



Department of  
**HUMAN SERVICES**

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***Iowa Wellness Plan Quarterly Report  
1115 Demonstration Waiver  
April 1, 2020 – June 30, 2020***

**August 2020**

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## EXECUTIVE SUMMARY

The second quarter of calendar year 2020, saw continuation of the COVID-19 Public Health Emergency (PHE). The effects on Iowa Wellness Plan (IWP) and Dental Wellness (DWP) members included:

- Waiver of contributions. All contributions were waived during the quarter. No members were sent to collections for failure to pay the contributions.
  - No disenrollments. Due to the PHE and maintenance of effort issued by the federal government, members continued their coverage in the IWP. No disenrollments also decreased the number of appeals that occurred in the second quarter. Enrollment remained steady during the quarter.
- 
- Expanded telehealth services. Members and providers were able to continue any needed medical care by the expansion of telehealth services.

Following this letter is a detailed report of key activities and related statistics for the first 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 515-974-3286 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  
Department of Human Services

## SIGNIFICANT ACTIVITIES OF THE QUARTER

### Communications and Outreach

In the second quarter of 2020, the COVID-19 PHE continued. As more information and guidance came from the Centers for Medicare and Medicaid Services (CMS), the Iowa Wellness Plan (IWP) adjusted to the changes.

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.
- 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

Outreach to providers also included changes made to allow providers to provide needed services to IWP members because of the COVID-19 pandemic. Communication included a webpage for providers that included a provider toolkit and frequently asked questions. This webpage is at: <https://dhs.iowa.gov/ime/providers/claims-and-billing/covid19>.

Weekly calls with stakeholders and providers continued this quarter. This allowed stakeholders and providers to understand what the IME

was doing and working on as it related to COVID-19.

## Legislative Developments

There were no legislative developments for IWP this quarter.

## ELIGIBILITY/ENROLLMENT

### Quarter Enrollment

The IWP population totaled 178,140 at the end of the first quarter of calendar year 2020. Month-end totals by population group are shown below.

Population Group	April 2020	May 2020	Jun 2020
0 to 100% FPL	150,726	153,376	155,586
101 to 133% FPL	32,463	33,176	33,835
<b>Total</b>	<b>183,189</b>	<b>186,552</b>	<b>189,421</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 third quarter of calendar year 2019.

Population Group	Apr 2020	May 2020	Jun 2020
<b>19 &amp; 20 Year Olds</b>	<b>16,024</b>	<b>16,315</b>	<b>16,147</b>
0 to 100% FPL	13,734	13,843	16,686
101 to 133% FPL	2,290	2,472	2,461
<b>American Indian/Alaskan Native</b>	<b>2,879</b>	<b>2,925</b>	<b>2,996</b>
0 to 100% FPL	2,435	2,469	2,536
101 to 133% FPL	444	456	460
<b>Medically Exempt</b>	<b>6,283</b>	<b>6,317</b>	<b>6,322</b>
0 to 100% FPL	3,937	3,973	3,997
101 to 133% FPL	2,346	2,344	2,325
<b>Total</b>	<b>25,186</b>	<b>25,557</b>	<b>25,465</b>

## 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.

<b>Complaint Type</b>	<b>Apr 2020</b>	<b>May 2020</b>	<b>Jun 2020</b>
Benefits and Services	5	7	2
Access	0	0	1
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	1	1	1
Premiums/Cost Sharing	0	0	0
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>7</b>	<b>8</b>	<b>4</b>

## Exceptions and Appeals

During the first quarter of calendar year 2020 the state received 0 requests for exceptions to Medicaid policy and 5 requests for appeal hearings for IWP members.

### FFS MEMBER APPEALS for Medical and Dental Coverage

Month	Category	Outcome*	Count
Apr 2020	Contributions	Dismissed	2
		Resolved	1
May 2020	Contributions	Resolved	1
Jun 2020	Contributions	Resolved	1
<b>Total Appeals</b>			<b>5</b>

\* Affirmed - DHS' action is correct.

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

Resolved – Appeal was resolved before hearing occurred

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

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

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## FINANCIAL REPORT

See the following pages for the actual number of member months for the IWP as of 06/30/2020. 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												
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
07/2019	168	138	92	78	67	72	78	51	35	58	28	578	1,443
08/2019		40	29	17	6	7	8	8	6	4	5	63	193
09/2019			58	26	17	7	9	5	3	4	9	65	203
10/2019				44	29	18	10	8	10	7	8	59	193
11/2019					47	38	17	6	7	7	6	66	194
12/2019						52	26	10	10	7	3	58	166
01/2020							45	30	11	5	5	87	183
02/2020								43	23	15	6	96	183
03/2020									58	17	11	111	197
04/2020										49	24	69	142
05/2020											28	65	93
06/2020												135	135
<b>Totals</b>	<b>168</b>	<b>178</b>	<b>179</b>	<b>165</b>	<b>166</b>	<b>194</b>	<b>193</b>	<b>161</b>	<b>163</b>	<b>173</b>	<b>133</b>	<b>1,452</b>	<b>3,325</b>

Member Months													
	Eligibility Begin Month												
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
07/2019	168	276	276	312	335	432	546	408	315	580	308	6,936	10,892
08/2019		40	58	51	24	35	48	56	48	36	50	693	1,139
09/2019			58	52	51	28	45	30	21	32	81	650	1,048
10/2019				44	58	54	40	40	60	49	64	531	940
11/2019					47	76	51	24	35	42	42	528	845
12/2019						52	52	30	40	35	18	406	633
01/2020							45	60	33	20	25	522	705
02/2020								43	46	45	24	480	638
03/2020									58	34	33	444	569
04/2020										49	48	207	304
05/2020											28	130	158
06/2020												135	135
<b>Totals</b>	<b>168</b>	<b>316</b>	<b>392</b>	<b>459</b>	<b>515</b>	<b>677</b>	<b>827</b>	<b>691</b>	<b>656</b>	<b>922</b>	<b>721</b>	<b>11,662</b>	<b>18,006</b>



**Income 0-100% FPL**

**FFS: Non-Medically Exempt**

**Member Counts**

	Eligibility End Month												Total
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	
07/2019	617	463	300	237	227	180	222	181	110	136	103	2,642	5,418
08/2019		227	104	58	19	24	17	13	10	11	13	185	681
09/2019			185	107	52	24	21	22	18	18	17	209	673
10/2019				211	97	45	44	31	12	22	12	230	704
11/2019					187	77	46	25	18	14	17	250	634
12/2019						180	98	32	23	15	9	240	597
01/2020							206	99	55	19	13	233	625
02/2020								163	65	48	20	297	593
03/2020									154	56	31	265	506
04/2020										194	57	276	527
05/2020											160	275	435
06/2020												491	491
<b>Totals</b>	<b>617</b>	<b>690</b>	<b>589</b>	<b>613</b>	<b>582</b>	<b>530</b>	<b>654</b>	<b>566</b>	<b>465</b>	<b>533</b>	<b>452</b>	<b>5,593</b>	<b>11,884</b>

**Member Months**

	Member Months												Total
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	
07/2019	617	926	900	948	1,135	1,080	1,554	1,448	990	1,360	1,133	31,704	43,795
08/2019		227	208	174	76	120	102	91	80	99	130	2,035	3,342
09/2019			185	214	156	96	105	132	126	144	153	2,090	3,401
10/2019				211	194	135	176	155	72	154	96	2,070	3,263
11/2019					187	154	138	100	90	84	119	2,000	2,872
12/2019						180	196	96	92	75	54	1,680	2,373
01/2020							206	198	165	76	65	1,398	2,108
02/2020								163	130	144	80	1,485	2,002
03/2020									154	112	93	1,060	1,419
04/2020										194	114	828	1,136
05/2020											160	550	710
06/2020												491	491
<b>Totals</b>	<b>617</b>	<b>1,153</b>	<b>1,293</b>	<b>1,547</b>	<b>1,748</b>	<b>1,765</b>	<b>2,477</b>	<b>2,383</b>	<b>1,899</b>	<b>2,442</b>	<b>2,197</b>	<b>47,391</b>	<b>66,912</b>

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

**Member Counts**

	Eligibility End Month												Total
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	
07/2019	624	626	539	568	518	548	519	453	214	154	187	11,965	<b>16,915</b>
08/2019		34	31	20	31	24	24	30	5	15	16	538	<b>768</b>
09/2019			41	28	34	38	27	25	17	13	15	573	<b>811</b>
10/2019				24	31	40	26	28	19	15	13	535	<b>731</b>
11/2019					40	59	35	37	17	14	13	683	<b>898</b>
12/2019						50	29	46	25	17	17	731	<b>915</b>
01/2020							44	31	19	17	21	886	<b>1,018</b>
02/2020								44	20	14	24	852	<b>954</b>
03/2020									32	14	20	839	<b>905</b>
04/2020										20	23	809	<b>852</b>
05/2020											28	654	<b>682</b>
06/2020												612	<b>612</b>
<b>Totals</b>	<b>624</b>	<b>660</b>	<b>611</b>	<b>640</b>	<b>654</b>	<b>759</b>	<b>704</b>	<b>694</b>	<b>368</b>	<b>293</b>	<b>377</b>	<b>19,677</b>	<b>26,061</b>

**Member Months**

	Eligibility End Month												Total
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	
07/2019	624	1,252	1,617	2,272	2,590	3,288	3,633	3,624	1,926	1,540	2,057	143,580	<b>168,003</b>
08/2019		34	62	60	124	120	144	210	40	135	160	5,918	<b>7,007</b>
09/2019			41	56	102	152	135	150	119	104	135	5,730	<b>6,724</b>
10/2019				24	62	120	104	140	114	105	104	4,815	<b>5,588</b>
11/2019					40	118	105	148	85	84	91	5,464	<b>6,135</b>
12/2019						50	58	138	100	85	102	5,117	<b>5,650</b>
01/2020							44	62	57	68	105	5,316	<b>5,652</b>
02/2020								44	40	42	96	4,260	<b>4,482</b>
03/2020									32	28	60	3,356	<b>3,476</b>
04/2020										20	46	2,427	<b>2,493</b>
05/2020											28	1,308	<b>1,336</b>
06/2020												612	<b>612</b>
<b>Totals</b>	<b>624</b>	<b>1,286</b>	<b>1,720</b>	<b>2,412</b>	<b>2,918</b>	<b>3,848</b>	<b>4,223</b>	<b>4,516</b>	<b>2,513</b>	<b>2,211</b>	<b>2,984</b>	<b>187,903</b>	<b>217,158</b>

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

**Member Counts**

	Eligibility End Month												Total
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	
07/2019	4,314	4,436	3,941	3,854	4,134	4,663	4,535	3,693	1,403	958	1,404	82,135	119,470
08/2019		234	227	225	155	199	154	154	66	54	83	3,729	5,280
09/2019			232	210	180	204	158	151	96	48	69	3,599	4,947
10/2019				232	169	232	184	150	82	63	93	3,958	5,163
11/2019					237	258	234	173	116	68	125	4,312	5,523
12/2019						255	186	220	131	91	125	4,618	5,626
01/2020							227	185	146	102	124	4,492	5,276
02/2020								194	116	103	99	4,186	4,698
03/2020									168	119	127	4,521	4,935
04/2020										161	175	4,999	5,335
05/2020											147	3,981	4,128
06/2020												4,508	4,508
<b>Totals</b>	<b>4,314</b>	<b>4,670</b>	<b>4,400</b>	<b>4,521</b>	<b>4,875</b>	<b>5,811</b>	<b>5,678</b>	<b>4,920</b>	<b>2,324</b>	<b>1,767</b>	<b>2,571</b>	<b>129,038</b>	<b>174,889</b>

**Member Months**

	Member Months												Total
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	
07/2019	4,314	8,872	11,823	15,416	20,670	27,978	31,745	29,544	12,627	9,580	15,444	985,620	1,173,633
08/2019		234	454	675	620	995	924	1,078	528	486	830	41,019	47,843
09/2019			232	420	540	816	790	906	672	384	621	35,990	41,371
10/2019				232	338	696	736	750	492	441	744	35,622	40,051
11/2019					237	516	702	692	580	408	875	34,496	38,506
12/2019						255	372	660	524	455	750	32,326	35,342
01/2020							227	370	438	408	620	26,952	29,015
02/2020								194	232	309	396	20,930	22,061
03/2020									168	238	381	18,084	18,871
04/2020										161	350	14,997	15,508
05/2020											147	7,962	8,109
06/2020												4,508	4,508
<b>Totals</b>	<b>4,314</b>	<b>9,106</b>	<b>12,509</b>	<b>16,743</b>	<b>22,405</b>	<b>31,256</b>	<b>35,496</b>	<b>34,194</b>	<b>16,261</b>	<b>12,870</b>	<b>21,158</b>	<b>1,258,506</b>	<b>1,474,818</b>

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
07/2019	11	13	5	2	6	2	1	4	1	0	2	29	76
08/2019		4	3	0	3	0	2	1	0	0	0	0	13
09/2019			4	3	2	1	0	0	0	0	0	3	13
10/2019				4	3	2	0	1	0	0	0	1	11
11/2019					1	1	0	1	1	0	0	1	5
12/2019						1	0	1	0	0	1	3	6
01/2020							7	1	0	0	0	5	13
02/2020								5	3	1	1	10	20
03/2020									4	2	0	6	12
04/2020										3	1	2	6
05/2020											3	4	7
06/2020												5	5
<b>Totals</b>	<b>11</b>	<b>17</b>	<b>12</b>	<b>9</b>	<b>15</b>	<b>7</b>	<b>10</b>	<b>14</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>69</b>	<b>187</b>

  

Member Months													
Eligibility Begin Month	Member Months												
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
07/2019	11	26	15	8	30	12	7	32	9	0	22	348	520
08/2019		4	6	0	12	0	12	7	0	0	0	0	41
09/2019			4	6	6	4	0	0	0	0	0	30	50
10/2019				4	6	6	0	5	0	0	0	9	30
11/2019					1	2	0	4	5	0	0	8	20
12/2019						1	0	3	0	0	6	21	31
01/2020							7	2	0	0	0	30	39
02/2020								5	6	3	4	50	68
03/2020									4	4	0	24	32
04/2020										3	2	6	11
05/2020											3	8	11
06/2020												5	5
<b>Totals</b>	<b>11</b>	<b>30</b>	<b>25</b>	<b>18</b>	<b>55</b>	<b>25</b>	<b>26</b>	<b>58</b>	<b>24</b>	<b>10</b>	<b>37</b>	<b>539</b>	<b>858</b>

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

Member Counts													
	Eligibility End Month												
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
07/2019	70	47	24	36	34	27	22	20	12	4	6	238	540
08/2019		40	9	4	4	6	0	2	0	0	2	17	84
09/2019			37	17	3	3	6	1	0	2	0	15	84
10/2019				42	14	2	2	4	0	0	2	27	93
11/2019					26	10	5	1	0	0	0	23	65
12/2019						28	11	5	3	0	2	37	86
01/2020							32	12	2	1	2	36	85
02/2020								27	4	1	3	34	69
03/2020									20	3	5	33	61
04/2020										19	9	50	78
05/2020											17	42	59
06/2020												68	68
<b>Totals</b>	<b>70</b>	<b>87</b>	<b>70</b>	<b>99</b>	<b>81</b>	<b>76</b>	<b>78</b>	<b>72</b>	<b>41</b>	<b>30</b>	<b>48</b>	<b>620</b>	<b>1,372</b>

  

Member Months													
	Eligibility Begin Month												
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
07/2019	70	94	72	144	170	162	154	160	108	40	66	2,856	4,096
08/2019		40	18	12	16	30	0	14	0	0	20	187	337
09/2019			37	34	9	12	30	6	0	16	0	150	294
10/2019				42	28	6	8	20	0	0	16	243	363
11/2019					26	20	15	4	0	0	0	184	249
12/2019						28	22	15	12	0	12	259	348
01/2020							32	24	6	4	10	216	292
02/2020								27	8	3	12	170	220
03/2020									20	6	15	132	173
04/2020										19	18	150	187
05/2020											17	84	101
06/2020												68	68
<b>Totals</b>	<b>70</b>	<b>134</b>	<b>127</b>	<b>232</b>	<b>249</b>	<b>258</b>	<b>261</b>	<b>270</b>	<b>154</b>	<b>88</b>	<b>186</b>	<b>4,699</b>	<b>6,728</b>

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

Member Counts													
Eligibility End Month													
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
07/2019	148	155	131	121	143	187	134	102	41	51	64	1,539	2,816
08/2019		11	7	7	3	10	4	8	4	6	5	111	176
09/2019			15	10	7	14	8	4	3	0	2	90	153
10/2019				5	8	9	3	9	2	3	2	95	136
11/2019					15	9	8	11	5	6	4	141	199
12/2019						18	11	8	4	5	12	171	229
01/2020							30	23	12	6	10	235	316
02/2020								15	11	6	6	196	234
03/2020									11	7	14	181	213
04/2020										19	7	163	189
05/2020											9	106	115
06/2020												163	163
<b>Totals</b>	<b>148</b>	<b>166</b>	<b>153</b>	<b>143</b>	<b>176</b>	<b>247</b>	<b>198</b>	<b>180</b>	<b>93</b>	<b>109</b>	<b>135</b>	<b>3,191</b>	<b>4,939</b>
Member Months													
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
07/2019	148	310	393	484	715	1,122	938	816	369	510	704	18,468	24,977
08/2019		11	14	21	12	50	24	56	32	54	50	1,221	1,545
09/2019			15	20	21	56	40	24	21	0	18	900	1,115
10/2019				5	16	27	12	45	12	21	16	855	1,009
11/2019					15	18	24	44	25	36	28	1,128	1,318
12/2019						18	22	24	16	25	72	1,197	1,374
01/2020							30	46	36	24	50	1,410	1,596
02/2020								15	22	18	24	980	1,059
03/2020									11	14	42	724	791
04/2020										19	14	489	522
05/2020											9	212	221
06/2020												163	163
<b>Totals</b>	<b>148</b>	<b>321</b>	<b>422</b>	<b>530</b>	<b>779</b>	<b>1,291</b>	<b>1,090</b>	<b>1,070</b>	<b>544</b>	<b>721</b>	<b>1,027</b>	<b>27,747</b>	<b>35,690</b>

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

<b>Member Counts</b>													
<b>Eligibility End Month</b>													
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
<b>Eligibility Begin Month</b>	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
	2,082	1,914	1,780	1,770	1,723	2,001	1,453	1,348	406	273	463	12,694	27,907
		119	81	97	67	145	69	80	29	24	51	1,216	1,978
			116	83	84	80	111	93	26	27	46	1,253	1,919
				112	113	100	60	128	37	36	60	1,306	1,952
					140	181	98	102	63	43	89	1,743	2,459
						156	104	99	67	46	72	1,923	2,467
							175	108	80	50	99	2,076	2,588
								92	87	34	69	1,594	1,876
									216	57	81	1,682	2,036
										107	53	1,488	1,648
											56	1,281	1,337
												1,747	1,747
<b>Totals</b>	<b>2,082</b>	<b>2,033</b>	<b>1,977</b>	<b>2,062</b>	<b>2,127</b>	<b>2,663</b>	<b>2,070</b>	<b>2,050</b>	<b>1,011</b>	<b>697</b>	<b>1,139</b>	<b>30,003</b>	<b>49,914</b>
<b>Member Months</b>													
	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
<b>Eligibility Begin Month</b>	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	Total
	2,082	3,828	5,340	7,080	8,615	12,006	10,171	10,784	3,654	2,730	5,093	152,328	223,711
		119	162	291	268	725	414	560	232	216	510	13,376	16,873
			116	166	252	320	555	558	182	216	414	12,530	15,309
				112	226	300	240	640	222	252	480	11,754	14,226
					140	362	294	408	315	258	623	13,944	16,344
						156	208	297	268	230	432	13,461	15,052
							175	216	240	200	495	12,456	13,782
								92	174	102	276	7,970	8,614
									216	114	243	6,728	7,301
										107	106	4,464	4,677
											56	2,562	2,618
												1,747	1,747
<b>Totals</b>	<b>2,082</b>	<b>3,947</b>	<b>5,618</b>	<b>7,649</b>	<b>9,501</b>	<b>13,869</b>	<b>12,057</b>	<b>13,555</b>	<b>5,503</b>	<b>4,425</b>	<b>8,728</b>	<b>253,320</b>	<b>340,254</b>

# OTHER ACTIVITIES

## Dental Wellness Plan (DWP)

### CMS Reporting - Iowa Dental Wellness Plan CY20 Q2

Product DWP	Calendar Quarter Ending June 30, 2020	<input checked="" type="checkbox"/> Delta Dental <input checked="" type="checkbox"/> MCNA Dental	Month in Quarter Multiple values
<b>Services Provided:</b>		Delta Dental	MCNA Dental
Unique Members Receiving Services	17,311	7,090	
Dental Services Provided	69,583	36,535	
<b>Benefit Level Reporting:</b>		Delta Dental	MCNA Dental
DWP Count of Members with Basic Dental Benefits	10,713	4,045	
DWP Count of Members with Full Dental Benefits	214,279	117,883	
Grand Total	224,992	121,928	
<b>Helpline</b>		Delta Dental	MCNA Dental
Member Calls Received	5,020	4,072	9,092
Provider Calls Received	1,672	360	2,032
<b>Healthy Behaviors</b>		Delta Dental	MCNA Dental
DWP Healthy Behaviors: Preventative Service	14,271	4,351	
DWP Healthy Behaviors: Self Assessment	2,658	1,064	
DWP Healthy Behaviors: Self Assessment & Preventative Service	28,124	4,338	
<b>Unique Network Providers Rendering Services*</b>		Delta Dental	MCNA Dental
General Dentist	812	326	
Oral Surgeon	58	29	
Pedodontist	39	17	
Prosthodontist	13	10	
Endodontists	7	6	
Orthodontist	6	3	
Periodontist	6	1	
Grand Total	941	392	
*Based on rolling 12 month			
<b>Claims By Paid Date</b>		Delta Dental	MCNA Dental
Monthly Paid	3,279,071	1,758,838	5,037,909
Monthly Denied	2,105,361	923,655	3,029,015
Grand Total	5,384,431	2,682,493	8,066,924
<b>Claims</b>		Delta Dental	MCNA Dental
Average Days from Receipt to Payment	6.33	9.61	
<b>Members with at least 6 Month of Consecutive Coverage In Fiscal Year</b>		Delta Dental	MCNA Dental
June 30, 2020	1 Members 6+ Month Count	220,876	107,982
	2 Members 6+ Month With Access to Care	75,133	22,716
	3 Members 6+ Month With Oral Eval	56,471	14,475
	4 Members 6+: Distinct Count with Oral Eval	43,527	9,749
	5 Members 6+: Distinct Count with prior Oral Eval	29,281	4,196
<b>Appeals</b>		Delta Dental	MCNA Dental
Delta Dental	Number of Appeals Received this Quarter	2	
MCNA Dental	Number of Appeals Received this Quarter	0	
<b>Appeal Reasons</b>		Delta Dental	MCNA Dental
Delta Dental	MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS	1	
Delta Dental	EXCEEDS BENEFIT MAXIMUM	1	
MCNA did not have any appeals for CY2020 Q2			
<b>Grievances</b>		Delta Dental	MCNA Dental
Delta Dental	Grievances Received this Quarter	6	
Delta Dental	Grievances Resolved this Quarter	8	
Delta Dental	Grievances Resolved within 30 Days	6	
MCNA Dental	Grievances Received this Quarter	213	
MCNA Dental	Grievances Resolved this Quarter	176	
MCNA Dental	Grievances Resolved within 30 Days	176	
<b>Grievance Reasons</b>		Delta Dental	MCNA Dental
Delta Dental	ACCESS TO CARE/NETWORK ADEQUACY	3	
Delta Dental	QUALITY OF CARE/TREATMENT CONCERNS	1	
Delta Dental	INAPPROPRIATE DENTIST ACTION/BEHAVIOR	1	
Delta Dental	MEMBER SERVICES	1	
MCNA Dental	ACCESS TO CARE/NETWORK ADEQUACY	211	
MCNA Dental	QUALITY OF CARE/TREATMENT CONCERNS	1	
MCNA Dental	OTHER	1	
<b>Outreach Reporting</b>			
Delta Dental	During this quarter, staff continued to participate in the Lifelong Smiles Coalition and coalition committees and the Dallas County SIM Community Coalition. Through direct outreach and education to members, approximately 8,200 texts and 9,600 postcards have been sent to members this quarter for healthy behaviors completion, as well as the newly eligible and utilization populations. This is lower than previous quarters as mailings and texts were halted for a period of time (primarily April and May) due to the COVID-19 crisis and dental offices only providing emergency services. While offices were closed, this time was used to increase outbound calls to members who had not yet completed their oral health self-assessment during their enrollment period; over 1,100 calls were made. To better understand the perspective of DWP members, a member survey via phone was conducted to understand additional information about patient satisfaction, knowledge of benefits, and future plans for dental care. 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. DDIA Government Programs staff completed an online cultural competency training for oral health professionals.		
MCNA Dental	MCNA arranged donations of educational flyers and dental kits to be shared with children participating in the free lunch program for the following school districts. Nearly 300 kits were provided to SE Warren Schools and food Pantry, 50 kits to Winterset Schools and 200 kits to Praine City and Monroe Schools.		



## 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.

	Apr 2020		May 2020		Jun 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)	28,164	11,392	26,214	10,870	24,127	10,386
Members who owe premiums (did not complete healthy behaviors)	23,683	8,145	21,729	7,644	19,606	7,162
Members who completed Healthy Behaviors (premiums waived)	4,481	3,247	4,485	3,226	4,521	3,224
Members who declared hardship (premiums waived)	0	0	0	0	0	0
American Indian/Alaskan Natives (exempt)	1,507	263	1,553	269	1,605	274
Medically Frail (exempt)	3,941	2,347	3,980	2,346	4,000	2,326
Members in the Health Insurance Premium Payment Program (exempt)	63	55	56	61	56	60
Members ineligible for IHAWP - churn (exempt)	1,901	577	1,344	359	1,552	431
Members with incomes below 50% FPL (exempt)	59,960	820	62,140	1,067	64,369	1,499
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	50,503	15,672	50,316	15,513	50,364	15,286

\* Because of COVID-19 no premiums were waived, members did not need to declare a hardship. No members were sent to collections during the second quarter 2020.