



Department of  
**HUMAN SERVICES**

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***Iowa Wellness Plan  
1115 Demonstration Waiver  
Fourth Quarter 2020 and Annual  
Report***

**March 2021**

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## EXECUTIVE SUMMARY

The Iowa Wellness Plan (IWP) demonstration waiver began a new five-year waiver extension on January 1, 2020.

The biggest impact to the IWP for calendar year 2020 was the COVID-19 Public Health Emergency (PHE), starting in the middle of March and continuing throughout 2020. The PHE changed how the IWP operated. Iowa waived all contributions for the program and as a result, Healthy Behaviors were waived. Since no contributions were required, this decreased the number of appeals for contributions to zero. The Dental Wellness Plan (DWP) also waived contributions so all DWP members continued on full benefits for their enrollment period.

Although contributions were waived, some members continued to send in their contributions by either check or automatic withdrawal from their bank or credit union. In September, Iowa sent refunds to those IWP and DWP members who had a credit balance.

Maintenance of effort was in effect during the PHE, which allowed members to continue their coverage throughout this time after their enrollment period. There was a 15 percent increase in enrollment in IWP during 2020 due to new members and not disenrolling members because of the maintenance of effort.

Following this letter is a detailed report of key activities and related statistics for the fourth quarter of 2020, 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 [jlovela@dhs.state.ia.us](mailto:jlovela@dhs.state.ia.us), or Anna Ruggle at 515-201-4713 or [aruggle@dhs.state.ia.us](mailto:aruggle@dhs.state.ia.us) should you have any questions about this report.

Julie Lovelady  
Interim Iowa Medicaid Director  
Iowa Department of Human Services

## SIGNIFICANT ACTIVITIES OF THE YEAR

### Communications and Outreach

The PHE increased communication to IWP and DWP members. Early in the PHE, letters were sent to members informing them of the waiver of contributions, and no disenrollments, for the length of the PHE. Iowa developed a website with frequently asked questions about COVID-19 and how their health services were affected.

Telehealth services were quickly implemented during the PHE to ensure members could still receive any needed health services. In Iowa, dentists were unable to see members for dental visits, due to COVID-19 and Governor's restrictions, until the middle of May.

Communication to IWP members included the following:

- Updating the webpage for Medicaid and IWP members. This page included information on COVID-19, resources and some frequently asked questions. This webpage can be found at: <https://dhs.iowa.gov/ime/members/COVID19>.
  - Electronic newsletters. IWP members, who have signed up to receive newsletters from the Department, received regular updates related to program changes and expanded services due to the COVID-19 PHE. These newsletters can be found at: <https://dhs.iowa.gov/ime/about/IMENewsletters>
- 
- Member Services, the call center for members, was available to answer any COVID-19 questions in addition to the general questions the call center receives daily.

Ongoing communication includes:

#### Monthly Member Mailings:

- IA Health Link Member Welcome Packet: This packet is mailed to all new IWP members and 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 and reminds members they need to complete their Healthy Behaviors to keep their free health coverage. These letters have put on hold during the PHE.
- IWP Contribution Statements: These statements are sent to members who are required to pay monthly contributions. (These statements were put on hold in March 2020 as DHS suspended contributions during the PHE).

### **Provider Outreach**

On October 8, 2020, the public post award forum was held during the quarterly Medicaid Assistance Advisory Committee. The Committee consists of providers and stakeholders. The meeting is open to the public. The 2019 annual report was presented to those attending. There were no comments shared during the meeting. (See Attachment 1)

### **Legislative Developments**

There were no legislative developments for IWP during calendar year 2020.

## **ELIGIBILITY/ENROLLMENT**

### **Quarter Enrollment**

The IWP population totaled 209,121 at the end of the fourth quarter of calendar year 2020. Month-end totals by population group are shown below.

<b>Population Group</b>	<b>Oct 2020</b>	<b>Nov 2020</b>	<b>Dec 2020</b>
0 to 100% FPL	164,128	167,014	169,893
101 to 133% FPL	36,877	38,141	39,228
<b>Total</b>	<b>201,205</b>	<b>205,155</b>	<b>209,121</b>

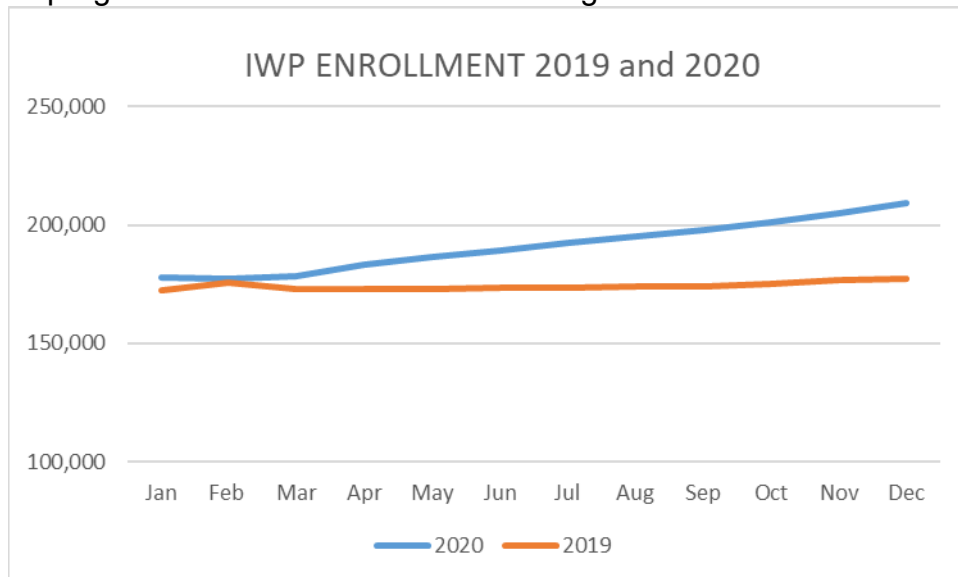
### **Special Population Groups**

The state monitors specific population groups enrolled in the IWP to ensure their health care needs are met in accordance with the STCs. 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 fourth quarter of calendar year 2020.

Population Group	Oct 2020	Nov 2020	Dec 2020
<b>19 &amp; 20 Year Olds</b>	<b>15,245</b>	<b>15,068</b>	<b>14,919</b>
0 to 100% FPL	12,881	12,721	12,607
101 to 133% FPL	2,364	2,347	2,312
<b>American Indian/Alaskan Native</b>	<b>3,158</b>	<b>3,199</b>	<b>3,225</b>
0 to 100% FPL	2,669	2,701	3,225
101 to 133% FPL	489	498	504
<b>Medically Exempt</b>	<b>6,473</b>	<b>6,598</b>	<b>6,737</b>
0 to 100% FPL	4,081	4,171	4,254
101 to 133% FPL	2,392	2,427	2,483
<b>Total</b>	<b>24,876</b>	<b>24,865</b>	<b>24,881</b>

### Annual Enrollment

The graph below compares the 2020 annual enrollment with the 2019 annual enrollment. The graph shows a 15 percent increase from 2019. The enrollment increase in 2020 corresponds to the beginning of the PHE in March 2020. This increase is due to new members coming on the program as well as members not being disenrolled from IWP.



## 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-GeoAccess>

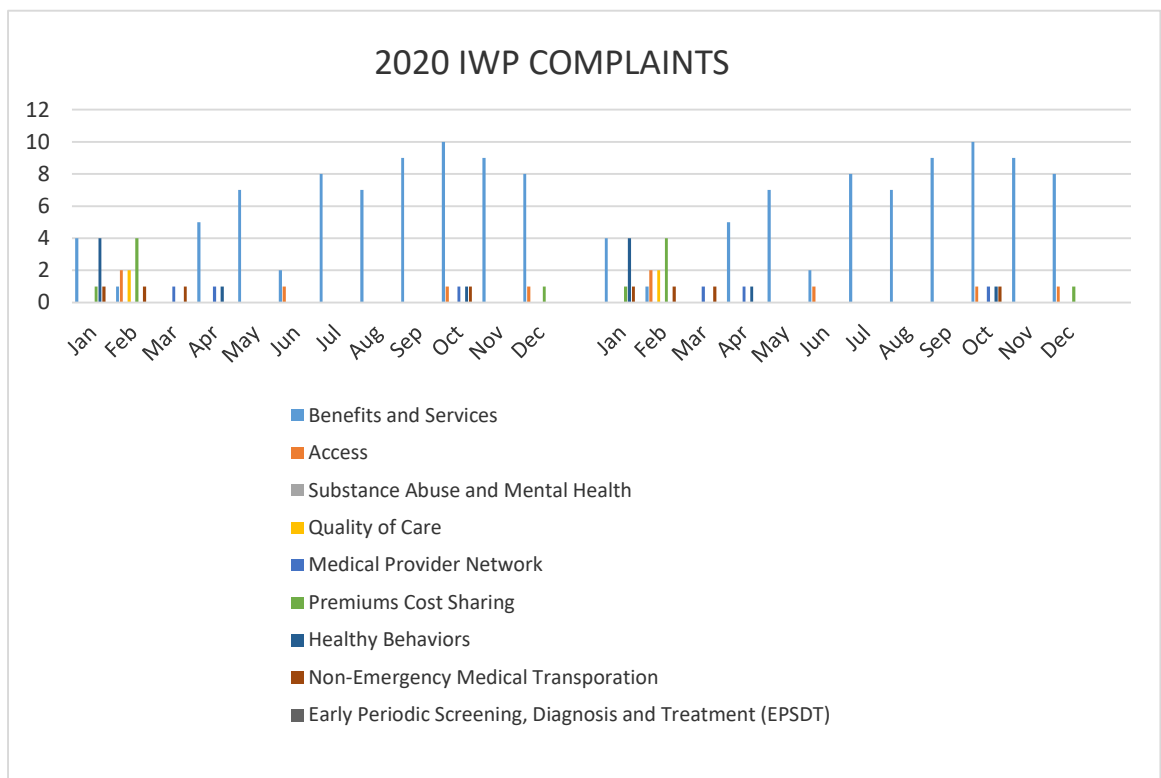
## MEMBER GRIEVANCES AND APPEALS

### 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 are able to report their complaints to the Iowa Medicaid Member Services Call Center. A summary of these complaints is provided below.

Complaint Type	Oct 2020	Nov 2020	Dec 2020
Benefits and Services	10	9	8
Access	1	0	1
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	1	0	0
Premiums/Cost Sharing	0	0	1
Healthy Behaviors	1	0	0
Non-Emergency Medical Transportation	0	0	0
Early Periodic Screening, Diagnosis and Treatment (EPSDT)	0	0	0
<b>Total</b>	<b>13</b>	<b>9</b>	<b>10</b>



## Exceptions and Appeals

During the fourth quarter of calendar year 2020 the state received 0 requests for exceptions to Medicaid policy and 0 requests for appeal hearings for IWP members.

## FINANCIAL REPORT

See the following pages for the actual number of member months for the IWP as of December 2021. 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												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	162	121	101	105	72	60	75	51	41	44	20	661	1,513
11/2019		47	38	17	7	9	9	6	4	3	2	57	199
12/2019			52	26	10	10	8	4	2	1	2	53	168
01/2020				46	29	10	6	5	9	3	4	71	183
02/2020					44	25	17	5	10	5	6	80	192
03/2020						57	19	13	7	4	5	107	212
04/2020							48	24	3	4	6	84	169
05/2020								30	13	6	7	56	112
06/2020									42	21	13	71	147
07/2020										40	27	107	174
08/2020											27	127	154
09/2020												170	170
Totals	162	168	191	194	162	171	182	138	131	131	119	1,644	3,393

Member Months													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	162	242	303	420	360	360	525	408	369	440	220	7,932	11,741
11/2019		47	76	51	28	45	54	42	32	27	20	627	1,049
12/2019			52	52	30	40	40	24	14	8	18	530	808
01/2020				46	58	30	24	25	54	21	32	639	929
02/2020					44	50	51	20	50	30	42	640	927
03/2020						57	38	39	28	20	30	749	961
04/2020							48	48	9	16	30	504	655
05/2020								30	26	18	28	280	382
06/2020									42	42	39	284	407
07/2020										40	54	321	415
08/2020											27	254	281
09/2020												170	170
Totals	162	289	431	569	520	582	780	636	624	662	540	12,930	18,725

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

Member Counts													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	613	394	274	302	243	161	206	151	131	86	72	2,963	5,596
11/2019		189	79	47	26	23	15	16	8	8	8	225	644
12/2019			180	99	32	25	21	11	5	9	11	215	608
01/2020				211	100	60	25	15	15	8	5	210	649
02/2020					162	72	53	23	12	13	13	273	621
03/2020						166	61	36	17	6	6	272	564
04/2020							201	56	39	8	13	299	616
05/2020								170	36	29	8	253	496
06/2020									137	55	23	353	568
07/2020										120	52	369	541
08/2020											121	413	534
09/2020												496	496
<b>Totals</b>	<b>613</b>	<b>583</b>	<b>533</b>	<b>659</b>	<b>563</b>	<b>507</b>	<b>582</b>	<b>478</b>	<b>400</b>	<b>342</b>	<b>332</b>	<b>6,341</b>	<b>11,933</b>
Member Months													
	Eligibility Begin Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	613	788	822	1,208	1,215	966	1,442	1,208	1,179	860	792	35,556	46,649
11/2019		189	158	141	104	115	90	112	64	72	80	2,475	3,600
12/2019			180	198	96	100	105	66	35	72	99	2,150	3,101
01/2020				211	200	180	100	75	90	56	40	1,890	2,842
02/2020					162	144	159	92	60	78	91	2,184	2,970
03/2020						166	122	108	68	30	36	1,904	2,434
04/2020							201	112	117	32	65	1,794	2,321
05/2020								170	72	87	32	1,265	1,626
06/2020									137	110	69	1,412	1,728
07/2020										120	104	1,107	1,331
08/2020											121	826	947
09/2020												496	496
<b>Totals</b>	<b>613</b>	<b>977</b>	<b>1,160</b>	<b>1,758</b>	<b>1,777</b>	<b>1,671</b>	<b>2,219</b>	<b>1,943</b>	<b>1,822</b>	<b>1,517</b>	<b>1,529</b>	<b>53,059</b>	<b>70,045</b>

**Income 0-100% FPL**

**MCO: Medically Exempt**

Member Counts													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	649	617	651	603	551	265	207	239	285	202	171	12,884	17,324
11/2019		40	59	36	37	20	15	14	19	14	16	626	896
12/2019			50	30	46	27	17	18	23	14	18	674	917
01/2020				44	33	20	19	23	30	25	14	808	1,016
02/2020					46	24	17	24	23	18	16	787	955
03/2020						33	14	20	38	21	21	760	907
04/2020							22	23	20	17	19	755	856
05/2020								29	30	18	24	590	691
06/2020									25	17	17	556	615
07/2020										22	14	712	748
08/2020											13	558	571
09/2020												594	594
<b>Totals</b>	<b>649</b>	<b>657</b>	<b>760</b>	<b>713</b>	<b>713</b>	<b>389</b>	<b>311</b>	<b>390</b>	<b>493</b>	<b>368</b>	<b>343</b>	<b>20,304</b>	<b>26,090</b>
Member Months													
	Eligibility Begin Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	649	1,234	1,953	2,412	2,755	1,590	1,449	1,912	2,565	2,020	1,881	154,608	175,028
11/2019		40	118	108	148	100	90	98	152	126	160	6,886	8,026
12/2019			50	60	138	108	85	108	161	112	162	6,740	7,724
01/2020				44	66	60	76	115	180	175	112	7,272	8,100
02/2020					46	48	51	96	115	108	112	6,296	6,872
03/2020						33	28	60	152	105	126	5,320	5,824
04/2020							22	46	60	68	95	4,530	4,821
05/2020								29	60	54	96	2,950	3,189
06/2020									25	34	51	2,224	2,334
07/2020										22	28	2,136	2,186
08/2020											13	1,116	1,129
09/2020												594	594
<b>Totals</b>	<b>649</b>	<b>1,274</b>	<b>2,121</b>	<b>2,624</b>	<b>3,153</b>	<b>1,939</b>	<b>1,801</b>	<b>2,464</b>	<b>3,470</b>	<b>2,824</b>	<b>2,836</b>	<b>200,672</b>	<b>225,827</b>

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

Member Counts													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	4,530	4,649	5,316	5,049	4,190	1,706	1,161	1,690	2,282	1,442	1,101	88,345	121,461
11/2019		240	257	236	177	119	71	128	127	99	69	3,999	5,522
12/2019			255	188	222	135	97	127	172	98	75	4,262	5,631
01/2020				228	192	151	104	130	146	85	90	4,155	5,281
02/2020					198	122	102	104	177	88	75	3,831	4,697
03/2020						169	120	130	170	113	82	4,140	4,924
04/2020							162	182	195	134	108	4,596	5,377
05/2020								150	189	116	99	3,616	4,170
06/2020									177	130	139	4,093	4,539
07/2020										174	143	4,861	5,178
08/2020											135	4,056	4,191
09/2020												3,943	3,943
Totals	4,530	4,889	5,828	5,701	4,979	2,402	1,817	2,641	3,635	2,479	2,116	133,897	174,914
Member Months													
	Eligibility Begin Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	4,530	9,298	15,948	20,196	20,950	10,236	8,127	13,520	20,538	14,420	12,111	1,060,140	1,210,014
11/2019		240	514	708	708	595	426	896	1,016	891	690	43,989	50,673
12/2019			255	376	666	540	485	762	1,204	784	675	42,620	48,367
01/2020				228	384	453	416	650	876	595	720	37,395	41,717
02/2020					198	244	306	416	885	528	525	30,648	33,750
03/2020						169	240	390	680	565	492	28,980	31,516
04/2020							162	364	585	536	540	27,576	29,763
05/2020								150	378	348	396	18,080	19,352
06/2020									177	260	417	16,372	17,226
07/2020										174	286	14,583	15,043
08/2020											135	8,112	8,247
09/2020												3,943	3,943
Totals	4,530	9,538	16,717	21,508	22,906	12,237	10,162	17,148	26,339	19,101	16,987	1,332,438	1,509,611

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

Member Counts													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	9	13	5	3	6	1	0	2	3	3	1	26	72
11/2019		1	1	0	1	1	0	0	0	0	0	1	5
12/2019			1	0	1	0	0	1	0	0	0	3	6
01/2020				7	1	0	0	0	0	0	0	5	13
02/2020					5	3	1	1	0	1	0	8	19
03/2020						4	2	0	0	1	0	8	15
04/2020							3	1	0	1	0	1	6
05/2020								3	0	1	2	2	8
06/2020									2	1	0	3	6
07/2020										6	0	3	9
08/2020											6	12	18
09/2020												7	7
<b>Totals</b>	<b>9</b>	<b>14</b>	<b>7</b>	<b>10</b>	<b>14</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>14</b>	<b>9</b>	<b>79</b>	<b>184</b>
Member Months													
	Eligibility Begin Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	9	26	15	12	30	6	0	16	27	30	11	312	494
11/2019		1	2	0	4	5	0	0	0	0	0	11	23
12/2019			1	0	3	0	0	6	0	0	0	30	40
01/2020				7	2	0	0	0	0	0	0	45	54
02/2020					5	6	3	4	0	6	0	64	88
03/2020						4	4	0	0	5	0	56	69
04/2020							3	2	0	4	0	6	15
05/2020								3	0	3	8	10	24
06/2020									2	2	0	12	16
07/2020										6	0	9	15
08/2020											6	24	30
09/2020												7	7
<b>Totals</b>	<b>9</b>	<b>27</b>	<b>18</b>	<b>19</b>	<b>44</b>	<b>21</b>	<b>10</b>	<b>31</b>	<b>29</b>	<b>56</b>	<b>25</b>	<b>586</b>	<b>875</b>

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

Member Counts													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	99	56	37	30	27	11	6	10	19	9	9	258	571
11/2019		26	10	5	1	1	0	0	0	2	0	20	65
12/2019			27	11	6	4	0	2	2	0	2	31	85
01/2020				31	11	2	1	3	4	1	1	30	84
02/2020					27	6	1	3	4	0	1	31	73
03/2020						22	4	5	1	2	0	31	65
04/2020							22	9	5	2	3	45	86
05/2020								17	5	5	3	33	63
06/2020									16	4	6	52	78
07/2020										18	9	61	88
08/2020											22	69	91
09/2020												72	72
<b>Totals</b>	<b>99</b>	<b>82</b>	<b>74</b>	<b>77</b>	<b>72</b>	<b>46</b>	<b>34</b>	<b>49</b>	<b>56</b>	<b>43</b>	<b>56</b>	<b>733</b>	<b>1,421</b>
Member Months													
	Eligibility Begin Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	99	112	111	120	135	66	42	80	171	90	99	3,096	4,221
11/2019		26	20	15	4	5	0	0	0	18	0	220	308
12/2019			27	22	18	16	0	12	14	0	18	310	437
01/2020				31	22	6	4	15	24	7	8	270	387
02/2020					27	12	3	12	20	0	7	248	329
03/2020						22	8	15	4	10	0	217	276
04/2020							22	18	15	8	15	270	348
05/2020								17	10	15	12	165	219
06/2020									16	8	18	208	250
07/2020										18	18	183	219
08/2020											22	138	160
09/2020												72	72
<b>Totals</b>	<b>99</b>	<b>138</b>	<b>158</b>	<b>188</b>	<b>206</b>	<b>127</b>	<b>79</b>	<b>169</b>	<b>274</b>	<b>174</b>	<b>217</b>	<b>5,397</b>	<b>7,226</b>

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

Member Counts													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	143	161	219	148	125	51	61	74	95	58	26	1,654	2,815
11/2019		16	9	8	11	5	6	4	13	3	2	123	200
12/2019			18	11	9	4	5	12	13	4	5	148	229
01/2020				30	24	12	6	10	12	5	5	212	316
02/2020					15	11	6	6	16	6	2	172	234
03/2020						10	7	14	14	6	2	160	213
04/2020							19	7	12	2	2	147	189
05/2020								9	1	5	4	96	115
06/2020									8	7	2	146	163
07/2020										13	7	198	218
08/2020											12	122	134
09/2020												100	100
Totals	143	177	246	197	184	93	110	136	184	109	69	3,278	4,926
Member Months													
	Eligibility Begin Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	143	322	657	592	625	306	427	592	855	580	286	19,848	25,233
11/2019		16	18	24	44	25	36	28	104	27	20	1,353	1,695
12/2019			18	22	27	16	25	72	91	32	45	1,480	1,828
01/2020				30	48	36	24	50	72	35	40	1,908	2,243
02/2020					15	22	18	24	80	36	14	1,376	1,585
03/2020						10	14	42	56	30	12	1,120	1,284
04/2020							19	14	36	8	10	882	969
05/2020								9	2	15	16	480	522
06/2020									8	14	6	584	612
07/2020										13	14	594	621
08/2020											12	244	256
09/2020												100	100
Totals	143	338	693	668	759	415	563	831	1,304	790	475	29,969	36,948

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

Member Counts													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	2,061	1,986	2,328	1,693	1,651	502	359	622	858	397	266	14,941	27,664
11/2019		140	181	98	102	64	42	89	94	52	25	1,574	2,461
12/2019			158	105	99	67	46	72	105	66	34	1,720	2,472
01/2020				176	108	83	50	99	131	56	46	1,842	2,591
02/2020					92	85	34	69	109	45	31	1,412	1,877
03/2020						213	58	81	96	61	36	1,487	2,032
04/2020							107	55	79	49	29	1,335	1,654
05/2020								55	58	33	31	1,158	1,335
06/2020									120	69	68	1,500	1,757
07/2020										123	112	2,125	2,360
08/2020											70	1,589	1,659
09/2020												1,467	1,467
Totals	2,061	2,126	2,667	2,072	2,052	1,014	696	1,142	1,650	951	748	32,150	49,329
Member Months													
	Eligibility Begin Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	2,061	3,972	6,984	6,772	8,255	3,012	2,513	4,976	7,722	3,970	2,926	179,292	232,455
11/2019		140	362	294	408	320	252	623	752	488	250	17,314	21,183
12/2019			158	210	297	268	230	432	735	528	306	17,200	20,364
01/2020				176	216	249	200	495	786	392	368	16,578	19,460
02/2020					92	170	102	276	545	270	217	11,296	12,968
03/2020						213	116	243	384	305	216	10,409	11,886
04/2020							107	110	237	196	145	8,010	8,805
05/2020								55	116	99	124	5,790	6,184
06/2020									120	138	204	6,000	6,462
07/2020										123	224	6,375	6,722
08/2020											70	3,178	3,248
09/2020												1,467	1,467
Totals	2,061	4,112	7,504	7,452	9,268	4,232	3,520	7,210	11,397	6,489	5,050	282,909	351,204



## OTHER ACTIVITIES

### Dental Wellness Plan

#### CMS Reporting - Iowa Dental Wellness Plan CY2020 Q4

Product DWP

Calendar Quarter Ending December 31, 2020

☒ Delta Dental

☒ MCNA Dental

Month in Quarter

Multiple values

Services Provided:

	Delta Dental	MCNA Dental
Unique Members Receiving Services	30,866	11,503
Dental Services Provided	135,669	69,055

Benefit Level Reporting:

	Delta Dental	MCNA Dental
DWP Count of Members with Full Dental Benefits	243,304	135,819
DWP Count of Members with Basic Dental Benefits	0	0
Grand Total	243,304	135,819

Helpline

	Delta Dental	MCNA Dental	Grand Total
Member Calls Received	7,474	3,847	11,321
Provider Calls Received	2,862	633	3,495

Unique Network Providers Rendering Services\*

	Delta Dental	MCNA Dental
General Dentist	724	317
Oral Surgeon	46	26
Pedodontist	34	17
Prosthodontist	13	9
Endodontists	5	6
Orthodontist	5	4
Periodontist	5	2
Grand Total	832	381

\*Based on rolling 12 month

Healthy Behaviors

	Delta Dental	MCNA Dental
DWP Healthy Behaviors: Preventative Service	24,728	7,789
DWP Healthy Behaviors: Self Assessment	3,414	734
DWP Healthy Behaviors: Self Assessment & Preventative Service	11,095	799

Claims By Paid Date

	Delta Dental	MCNA Dental	Grand Total
Monthly Paid	8,382,351	3,413,548	11,795,899
Monthly Denied	3,249,142	1,587,025	4,836,167
Grand Total	11,631,493	5,000,572	16,632,066

Claims

	Delta Dental	MCNA Dental
Average Days from Receipt to Payment	6.75	9.97

Members with at least 6 Month of Consecutive Coverage In Fiscal Year

		Delta Dental	Percent	MCNA Dental	Percent
		Delta Dental	Delta Dental	MCNA Dental	MCNA Dental
December 31, 2020	1 Members 6+ Month Count	221,340		119,351	
	2 Members 6+ Month With Access to Care	54,886	24.8%	15,254	12.8%
	3 Members 6+ Month With Oral Eval	40,997	74.7%	9,083	59.5%
	4 Members 6+: Distinct Count with Oral Eval	35,360		6,934	
	5 Members 6+: Distinct Count with prior Oral Eval	20,759	58.7%	2,728	39.3%

Appeals

Delta Dental	Number of Appeals Received this Quarter	3
MCNA Dental	Number of Appeals Received this Quarter	7

Appeal Reasons

Delta Dental	MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS	1
Delta Dental	TIMELY FILING	2
MCNA Dental	MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS	2
Delta Dental	MEDICAL NECESSITY: ORAL SURGERY	2
Delta Dental	EXCEEDS BENEFIT MAXIMUM	2

Grievances

Delta Dental	Grievances Received this Quarter	13
	Grievances Resolved this Quarter	12
	Grievances Resolved within 30 Days	11
MCNA Dental	Grievances Received this Quarter	207
	Grievances Resolved this Quarter	179
	Grievances Resolved within 30 Days	179

Grievance Reasons

Delta Dental	ACCESS TO CARE/NETWORK ADEQUACY	9
Delta Dental	QUALITY OF CARE/TREATMENT CONCERNS	4
MCNA Dental	ACCESS TO CARE/NETWORK ADEQUACY	199
Delta Dental	QUALITY OF CARE/TREATMENT CONCERNS	4
Delta Dental	GRIEVANCE RESOLUTION PROCESS	4

Outreach Reporting

Delta Dental

During this quarter, staff continued to participate in the Lifelong Smiles Coalition and coalition committees; Dental Wellness Plan information was shared with participants at the virtual Iowa Community Health Conference. Regularly scheduled meetings with IDPH's I-Smile and I-Smile Silver Coordinators continued to allow for additional collaboration with populations being served. DDIA staff also began monthly meetings with Iowa Total Care's community relations and outreach team to share community events, resources, and future projects. Through direct outreach and education to members, approximately 15,000 texts and more than 24,000 postcards have been sent to members this quarter for healthy behaviors completion, as well as the newly eligible and utilization populations. Last quarter, packages were sent to a portion of DWP diabetic members about the importance of oral health care and diabetes management. Calls were made to these members this quarter to answer questions and help those without a dental home find one. The DWP Customer Service Representatives continue to assist members in care coordination on a daily basis by calling new DWP members, and by taking inquiries through the Member Services phone line and email account.

MCNA Dental

During SFY Q2, MCNA was excited for the opportunity to again participate in the Iowa Primary Care Association Annual Conference, virtually. MCNA has been focused on engaging members during this difficult year. It is more important than ever to encourage our members to see their providers and maintain their oral health. For the quarter we have deployed 15,797 text messages to members who had not had a dental visit within the last six months. We are now starting to see the impact of those text messages, 1,610 (10%) members had a dental visit within 60 days and 739 (5%) members received a preventive service.

## 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.

	Oct 2020		Nov 2020		Dec 2020	
	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)*	15,744	8,112	13,221	6,967	10,506	5,684
Members who owe premiums (did not complete healthy behaviors)*	11,160	4,850	8,494	3,613	5,796	2,360
Members who completed Healthy Behaviors (premiums waived)	4,614	3,262	4,727	3,354	4,710	3,324
Members who declared hardship (premiums waived)**	0	0	0	0	0	0
American Indian/Alaskan Natives (exempt)	1,744	320	1,841	330	1,984	337
Medically Frail (exempt)	4,091	2,397	4,178	2,433	4,258	2,490
Members in the Health Insurance Premium Payment Program (exempt)	50	59	49	62	49	61
Members ineligible for IHAWP - churn (exempt)	1,105	332	1,276	515	1,258	442
Members with incomes below 50% FPL (exempt)	73,293	2,739	75,392	2,954	77,646	3,232
Members with debt sent to collections for failure to pay premiums within 90-day grace period**	0	0	0	0	0	0
Members within initial 13 month grace period	47,798	14,154	47,519	14,256	46,877	14,053

\*This number indicates those would have owed a premium if the PHE did not apply.

\*\* Because of PHE premiums were waived, and members did not need to declare a hardship. No members were sent to collections during the fourth quarter 2020.

### Public Health Emergency (PHE)

The PHE continued during the fourth quarter 2020. Iowa continued to waive contributions and did not disenroll members. In September, Iowa issued refunds to IWP and DWP members who continued to pay their contributions during the PHE. This will allow members to have their money during the PHE without accruing a large credit balance.

### Performance Metrics

Iowa continues to work with CMS to develop the new performance metrics required for the 1115 waiver. These measures will touch all the requirements in the 1115 waiver that was approved starting January 1, 2020. The format of this report will change and more information on enrollment, health measures, healthy behaviors, contributions and retro-activity of eligibility will be included.

## **Evaluation Plan and Reporting**

Work is also progressing on the new evaluation plan and reporting. Iowa is working closely with CMS to address the contents of the proposed evaluation plan. This report will feature a new design and some new topics to keep the reader informed of how the 1115 waiver is performing in the state of Iowa.



# Iowa Health and Wellness Program

2019 Annual Report

October 2020

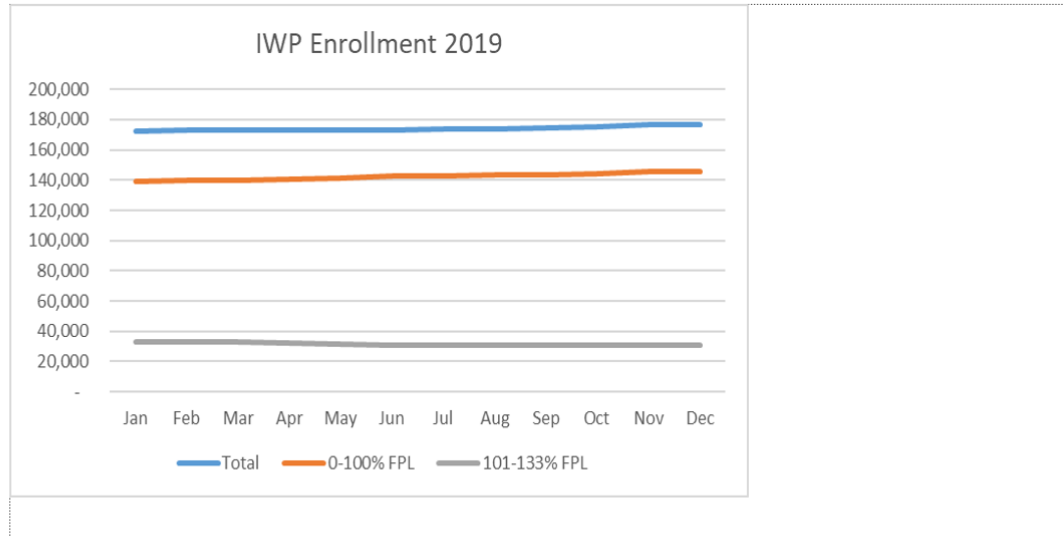
# Iowa Health and Wellness Program

Covers adults ages 19-64 with income between 0 and 133 percent of the Federal Poverty Level (FPL)

## Enrollment

- December 31, 2019 enrollment was 177,041
- This is 3.7 percent increase from December 2018
- Enrollment as of September 2020 is 195,059

# Enrollment



## Changes in 2019

- Managed Care Organizations (MCOs)
  - June 30, 2019, United Healthcare Plan of the River Valley, Inc. (UHC) left Iowa Medicaid
  - July 1, 2019 Iowa Total Care (ITC) began providing benefits to Iowa Health and Wellness members

# Changes continued

## August 2019, passive assignment implemented

- Members assigned to a MCO at the time eligibility is determined
- Allows MCOs to help manage care sooner
- Members continue to have the opportunity to change MCOs for any reason for 90 days

# Expenditures

- Dollars spent in 2019

Total	\$1,129,236,170
Federal share	\$1,017,389,190
State share	\$ 111,846,980

Federal match	90%
State match	10%

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# Healthy Behaviors

- Members between 50-133 percent FPL need to complete Healthy Behaviors to avoid paying a premium in the next year
  - Two behaviors are required
    - A healthy exam or a dental wellness exam
    - Completion of a health risk assessment.

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## Healthy Behaviors continued

- 17 percent of those between 50-133% FPL completed the healthy behaviors
- 5,807 members had medically exempt status
- Since the Public Health Emergency (COVID-19), no disenrollments have occurred for inability to complete healthy behaviors



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