



Department of
HUMAN SERVICES

***Iowa Wellness Plan Annual Report
1115 Demonstration Waiver
Jan 1, 2019 - Dec 31, 2019***

March 2019

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EXECUTIVE SUMMARY

The Iowa Wellness Plan, Iowa's 1115 Demonstration Waiver continues to cover more Iowa adults during calendar year 2019 than calendar year 2018. There was a 3.7 percent increase in total enrollment.

Changes that occurred in 2019, including the addition of a new Managed Care Organization (MCO), Iowa Total Care and the discontinuance of United Healthcare Plan of the River Valley on July 1, 2019. IWP members were given an opportunity to choose either Amerigroup, Inc. or Iowa Total Care until September 1, 2019.

Following this letter is a detailed report of key activities and related statistics for the year and the fourth quarter of 2019, 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 YEAR

Communications and Outreach

2019 brought changes to the MCOs serving the IWP and Iowa Medicaid. Iowa Total Care (ITC) began providing benefits for IWP and Medicaid members and United Healthcare Plan of the River Valley, Inc. (UHC) left the Iowa Medicaid program.

Communication was abundant to IWP members in 2019. In March, members learned that ITC would be a MCO July 1, 2019 and then in April learned that UHC that they would not participate with Iowa Medicaid as of June 30, 2019. During these MCO transitions all Medicaid members were given an extension on choosing a MCO for the next enrollment period.

In August 2019, passive assignment became effective. Passive assignment assigns IWP and Medicaid members to a MCO at the time eligibility is determined. Previously, members were assigned temporarily to Medicaid Fee-for-Service and then enrolled in a MCO. Passive assignment allows the MCOs to help manage member's health issues earlier and reduces confusion for both the member and the provider.

Throughout the year, members could learn more about IWP and DWP by:

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 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.
- **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.

Provider Outreach

Outreach to all providers including informational letters informing the providers of the addition of a new MCO, ITC and the departure of

UHC. The information provided about ITC included how to become a credentialed provider for ITC while the information about UHC focused on billing for outstanding services after the departure.

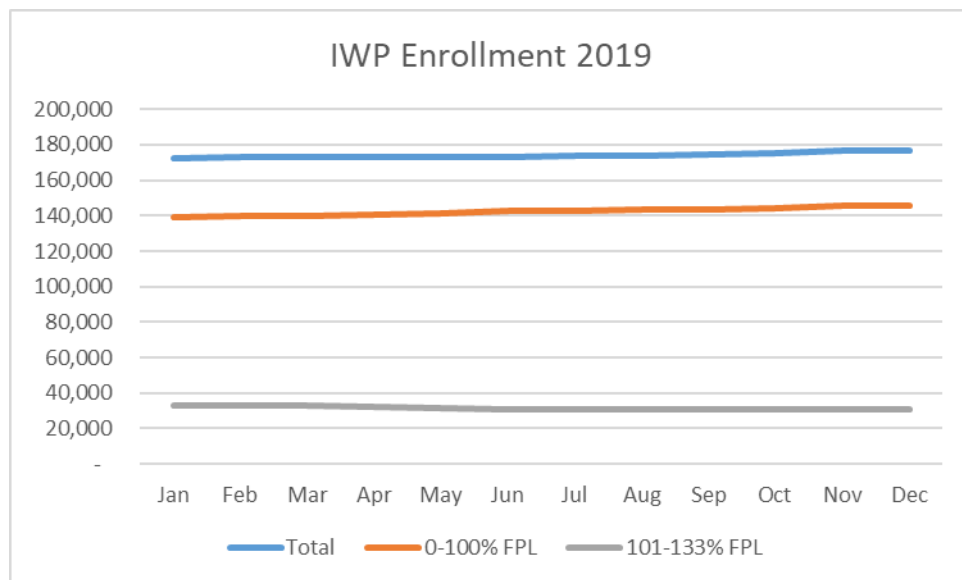
On May 7, 2019, the IME gave updates on IWP to the Medical Assistance Advisory Council (MAAC). Updates included a refresher on IWP, current enrollment, and information about the Dental Wellness Plan.

Legislative Developments

There were no legislative developments for calendar year 2019 for the IWP.

ELIGIBILITY/ENROLLMENT

Iowa continues to see an increase in the number of people eligible for IWP. Calendar year 2019 ended with total membership at 177,041, which is 3.7 percent increase over 2018. The group with the largest increase in population from 2018 to 2019 was 45 percent for American Indian/Alaska Native. This population self-reports their status as American Indian/Alaska Native.



Fourth Quarter Enrollment

The IWP population totaled 177,041 at the end of the fourth quarter of calendar year 2019. Month-end totals by population group are shown below.

Population Group	Oct 2019	Nov 2019	Dec 2019
0 to 100% FPL	144,493	145,714	145,958
101 to 133% FPL	30,668	30,970	31,083
Total	175,161	176,684	177,041

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 2019.

Population Group	Oct 2019	Nov 2019	Dec 2019
19 & 20 Year Olds	15,723	15,799	15,750
0 to 100% FPL	13,571	13,652	13,610
101 to 133% FPL	2,152	2,147	2,140
American Indian/Alaskan Native	2,715	2,756	2,745
0 to 100% FPL	2,302	2,340	2,335
101 to 133% FPL	413	416	410
Medically Exempt	5,587	5,668	5,808
0 to 100% FPL	3,434	3,491	3,583
101 to 133% FPL	2,153	2,177	2,225
Total	24,025	24,223	24,303

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 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 2019	Nov 2019	Dec 2019
Benefits and Services	9	3	10
Access	3	1	1
Substance Abuse/Mental Health Access	1	0	0
Quality of Care	0	0	0
Medical Provider Network	0	1	2
Premiums/Cost Sharing	0	1	0
Healthy Behaviors	0	0	1
Non-Emergency Medical Transportation	1	0	1
Early Periodic Screening, Diagnosis and Treatment (EPSDT)	0	0	0
Total	14	6	15

Appeals and Exceptions

During the fourth quarter of calendar year 2019 the state received 0 requests for exceptions to Medicaid policy and 34 requests for appeal hearings for IWP members in FFS. There are three tables below. The first is for members who appealed their medical contributions. The second is for members who appealed their dental contributions and the third is those who appeal both the medical and dental contributions. More information about the dental appeals can be found under section, Dental Wellness Plan.

MEMBER APPEALS - Medical Contributions

Month	Category	Outcome*	Count
Oct 2019	Medical Contributions	Affirmed	1
		Dismissed	10
		Denied	1
		Withdrawn	1
Nov 2019	Medical Contributions	Dismissed	4
		Withdrawn	2
Dec 2019	Medical Contributions	Affirmed	5
		Dismissed	2
		Withdrawn	2
Total Appeals			28

MEMBER APPEALS – Dental Contributions

Month	Category	Outcome*	Count
Oct 2019	Dental Contributions	Dismissed	1
Nov 2019	Dental Contributions	Denied	1
		Withdrawn	1
Dec 2019	Dental Contributions		0
Total Appeals			3

MEMBER APPEALS – Medical and Dental Contributions

Month	Category	Outcome*	Count
Oct 2019	Contributions	Denied	1
Nov 2019	Contributions	Withdrawn	2

Dec 2019	Contributions		0
Total Appeals			3

* Affirmed - DHS' action is correct.

Dismissed - Appeal is unnecessary for approval of coverage/payment; dismissed by DHS or appellant abandoned the hearing.

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

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

FINANCIAL REPORT

See the following pages for the actual number of member months for the Iowa Health and Wellness Plan as of 12/31/2019. 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												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	253	233	135	94	87	176	57	58	51	42	40	555	1,781
02/2019		33	97	15	6	19	6	5	1	2	1	36	221
03/2019			73	109	12	21	10	6	3	6	2	47	289
04/2019				73	115	51	6	14	8	5	3	61	336
05/2019					55	146	9	12	12	8	8	60	310
06/2019						163	26	24	5	6	7	62	293
07/2019							54	19	11	9	5	92	190
08/2019								40	25	17	4	99	185
09/2019									55	26	16	101	198
10/2019										43	26	115	184
11/2019											45	134	179
12/2019												154	154
Totals	253	266	305	291	275	576	168	178	171	164	157	1,516	4,320
	Member Months												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	253	466	405	376	435	1,056	399	464	459	420	440	6,660	11,833
02/2019		33	194	45	24	95	36	35	8	18	10	396	894
03/2019			73	218	36	84	50	36	21	48	18	470	1,054
04/2019				73	230	153	24	70	48	35	24	549	1,206
05/2019					55	292	27	48	60	48	56	480	1,066
06/2019						163	52	72	20	30	42	434	813
07/2019							54	38	33	36	25	552	738
08/2019								40	50	51	16	495	652
09/2019									55	52	48	404	559
10/2019										43	52	345	440
11/2019											45	268	313
12/2019												154	154
Totals	253	499	672	712	780	1,843	642	803	754	781	776	11,207	19,722

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

Member Counts													
	Eligibility End Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	3,348	3,308	1,674	348	287	474	195	229	135	133	134	2,400	12,665
02/2019		345	2,124	217	26	61	11	19	18	14	12	170	3,017
03/2019			537	2,140	188	69	20	20	22	16	8	168	3,188
04/2019				659	2,054	297	25	33	23	11	21	188	3,311
05/2019					495	2,278	57	30	29	11	16	226	3,142
06/2019						2,683	92	31	27	21	15	227	3,096
07/2019							213	93	41	30	19	228	624
08/2019								219	103	57	18	268	665
09/2019									182	104	47	318	651
10/2019										199	92	387	678
11/2019											175	412	587
12/2019												558	558
Totals	3,348	3,653	4,335	3,364	3,050	5,862	613	674	580	596	557	5,550	32,182
Member Months													
	Eligibility Begin Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	3,348	6,616	5,022	1,392	1,435	2,844	1,365	1,832	1,215	1,330	1,474	28,800	56,673
02/2019		345	4,248	651	104	305	66	133	144	126	120	1,870	8,112
03/2019			537	4,280	564	276	100	120	154	128	72	1,680	7,911
04/2019				659	4,108	891	100	165	138	77	168	1,692	7,998
05/2019					495	4,556	171	120	145	66	112	1,808	7,473
06/2019						2,683	184	93	108	105	90	1,589	4,852
07/2019							213	186	123	120	95	1,368	2,105
08/2019								219	206	171	72	1,340	2,008
09/2019									182	208	141	1,272	1,803
10/2019										199	184	1,161	1,544
11/2019											175	824	999
12/2019												558	558
Totals	3,348	6,961	9,807	6,982	6,706	11,555	2,199	2,868	2,415	2,530	2,703	43,962	102,036

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

Member Counts													
	Eligibility End Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	503	588	617	570	512	495	435	449	382	399	367	10,913	16,230
02/2019		46	33	19	22	18	18	23	20	14	18	357	588
03/2019			36	33	26	31	27	19	23	13	19	459	686
04/2019				36	29	35	33	20	18	21	23	537	752
05/2019					34	32	22	29	21	29	17	538	722
06/2019						33	27	31	18	28	26	498	661
07/2019							53	44	51	50	40	776	1,014
08/2019								34	30	21	28	655	768
09/2019									39	28	32	708	807
10/2019										24	31	672	727
11/2019											37	862	899
12/2019												904	904
Totals	503	634	686	658	623	644	615	649	602	627	638	17,879	24,758
Member Months													
	Eligibility Begin Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	503	1,176	1,851	2,280	2,560	2,970	3,045	3,592	3,438	3,990	4,037	130,956	160,398
02/2019		46	66	57	88	90	108	161	160	126	180	3,927	5,009
03/2019			36	66	78	124	135	114	161	104	171	4,590	5,579
04/2019				36	58	105	132	100	108	147	184	4,833	5,703
05/2019					34	64	66	116	105	174	119	4,304	4,982
06/2019						33	54	93	72	140	156	3,486	4,034
07/2019							53	88	153	200	200	4,656	5,350
08/2019								34	60	63	112	3,275	3,544
09/2019									39	56	96	2,832	3,023
10/2019										24	62	2,016	2,102
11/2019											37	1,724	1,761
12/2019												904	904
Totals	503	1,222	1,953	2,439	2,818	3,386	3,593	4,298	4,296	5,024	5,354	167,503	202,389

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

Member Counts													
	Eligibility End Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	3,861	4,476	4,007	3,473	3,208	3,134	3,052	3,183	2,800	2,814	2,982	72,054	109,044
02/2019		265	212	194	138	125	116	109	144	123	245	3,083	4,754
03/2019			284	215	156	156	127	134	138	131	147	3,666	5,154
04/2019				299	227	232	179	179	169	167	144	4,532	6,128
05/2019					277	215	195	204	140	125	147	3,710	5,013
06/2019						180	183	179	160	146	137	3,557	4,542
07/2019							448	437	376	316	318	8,249	10,144
08/2019								234	225	223	154	4,440	5,276
09/2019									233	210	177	4,315	4,935
10/2019										228	163	4,769	5,160
11/2019											229	5,268	5,497
12/2019												5,566	5,566
Totals	3,861	4,741	4,503	4,181	4,006	4,042	4,300	4,659	4,385	4,483	4,843	123,209	171,213
	Member Months												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	3,861	8,952	12,021	13,892	16,040	18,804	21,364	25,464	25,200	28,140	32,802	864,648	1,071,188
02/2019		265	424	582	552	625	696	763	1,152	1,107	2,450	33,913	42,529
03/2019			284	430	468	624	635	804	966	1,048	1,323	36,660	43,242
04/2019				299	454	696	716	895	1,014	1,169	1,152	40,788	47,183
05/2019					277	430	585	816	700	750	1,029	29,680	34,267
06/2019						180	366	537	640	730	822	24,899	28,174
07/2019							448	874	1,128	1,264	1,590	49,494	54,798
08/2019								234	450	669	616	22,200	24,169
09/2019									233	420	531	17,260	18,444
10/2019										228	326	14,307	14,861
11/2019											229	10,536	10,765
12/2019												5,566	5,566
Totals	3,861	9,217	12,729	15,203	17,791	21,359	24,810	30,387	31,483	35,525	42,870	1,149,951	1,395,186

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

Member Counts													
	Eligibility End Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	34	33	14	7	4	11	3	7	2	1	2	17	135
02/2019		7	31	5	0	1	1	2	0	0	0	3	50
03/2019			11	11	1	2	0	0	0	0	0	3	28
04/2019				17	17	5	0	2	1	1	1	3	47
05/2019					11	21	0	2	0	0	2	4	40
06/2019						32	0	0	1	0	0	4	37
07/2019							7	0	1	0	1	6	15
08/2019								4	3	0	3	3	13
09/2019									4	3	2	4	13
10/2019										4	3	4	11
11/2019											1	4	5
12/2019												4	4
Totals	34	40	56	40	33	72	11	17	12	9	15	59	398
Member Months													
	Eligibility Begin Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	34	66	42	28	20	66	21	56	18	10	22	204	587
02/2019		7	62	15	0	5	6	14	0	0	0	33	142
03/2019			11	22	3	8	0	0	0	0	0	30	74
04/2019				17	34	15	0	10	6	7	8	27	124
05/2019					11	42	0	8	0	0	14	32	107
06/2019						32	0	0	4	0	0	28	64
07/2019							7	0	3	0	5	36	51
08/2019								4	6	0	12	15	37
09/2019									4	6	6	16	32
10/2019										4	6	12	22
11/2019											1	8	9
12/2019												4	4
Totals	34	73	115	82	68	168	34	92	41	27	74	445	1,253

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

Member Counts													
	Eligibility End Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	185	186	199	162	119	101	100	109	84	89	95	1,457	2,886
02/2019		9	5	7	6	5	3	6	4	4	9	69	127
03/2019			14	9	6	10	7	4	5	6	6	110	177
04/2019				13	11	10	9	8	7	5	12	107	182
05/2019					19	9	7	12	8	3	5	107	170
06/2019						14	10	6	10	8	7	105	160
07/2019							12	10	13	6	6	165	212
08/2019								11	7	7	3	148	176
09/2019									15	10	7	121	153
10/2019										5	8	122	135
11/2019											15	183	198
12/2019												228	228
Totals	185	195	218	191	161	149	148	166	153	143	173	2,922	4,804
Member Months													
	Eligibility Begin Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	185	372	597	648	595	606	700	872	756	890	1,045	17,484	24,750
02/2019		9	10	21	24	25	18	42	32	36	90	759	1,066
03/2019			14	18	18	40	35	24	35	48	54	1,100	1,386
04/2019				13	22	30	36	40	42	35	96	963	1,277
05/2019					19	18	21	48	40	18	35	856	1,055
06/2019						14	20	18	40	40	42	735	909
07/2019							12	20	39	24	30	990	1,115
08/2019								11	14	21	12	740	798
09/2019									15	20	21	484	540
10/2019										5	16	366	387
11/2019											15	366	381
12/2019												228	228
Totals	185	381	621	700	678	733	842	1,075	1,013	1,137	1,456	25,071	33,892

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

Member Counts													
	Eligibility End Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	2,024	2,067	2,200	1,862	1,714	1,478	1,422	1,297	1,197	1,217	1,064	9,957	27,499
02/2019		129	108	85	71	135	74	60	60	86	135	953	1,896
03/2019			157	98	83	68	150	112	85	56	102	1,221	2,132
04/2019				117	98	69	82	165	113	81	93	1,412	2,230
05/2019					112	81	84	65	128	86	79	1,173	1,808
06/2019						92	89	71	72	102	77	1,247	1,750
07/2019							183	143	126	137	177	2,675	3,441
08/2019								118	82	97	66	1,616	1,979
09/2019									116	82	83	1,637	1,918
10/2019										112	113	1,726	1,951
11/2019											138	2,317	2,455
12/2019												2,441	2,441
Totals	2,024	2,196	2,465	2,162	2,078	1,923	2,084	2,031	1,979	2,056	2,127	28,375	51,500
Member Months													
	Eligibility Begin Month												
	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	Total
01/2019	2,024	4,134	6,600	7,448	8,570	8,868	9,954	10,376	10,773	12,170	11,704	119,484	212,105
02/2019		129	216	255	284	675	444	420	480	774	1,350	10,483	15,510
03/2019			157	196	249	272	750	672	595	448	918	12,210	16,467
04/2019				117	196	207	328	825	678	567	744	12,708	16,370
05/2019					112	162	252	260	640	516	553	9,384	11,879
06/2019						92	178	213	288	510	462	8,729	10,472
07/2019							183	286	378	548	885	16,050	18,330
08/2019								118	164	291	264	8,080	8,917
09/2019									116	164	249	6,548	7,077
10/2019										112	226	5,178	5,516
11/2019											138	4,634	4,772
12/2019												2,441	2,441
Totals	2,024	4,263	6,973	8,016	9,411	10,276	12,089	13,170	14,112	16,100	17,493	215,929	329,856

OTHER ACTIVITIES

Dental Wellness Plan (DWP)

DWP saw some plan design changes in 2019.

- Dental procedures needing a prior authorization were adjusted based on feedback from providers and the Pre-Ambulatory Health Plans (PAHP).
- Current Dental Terminology (CDT) codes were updated to reflect the 2019 changes.
- Denture services were added to the basic dental benefit.
- Added two dental services to qualify as a Healthy Behavior service: D0190 Screening of a patient (allowed only for non-dentist providers) and D1206 Topical application of fluoride varnish

Below is the fourth quarter report by the dental plans, Delta Dental of Iowa (DDIA) and Managed Care of North America, Inc. (MCNA).

CMS Reporting - Iowa Dental Wellness Plan CY19 Q4

Product

DWP

Calendar Quarter Ending

December 31, 2019

Delta Dental

MCNA Dental

Month in Quarter

Multiple values

Services Provided:

	Delta Dental	MCNA Dental
Unique Members Receiving Services	36,569	11,739
Dental Services Provided	156,467	63,717

Benefit Level Reporting:

	Delta Dental	MCNA Dental
DWP Count of Members with Basic Dental Benefits	12,203	4,141
DWP Count of Members with Full Dental Benefits	198,569	108,024
Grand Total	210,772	112,171

Helpline

	Delta Dental	MCNA Dental	Grand Total
Member Calls Received	8,648	5,974	14,622
Provider Calls Received	3,639	591	4,230

Unique Network Providers Rendering Services*

	Delta Dental	MCNA Dental
General Dentist	851	328
Oral Surgeon	62	27
Pedodontist	40	16
Prosthodontist	12	10
Endodontists	8	7
Orthodontist	6	4
Periodontist	5	3
Grand Total	984	395

*Based on rolling 12 month

Healthy Behaviors

	Delta Dental	MCNA Dental
DWP Healthy Behaviors: Preventative Service	29,834	8,150
DWP Healthy Behaviors: Self Assessment	4,386	1,717
DWP Healthy Behaviors: Self Assessment & Preventative Service	9,564	987

Claims By Paid Date

	Delta Dental	MCNA Dental	Grand Total
Monthly Paid	9,097,242	3,199,591	12,296,833
Monthly Denied	3,712,348	935,924	4,648,271
Grand Total	12,809,590	4,135,515	16,945,104

Claims

	Delta Dental	MCNA Dental
Average Days from Receipt to Payment	6.72	19.00

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

		Delta Dental	MCNA Dental
December 31, 2019	1 Members 6+ Month Count	216,815	95,637
	2 Members 6+ Month With Access to Care	62,528	15,129
	3 Members 6+ Month With Oral Eval	47,027	9,338
	4 Members 6+ Distinct Count with Oral Eval	37,142	6,781
	5 Members 6+ Distinct Count with prior Oral Eval	25,303	3,020

Appeals

		Delta Dental	MCNA Dental
Delta Dental	Number of Appeals Received this Quarter	5	
MCNA Dental	Number of Appeals Received this Quarter		1

Appeal Reasons

		Delta Dental	MCNA Dental
Delta Dental	MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS	4	
	MEDICAL NECESSITY: ENDODONTICS	1	
MCNA Dental	OTHER		1

Grievances

		Delta Dental	MCNA Dental
Delta Dental	Grievances Received this Quarter	13	
	Grievances Resolved this Quarter	12	
	Grievances Resolved within 30 Days	11	
MCNA Dental	Grievances Received this Quarter		253
	Grievances Resolved this Quarter		258
	Grievances Resolved within 30 Days		258

Grievance Reasons

		Delta Dental	MCNA Dental
Delta Dental	ACCESS TO CARE/NETWORK ADEQUACY	3	
	ACCESS TO SERVICES/PLAN DESIGN	9	
	INAPPROPRIATE DENTIST ACTION/BEHAVIOR	1	
MCNA Dental	ACCESS TO CARE/NETWORK ADEQUACY		250
	QUALITY OF CARE/TREATMENT CONCERNS		2
	OTHER		1

Outreach Reporting

Delta Dental

During this quarter, staff continued to participate in the Lifelong Smiles Coalition and coalition committees and the Dallas County SIM Community Coalition. Outreach for the Dental Wellness Plan was done at the Iowa Primary Care Association Conference. Staff attended AHIP's Consumer Experience & Digital Health Forum, as well as the Harkin Institute's Closing the Divide: Integrating Medical and Dental Health Care Conference. Staff also attended the Midwest Dental Public Health Conference and presented on outreach efforts for Delta Dental of Iowa's Government Programs. Staff attended the annual Provider Relations Seminars around the state to provide updates on DWP and detail educational and outreach efforts with members. Staff has continued to meet with Amerigroup to continue provide education on the Dental Wellness Plan and to further discuss collaborations for members; additionally staff continues to work with the state HPV workgroup through the Iowa Cancer Consortium. To increase utilization among a special group of DWP members, staff mailed out a toothbrush, toothpaste, and flossers, along with an educational flyer to pregnant women enrolled on the Dental Wellness Plan. These packages were sent out towards the end of this quarter with the activity finishing the beginning of the next quarter. Claims data will be analyzed to see if this outreach increases the utilization rate among these members. Through direct outreach and education to members, approximately 11,000 texts and 25,700 postcards have been sent to members this quarter for healthy behaviors completion, as well as the newly eligible and utilization populations. Outbound calls have started during this quarter to members new to the Dental Wellness Plan in an attempt to complete the oral health self-assessment, confirm or find a dental home, and answer questions about the benefits. The DWP Customer Service Representatives continue to assist members in care coordination on a daily basis through the Member Services phone line and email account.

MCNA Dental

During QRT 4, MCNA's Member Advocates spoke with nearly 250 parents and children regarding the importance of proper brushing techniques and frequency, during Youth Sports at Charles Lakin YMCA. We were excited to participate in the Iowa American Student Dental Association (IASDA) Exhibitors' Fair, providing MCNA an opportunity to share Dental Wellness Plans benefits and program design with dental students, faculty, and staff. MCNA is a voting member of Lifelong Smiles Coalition and participates on coalition committees. 2314 members completed their approved oral health activities and received MCNA's Value Added Benefit, a \$10 WalMart gift card, to be used on dental supplies. We value our relationships with The Iowa Primary Care Association (Iowa PCA) and during their annual conference, provided outreach and education to their member health centers staff. MCNA's Member Services assisted 2,670 members with completing their Oral Health Assessments in order to maintain full benefits on DWP.

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.

	October 2019		November 2019		December 2019	
	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)	35,219	13,506	35,461	13,564	35,426	13,709
Members who owe premiums (did not complete Healthy Behaviors)	30,173	9,784	30,497	9,922	30,459	10,170
Members who completed Healthy Behaviors (premiums waived)	5,046	3,722	4,964	3,642	4,967	3,539
American Indian/Alaskan Natives (exempt)	1,421	254	1,446	255	1,445	256
Medically Frail (exempt)	3,441	2,156	3,501	2,183	3,584	2,223
Members in the Health Insurance Premium Payment Program (exempt)	63	63	62	65	63	66
Members ineligible for IWP - churn (exempt)	1,805	726	1,847	857	1,864	779
Members with incomes below 50% FPL (exempt)	55,796	14	56,599	16	57,228	11
Members with debt sent to collections for failure to pay premiums within 90-day grace period	0	2,450	0	0	0	0
Members within initial 13 month grace period	49,763	15,234	49,819	15,564	50,115	15,807

Interim Reports

The following are interim reports completed in 2019.

Dental Wellness Interim Report

The Dental Wellness Interim Report shares DWP members experience in the DWP. Areas of focus for the member survey were, access to care, provider attitude towards DWP, effects of the benefit structure and the effect of outreach and referral services. Findings of the survey can be found at:

<https://dhs.iowa.gov/sites/default/files/Dental%20Wellness%20Plan%20Interim%20Evaluation.pdf?062620192053>.

Healthy Behaviors Interim Evaluation

This report focused on the IWP Healthy Behaviors and the quality measures associated with healthy behaviors. IWP members were asked about their knowledge of the Healthy Behaviors program. The survey showed increases in completion of a wellness exam and the Health Risk Assessment from 2014 to 2017 for the income group of 101 to 133 percent FPL. While for the same period and same measures, there was a decrease for the lower income group. This could be due to the fact that the higher income group is charged a \$10 contribution and may be disenrolled from IWP if contributions aren't paid. The lower income group is charged a \$5 contribution and is not disenrolled from IWP. Claims data was analyzed to determine if IWP members had ambulatory visits, diabetic screening, use of the emergency department and other similar measures. This report can be found at:

<https://dhs.iowa.gov/sites/default/files/Healthy%20Behaviors%20Interim%20Evaluation.pdf?062620192054>.

1115 Waiver Demonstration Extension

Iowa submitted a five-year extension request of the 1115 Demonstration Waiver on June 20, 2019. The Centers for Medicare and Medicaid Services approved the extension request for five years. The new Demonstration period is January 1, 2020 to December 31, 2024.