
0 to 100% FPL	3,320	3,366	3,397
101 to 133% FPL	2,197	2,210	2,214
Total	21,766	22,002	22,208

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>.

MEMBER GRIEVANCES AND APPEALS

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>.

IWP 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 2018	Aug 2018	Sep 2018
Benefits and Services	1	0	1
Access	0	0	0
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	0	0	0
Premiums/Cost Sharing	0	2	1
Healthy Behaviors	0	0	0
NEMT	0	0	0
EPSDT	0	0	0
Benefits and Services	1	2	2
Total	2	4	4

Appeals and Exceptions

During the third quarter of calendar year 2018 the state received zero requests for exceptions to Medicaid policy and 30 requests for appeal hearings for IWP members in FFS.

MEMBER APPEALS

Month	Category	Outcome*	Count
July 2018	Contributions	Affirmed	3
		Dismissed	2
		Reversed	0
		Withdrawn	8
		Abandoned	0
Aug 2018	Contributions	Affirmed	0
		Dismissed	8
		Reversed	0
		Withdrawn	4
		Abandoned	0
Sep 2018	Contributions	Affirmed	0
		Dismissed	1
		Reversed	0
		Withdrawn	4
		Abandoned	0
Total Appeals			30

* 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.

Abandoned – Appellant did not show for the hearing ba

FINANCIAL REPORT

See the following pages for the actual number of member months for the IWP as of 9/30/2018. 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													
Eligibility Begin Month	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	213	91	58	57	46	46	29	27	29	23	23	412	1,054
11/2017		32	24	19	13	6	6	3	6	3	4	45	161
12/2017			225	175	316	5	2	7	12	6	5	94	847
01/2018				54	146	30	6	4	3	4	1	46	294
02/2018					76	150	16	8	7	7	7	67	338
03/2018						70	110	10	11	6	4	55	266
04/2018							48	118	17	10	5	75	273
05/2018								71	150	13	8	84	326
06/2018									65	108	26	120	319
07/2018										55	114	121	290
08/2018											44	248	292
09/2018												288	288
Totals	213	123	307	305	597	307	217	248	300	235	241	1,655	4,748
Member Months													
Eligibility Begin Month	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	213	182	174	228	230	276	203	216	261	230	253	4,944	7,410
11/2017		32	48	57	52	30	36	21	48	27	40	495	886
12/2017			225	350	948	20	10	42	84	48	45	940	2,712
01/2018				54	292	90	24	20	18	28	8	414	948
02/2018					76	300	48	32	35	42	49	536	1,118
03/2018						70	220	30	44	30	24	385	803
04/2018							48	236	51	40	25	450	850
05/2018								71	300	39	32	420	862
06/2018									65	216	78	480	839
07/2018										55	228	363	646
08/2018											44	496	540
09/2018												288	288
Totals	213	214	447	689	1,598	786	589	668	906	755	826	10,211	17,902

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

Member Counts													
Eligibility End Month													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	2,659	1,831	345	236	288	141	127	95	102	91	84	1,738	7,737
11/2017		447	1,936	960	114	24	20	13	25	10	16	200	3,765
12/2017			1,783	2,931	1,761	54	27	26	35	16	14	247	6,894
01/2018				443	2,361	698	30	18	16	18	10	223	3,817
02/2018					586	2,441	144	30	26	9	11	214	3,461
03/2018						816	2,315	163	28	21	17	228	3,588
04/2018							650	2,209	154	52	16	244	3,325
05/2018								716	2,184	254	53	293	3,500
06/2018									659	2,201	310	356	3,526
07/2018										508	2,067	787	3,362
08/2018											530	3,055	3,585
09/2018												3,122	3,122
Totals	2,659	2,278	4,064	4,570	5,110	4,174	3,313	3,270	3,229	3,180	3,128	10,707	49,682
Member Months													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	2,659	3,662	1,035	944	1,440	846	889	760	918	910	924	20,856	35,843
11/2017		447	3,872	2,880	456	120	120	91	200	90	160	2,200	10,636
12/2017			1,783	5,862	5,283	216	135	156	245	128	126	2,470	16,404
01/2018				443	4,722	2,094	120	90	96	126	80	2,007	9,778
02/2018					586	4,882	432	120	130	54	77	1,712	7,993
03/2018						816	4,630	489	112	105	102	1,596	7,850
04/2018							650	4,418	462	208	80	1,464	7,282
05/2018								716	4,368	762	212	1,465	7,523
06/2018									659	4,402	930	1,424	7,415
07/2018										508	4,134	2,361	7,003
08/2018											530	6,110	6,640
09/2018												3,122	3,122
Totals	2,659	4,109	6,690	10,129	12,487	8,974	6,976	6,840	7,190	7,293	7,355	46,787	127,489

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

Member Counts													
Eligibility End Month													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	751	809	500	447	365	406	372	340	331	312	285	10,029	14,947
11/2017		212	24	25	26	21	26	21	29	21	11	432	848
12/2017			46	26	23	18	21	19	18	23	18	433	645
01/2018				62	40	29	34	24	21	21	26	511	768
02/2018					52	28	19	25	24	26	27	508	709
03/2018						44	51	39	26	37	26	795	1,018
04/2018							43	33	26	22	29	618	771
05/2018								53	49	28	25	550	705
06/2018									40	29	19	616	704
07/2018										46	26	651	723
08/2018											36	578	614
09/2018												628	628
Totals	751	1,021	570	560	506	546	566	554	564	565	528	16,349	23,080
Member Months													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	751	1,618	1,500	1,788	1,825	2,436	2,604	2,720	2,979	3,120	3,135	120,348	144,824
11/2017		212	48	75	104	105	156	147	232	189	110	4,752	6,130
12/2017			46	52	69	72	105	114	126	184	162	4,330	5,260
01/2018				62	80	87	136	120	126	147	208	4,599	5,565
02/2018					52	56	57	100	120	156	189	4,064	4,794
03/2018						44	102	117	104	185	156	5,565	6,273
04/2018							43	66	78	88	145	3,708	4,128
05/2018								53	98	84	100	2,750	3,085
06/2018									40	58	57	2,464	2,619
07/2018										46	52	1,953	2,051
08/2018											36	1,156	1,192
09/2018												628	628
Totals	751	1,830	1,594	1,977	2,130	2,800	3,203	3,437	3,903	4,257	4,350	156,317	186,549

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

Member Counts													
Eligibility End Month													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
Eligibility Begin Month	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
	5,671	4,165	3,696	3,070	2,492	2,840	2,494	2,049	2,417	2,247	1,677	59,585	92,403
		1,620	211	179	139	136	132	131	136	124	169	3,042	6,019
			202	281	135	125	157	149	142	105	87	2,931	4,314
				431	279	210	182	153	183	140	132	4,671	6,381
					393	227	205	167	184	168	139	4,957	6,440
						297	253	248	198	209	176	5,478	6,859
							419	235	203	190	155	5,009	6,211
								373	200	168	136	4,099	4,976
									199	172	173	4,131	4,675
										280	186	4,264	4,730
											223	4,475	4,698
												4,732	4,732
Totals	5,671	5,785	4,109	3,961	3,438	3,835	3,842	3,505	3,862	3,803	3,253	107,374	152,438
Member Months													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
Eligibility Begin Month	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
	5,671	8,330	11,088	12,280	12,460	17,040	17,458	16,392	21,753	22,470	18,447	715,020	878,409
		1,620	422	537	556	680	792	917	1,088	1,116	1,690	33,462	42,880
			202	562	405	500	785	894	994	840	783	29,310	35,275
				431	558	630	728	765	1,098	980	1,056	42,039	48,285
					393	454	615	668	920	1,008	973	39,656	44,687
						297	506	744	792	1,045	1,056	38,346	42,786
							419	470	609	760	775	30,054	33,087
								373	400	504	544	20,495	22,316
									199	344	519	16,524	17,586
										280	372	12,792	13,444
											223	8,950	9,173
												4,732	4,732
Totals	5,671	9,950	11,712	13,810	14,372	19,601	21,303	21,223	27,853	29,347	26,438	991,380	1,192,660

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

Member Counts													
Eligibility End Month													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	18	5	5	6	10	2	4	1	5	0	2	31	89
11/2017		5	5	6	2	0	1	0	0	0	1	1	21
12/2017			53	29	63	1	1	0	3	0	0	7	157
01/2018				11	21	8	2	1	0	0	0	3	46
02/2018					12	27	1	1	0	0	0	3	44
03/2018						12	17	1	0	0	0	2	32
04/2018							8	17	1	4	0	5	35
05/2018								14	14	4	1	4	37
06/2018									15	18	3	7	43
07/2018										9	13	8	30
08/2018											7	30	37
09/2018												31	31
Totals	18	10	63	52	108	50	34	35	38	35	27	132	602

Member Months													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	18	10	15	24	50	12	28	8	45	0	22	372	604
11/2017		5	10	18	8	0	6	0	0	0	10	11	68
12/2017			53	58	189	4	5	0	21	0	0	70	400
01/2018				11	42	24	8	5	0	0	0	27	117
02/2018					12	54	3	4	0	0	0	24	97
03/2018						12	34	3	0	0	0	14	63
04/2018							8	34	3	16	0	30	91
05/2018								14	28	12	4	20	78
06/2018									15	36	9	28	88
07/2018										9	26	24	59
08/2018											7	60	67
09/2018												31	31
Totals	18	15	78	111	301	106	92	68	112	73	78	711	1,763

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

Member Counts													
Eligibility End Month													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	709	499	133	59	106	24	23	24	20	17	17	223	1,854
11/2017		181	628	356	59	9	1	3	4	2	2	35	1,280
12/2017			834	1,024	610	19	7	4	8	5	3	37	2,551
01/2018				209	646	220	15	3	3	0	2	23	1,121
02/2018					236	658	61	6	3	3	2	27	996
03/2018						370	579	60	11	1	2	36	1,059
04/2018							222	539	77	6	2	17	863
05/2018								273	597	84	13	27	994
06/2018									322	612	111	36	1,081
07/2018										179	509	189	877
08/2018											185	738	923
09/2018												810	810
Totals	709	680	1,595	1,648	1,657	1,300	908	912	1,045	909	848	2,198	14,409
Member Months													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	709	998	399	236	530	144	161	192	180	170	187	2,676	6,582
11/2017		181	1,256	1,068	236	45	6	21	32	18	20	385	3,268
12/2017			834	2,048	1,830	76	35	24	56	40	27	370	5,340
01/2018				209	1,292	660	60	15	18	0	16	207	2,477
02/2018					236	1,316	183	24	15	18	14	216	2,022
03/2018						370	1,158	180	44	5	12	252	2,021
04/2018							222	1,078	231	24	10	102	1,667
05/2018								273	1,194	252	52	135	1,906
06/2018									322	1,224	333	144	2,023
07/2018										179	1,018	567	1,764
08/2018											185	1,476	1,661
09/2018												810	810
Totals	709	1,179	2,489	3,561	4,124	2,611	1,825	1,807	2,092	1,930	1,874	7,340	31,541

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

Member Counts													
Eligibility End Month													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	224	235	205	146	119	145	106	91	107	88	72	1,469	3,007
11/2017		53	13	10	9	6	7	6	4	4	7	93	212
12/2017			18	12	10	6	5	9	8	6	4	80	158
01/2018				20	10	12	6	15	10	6	8	141	228
02/2018					20	14	10	9	13	6	6	149	227
03/2018						23	14	19	18	15	4	159	252
04/2018							23	5	8	2	13	137	188
05/2018								10	18	11	9	118	166
06/2018									13	13	9	151	186
07/2018										9	10	124	143
08/2018											11	119	130
09/2018												138	138
Totals	224	288	236	188	168	206	171	164	199	160	153	2,878	5,035
Member Months													
	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	224	470	615	584	595	870	742	728	963	880	792	17,628	25,091
11/2017		53	26	30	36	30	42	42	32	36	70	1,023	1,420
12/2017			18	24	30	24	25	54	56	48	36	800	1,115
01/2018				20	20	36	24	75	60	42	64	1,269	1,610
02/2018					20	28	30	36	65	36	42	1,192	1,449
03/2018						23	28	57	72	75	24	1,113	1,392
04/2018							23	10	24	8	65	822	952
05/2018								10	36	33	36	590	705
06/2018									13	26	27	604	670
07/2018										9	20	372	401
08/2018											11	238	249
09/2018												138	138
Totals	224	523	659	658	701	1,011	914	1,012	1,321	1,193	1,187	25,789	35,192

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

Member Counts													
Eligibility End Month													
Eligibility Begin Month	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	2,666	2,460	2,589	1,951	1,712	1,905	1,461	1,323	1,480	793	1,513	11,120	30,973
11/2017		762	127	87	70	137	86	101	62	59	88	1,013	2,592
12/2017			129	117	68	64	113	74	86	63	62	1,078	1,854
01/2018				214	158	100	106	187	106	61	113	1,836	2,881
02/2018					212	129	110	80	117	74	117	1,825	2,664
03/2018						179	115	152	115	90	183	1,978	2,812
04/2018							183	92	101	77	176	1,753	2,382
05/2018								205	87	67	73	1,499	1,931
06/2018									90	68	79	1,610	1,847
07/2018										97	74	1,646	1,817
08/2018											121	1,673	1,794
09/2018												1,682	1,682
Totals	2,666	3,222	2,845	2,369	2,220	2,514	2,174	2,214	2,244	1,449	2,599	28,713	55,229
Member Months													
Eligibility Begin Month	10/2017	11/2017	12/2017	01/2018	02/2018	03/2018	04/2018	05/2018	06/2018	07/2018	08/2018	09/2018	Total
10/2017	2,666	4,920	7,767	7,804	8,560	11,430	10,227	10,584	13,320	7,930	16,643	133,440	235,291
11/2017		762	254	261	280	685	516	707	496	531	880	11,143	16,515
12/2017			129	234	204	256	565	444	602	504	558	10,780	14,276
01/2018				214	316	300	424	935	636	427	904	16,524	20,680
02/2018					212	258	330	320	585	444	819	14,600	17,568
03/2018						179	230	456	460	450	1,098	13,846	16,719
04/2018							183	184	303	308	880	10,518	12,376
05/2018								205	174	201	292	7,495	8,367
06/2018									90	136	237	6,440	6,903
07/2018										97	148	4,938	5,183
08/2018											121	3,346	3,467
09/2018												1,682	1,682
Totals	2,666	5,682	8,150	8,513	9,572	13,108	12,475	13,835	16,666	11,028	22,580	234,752	359,027

OTHER ACTIVITIES

Dental Wellness Plan (DWP)

Beginning on July 1, 2018, DWP started charging a contribution of \$3 per month for members on the DWP. Members have their premiums waived if they complete Healthy Behaviors in the previous enrollment year. Healthy Behaviors include having a dental exam and completing a dental health risk assessment. Members can also claim hardship if they cannot pay their contribution. The hardship must be declared each month for the contributions to be waived.



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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 2018		August 2018		September 2018	
	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)	30,194	14,984	30,432	15,398	30,918	14,499
Members who owe premiums (did not complete Healthy Behaviors)	25,967	11,485	26,256	11,942	25,718	10,473
Members who completed Healthy Behaviors (premiums waived)	4,227	3,499	4,176	3,456	5,200	4,026
American Indian/Alaskan Natives (exempt)	1,195	257	1,235	253	1,253	256
Medically Frail (exempt)	3,292	2,186	3,370	2,211	3,400	2,216
Members in the Health Insurance Premium Payment Program (exempt)	49	76	48	72	55	74
Members ineligible for IWP - churn (exempt)	1,616	554	1,584	535	1,532	528
Members with incomes below 50% FPL (exempt)	44,221	5	45,208	7	46,197	15
Members who reenrolled during the quarter		396		353		389
Members within initial 13 month grace period	52,971	17,003	52,909	16,781	53,777	16,791