



Department of
HUMAN SERVICES

***Iowa Wellness Plan Quarterly Report
1115 Demonstration Waiver
April 1, 2021 – June 30, 2021***

August 2021

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EXECUTIVE SUMMARY

The COVID-19 Public Health Emergency (PHE) continued in the second quarter of 2021. COVID vaccines were made available to all adults. The Managed Care Organizations (MCOs) did vaccine outreach to all Medicaid adults including the Iowa Wellness Program (IWP) members.

Iowa continued to waive contributions for the IWP and the Dental Wellness Plan (DWP). As a result, there were no appeals of contributions, no IWP members were sent to collections, and DWP members maintained full benefits. There also were no disenrollments due to the PHE.

This quarter changes have been in the reporting of the DWP.

Following this letter is a detailed report of key activities and related statistics for the second quarter of 2021, 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 515-256-4640 or Ematney@dhs.state.ia.us, or Anna Ruggle at 515-201-4713 or aruggle@dhs.state.ia.us should you have any questions about this report.

Elizabeth Matney
Iowa Medicaid Director
Iowa Department of Human Services

SIGNIFICANT ACTIVITIES OF THE QUARTER

Communications and Outreach

In the second quarter of calendar year 2021, the COVID-19 PHE continued. The MCOs provided outreach to Medicaid and IWP members regarding the vaccines. Outreach included calls, both personal and recorded messages, text messages, and emails to members. The MCOs also partnered with local public health agencies to provide vaccination clinics for members.

This quarter saw the beginning of the roll-out of the COVID-19 vaccine information to IWP members included the following:

- Updating the Department's COVID-19 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. The June newsletter included resources for information on the vaccines. These newsletters can be found at: <https://dhs.iowa.gov/ime/about/IMENewsletters>
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- Iowa Medicaid 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.
- 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

There was no targeted provider outreach. Providers can call the DHS provider services line to obtain information on IWP benefits, billing or claim status. Provider Services staff also is able to answer billing questions regarding the COVID vaccines.

Legislative Developments

Legislative action included increasing provider rates for some providers that serve IWP members.

ELIGIBILITY/ENROLLMENT

Quarter Enrollment

The IWP population totaled 226,827 at the end of the second quarter of calendar year 2021. Month-end totals by population group are shown below.

Population Group	Apr 2021	May 2021	Jun 2021
0 to 100% FPL	178,415	181,436	183,875
101 to 133% FPL	41,281	42,365	42,952
Total	220,236	223,801	226,827

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 second quarter of calendar year 2021.

Population Group	Apr 2021	May 2021	Jun 2021
19 & 20 Year Olds	13,991	15,226	16,056
0 to 100% FPL	11,795	13,063	13,781
101 to 133% FPL	2,196	2,163	2,275
American Indian/Alaskan Native	3,447	3,534	3,558
0 to 100% FPL	2,905	2,972	3,001
101 to 133% FPL	542	562	557
Medically Exempt	7,237	7,316	7,366
0 to 100% FPL	4,552	4,597	4,630
101 to 133% FPL	2,685	2,719	2,736
Total	24,675	26,076	26,980

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	Apr 2021	May 2021	Jun 2021
Benefits and Services	10	10	9
Access	1	1	0
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	0	2	1
Premiums/Cost Sharing	0	0	0
Healthy Behaviors	0	0	0
Non-Emergency Medical Transportation	0	0	0
Early Periodic Screening, Diagnosis and Treatment (EPSDT)	0	0	0
Total	11	11	10

Exceptions and Appeals

During the second quarter of 2021 year, 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 June 30, 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												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	136	92	76	52	42	37	57	35	35	39	34	917	1,552
08/2020		32	26	7	13	3	2	2	5	4	2	62	158
09/2020			39	33	15	7	5	2	4	4	2	70	181
10/2020				60	23	14	9	8	12	2	3	63	194
11/2020					51	23	12	16	7	7	6	67	189
12/2020						50	27	10	17	6	5	66	181
01/2021							47	35	15	14	6	64	181
02/2021								61	28	25	11	100	225
03/2021									51	30	12	76	169
04/2021										60	34	134	228
05/2021											60	147	207
06/2021												202	202
Totals	136	124	141	152	144	134	159	169	174	191	175	1,968	3,667
Member Months													
	Eligibility Begin Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	136	184	228	208	210	222	399	280	315	390	374	11,004	13,950
08/2020		32	52	21	52	15	12	14	40	36	20	682	976
09/2020			39	66	45	28	25	12	28	32	18	700	993
10/2020				60	46	42	36	40	72	14	24	567	901
11/2020					51	46	36	64	35	42	42	536	852
12/2020						50	54	30	68	30	30	462	724
01/2021							47	70	45	56	30	384	632
02/2021								61	56	75	44	500	736
03/2021									51	60	36	304	451
04/2021										60	68	402	530
05/2021											60	294	354
06/2021												202	202
Totals	136	216	319	355	404	403	609	571	710	795	746	16,037	21,301

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

Member Counts													
	Eligibility End Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	377	220	211	147	113	106	126	120	107	102	119	4,180	5,928
08/2020		139	69	40	10	15	2	10	11	8	6	262	572
09/2020			123	69	37	19	7	11	7	6	9	255	543
10/2020				152	56	37	34	22	16	9	6	274	606
11/2020					110	79	33	19	15	16	11	287	570
12/2020						118	73	45	21	14	13	277	561
01/2021							163	61	35	23	16	283	581
02/2021								136	83	33	11	307	570
03/2021									127	65	41	335	568
04/2021										158	59	387	604
05/2021											148	475	623
06/2021												537	537
Totals	377	359	403	408	326	374	438	424	422	434	439	7,859	12,263
Member Months													
	Eligibility Begin Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	377	440	633	588	565	636	882	960	963	1,020	1,309	50,160	58,533
08/2020		139	138	120	40	75	12	70	88	72	60	2,882	3,696
09/2020			123	138	111	76	35	66	49	48	81	2,550	3,277
10/2020				152	112	111	136	110	96	63	48	2,466	3,294
11/2020					110	158	99	76	75	96	77	2,296	2,987
12/2020						118	146	135	84	70	78	1,939	2,570
01/2021							163	122	105	92	80	1,698	2,260
02/2021								136	166	99	44	1,535	1,980
03/2021									127	130	123	1,340	1,720
04/2021										158	118	1,161	1,437
05/2021											148	950	1,098
06/2021												537	537
Totals	377	579	894	998	938	1,174	1,473	1,675	1,753	1,848	2,166	69,514	83,389

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

Member Counts													
	Eligibility End Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	373	340	327	305	297	228	295	268	275	256	320	16,589	19,873
08/2020		14	12	19	16	12	7	17	12	13	9	442	573
09/2020			15	10	17	13	17	17	13	12	15	468	597
10/2020				4	15	17	21	14	13	10	12	429	535
11/2020					17	11	21	20	18	16	11	521	635
12/2020						10	13	11	18	14	13	559	638
01/2021							23	17	16	21	9	503	589
02/2021								9	12	26	11	545	603
03/2021									18	17	24	561	620
04/2021										26	22	622	670
05/2021											26	670	696
06/2021												727	727
Totals	373	354	354	338	362	291	397	373	395	411	472	22,636	26,756
Member Months													
	Eligibility Begin Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	373	680	981	1,220	1,485	1,368	2,065	2,144	2,475	2,560	3,520	199,068	217,939
08/2020		14	24	57	64	60	42	119	96	117	90	4,862	5,545
09/2020			15	20	51	52	85	102	91	96	135	4,680	5,327
10/2020				4	30	51	84	70	78	70	96	3,861	4,344
11/2020					17	22	63	80	90	96	77	4,168	4,613
12/2020						10	26	33	72	70	78	3,913	4,202
01/2021							23	34	48	84	45	3,018	3,252
02/2021								9	24	78	44	2,725	2,880
03/2021									18	34	72	2,244	2,368
04/2021										26	44	1,866	1,936
05/2021											26	1,340	1,366
06/2021												727	727
Totals	373	694	1,020	1,301	1,647	1,563	2,388	2,591	2,992	3,231	4,227	232,472	254,499

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

Member Counts													
	Eligibility End Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	2,491	2,012	1,522	1,552	1,522	1,279	1,315	1,412	1,362	1,311	1,559	113,102	130,439
08/2020		133	97	80	76	71	63	58	65	59	75	3,433	4,210
09/2020			107	97	79	60	64	59	54	58	59	3,333	3,970
10/2020				78	78	71	67	63	59	67	58	2,933	3,474
11/2020					173	134	84	89	61	85	64	3,817	4,507
12/2020						137	126	81	100	76	84	3,955	4,559
01/2021							96	75	84	81	65	2,842	3,243
02/2021								105	89	68	47	3,062	3,371
03/2021									146	101	94	3,232	3,573
04/2021										126	99	3,200	3,425
05/2021											155	4,375	4,530
06/2021												4,393	4,393
Totals	2,491	2,145	1,726	1,807	1,928	1,752	1,815	1,942	2,020	2,032	2,359	151,677	173,694

Member Months													
	Member Months												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	2,491	4,024	4,566	6,208	7,610	7,674	9,205	11,296	12,258	13,110	17,149	1,357,224	1,452,815
08/2020		133	194	240	304	355	378	406	520	531	750	37,763	41,574
09/2020			107	194	237	240	320	354	378	464	531	33,330	36,155
10/2020				78	156	213	268	315	354	469	464	26,397	28,714
11/2020					173	268	252	356	305	510	448	30,536	32,848
12/2020						137	252	243	400	380	504	27,685	29,601
01/2021							96	150	252	324	325	17,052	18,199
02/2021								105	178	204	188	15,310	15,985
03/2021									146	202	282	12,928	13,558
04/2021										126	198	9,600	9,924
05/2021											155	8,750	8,905
06/2021												4,393	4,393
Totals	2,491	4,157	4,867	6,720	8,480	8,887	10,771	13,225	14,791	16,320	20,994	1,580,968	1,692,671

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

Member Counts													
	Eligibility End Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	14	3	5	6	2	1	2	1	0	0	1	40	75
08/2020		6	2	2	0	0	0	0	0	0	0	7	17
09/2020			1	2	3	1	0	0	0	0	0	1	8
10/2020				6	1	1	1	0	0	0	0	6	15
11/2020					7	4	0	0	0	0	0	3	14
12/2020						6	1	1	3	0	0	7	18
01/2021							2	3	2	1	0	5	13
02/2021								1	0	1	0	3	5
03/2021									3	1	0	3	7
04/2021										4	2	6	12
05/2021											6	5	11
06/2021												13	13
Totals	14	9	8	16	13	13	6	6	8	7	9	99	208
Member Months													
	Member Months												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	14	6	15	24	10	6	14	8	0	0	11	480	588
08/2020		6	4	6	0	0	0	0	0	0	0	77	93
09/2020			1	4	9	4	0	0	0	0	0	10	28
10/2020				6	2	3	4	0	0	0	0	54	69
11/2020					7	8	0	0	0	0	0	24	39
12/2020						6	2	3	12	0	0	49	72
01/2021							2	6	6	4	0	30	48
02/2021								1	0	3	0	15	19
03/2021									3	2	0	12	17
04/2021										4	4	18	26
05/2021											6	10	16
06/2021												13	13
Totals	14	12	20	40	28	27	22	18	21	13	21	792	1,028

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	47	33	13	18	14	12	7	11	12	9	11	481	668
08/2020		29	7	9	3	2	3	1	1	1	1	51	108
09/2020			20	14	5	3	1	0	2	1	0	40	86
10/2020				20	5	3	2	2	2	2	2	38	76
11/2020					18	8	7	1	0	2	2	44	82
12/2020						24	13	10	1	1	0	34	83
01/2021							19	8	2	3	3	38	73
02/2021								12	10	3	1	48	74
03/2021									23	5	5	47	80
04/2021										18	9	51	78
05/2021											15	54	69
06/2021												72	72
Totals	47	62	40	61	45	52	52	45	53	45	49	998	1,549

Member Months													
Eligibility Begin Month	Member Months												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	47	66	39	72	70	72	49	88	108	90	121	5,772	6,594
08/2020		29	14	27	12	10	18	7	8	9	10	561	705
09/2020			20	28	15	12	5	0	14	8	0	400	502
10/2020				20	10	9	8	10	12	14	16	342	441
11/2020					18	16	21	4	0	12	14	352	437
12/2020						24	26	30	4	5	0	238	327
01/2021							19	16	6	12	15	228	296
02/2021								12	20	9	4	240	285
03/2021									23	10	15	188	236
04/2021										18	18	153	189
05/2021											15	108	123
06/2021												72	72
Totals	47	95	73	147	125	143	146	167	195	187	228	8,654	10,207

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

Member Counts													
	Eligibility End Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	109	58	59	65	57	39	36	48	26	28	59	2,641	3,225
08/2020		12	1	4	6	5	2	0	1	2	1	101	135
09/2020			9	3	0	0	1	2	2	1	1	82	101
10/2020				0	2	4	2	4	2	1	0	96	111
11/2020					8	2	5	4	4	4	3	100	130
12/2020						3	5	0	2	3	2	114	129
01/2021							0	1	0	3	2	112	118
02/2021								5	3	2	2	101	113
03/2021									4	3	2	109	118
04/2021										3	6	107	116
05/2021											10	127	137
06/2021												147	147
Totals	109	70	69	72	73	53	51	64	44	50	88	3,837	4,580
Member Months													
	Eligibility Begin Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	109	116	177	260	285	234	252	384	234	280	649	31,692	34,672
08/2020		12	2	12	24	25	12	0	8	18	10	1,111	1,234
09/2020			9	6	0	0	5	12	14	8	9	820	883
10/2020				0	4	12	8	20	12	7	0	864	927
11/2020					8	4	15	16	20	24	21	800	908
12/2020						3	10	0	8	15	12	798	846
01/2021							0	2	0	12	10	672	696
02/2021								5	6	6	8	505	530
03/2021									4	6	6	436	452
04/2021										3	12	321	336
05/2021											10	254	264
06/2021												147	147
Totals	109	128	188	278	321	278	302	439	306	379	747	38,420	41,895

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

Member Counts													
	Eligibility End Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	947	679	454	488	459	375	415	353	334	338	411	25,475	30,728
08/2020		73	25	41	29	19	22	14	30	28	30	1,350	1,661
09/2020			47	29	29	25	20	22	18	24	21	1,238	1,473
10/2020				37	24	23	13	26	11	16	15	973	1,138
11/2020					77	79	36	39	28	25	28	1,570	1,882
12/2020						86	67	38	24	16	24	1,468	1,723
01/2021							43	30	20	13	19	883	1,008
02/2021								40	32	15	18	942	1,047
03/2021									76	25	21	955	1,077
04/2021										65	53	1,121	1,239
05/2021											71	912	983
06/2021												1,218	1,218
Totals	947	752	526	595	618	607	616	562	573	565	711	38,105	45,177
Member Months													
	Eligibility Begin Month												
	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	04/2021	05/2021	06/2021	Total
07/2020	947	1,358	1,362	1,952	2,295	2,250	2,905	2,824	3,006	3,380	4,521	305,700	332,500
08/2020		73	50	123	116	95	132	98	240	252	300	14,850	16,329
09/2020			47	58	87	100	100	132	126	192	189	12,380	13,411
10/2020				37	48	69	52	130	66	112	120	8,757	9,391
11/2020					77	158	108	156	140	150	196	12,560	13,545
12/2020						86	134	114	96	80	144	10,276	10,930
01/2021							43	60	60	52	95	5,298	5,608
02/2021								40	64	45	72	4,710	4,931
03/2021									76	50	63	3,820	4,009
04/2021										65	106	3,363	3,534
05/2021											71	1,824	1,895
06/2021												1,218	1,218
Totals	947	1,431	1,459	2,170	2,623	2,758	3,474	3,554	3,874	4,378	5,877	384,756	417,301

OTHER ACTIVITIES

Dental Wellness Plan

CMS Reporting - Iowa Dental Wellness Plan CY2021 Q2

Product	Calendar Quarter Ending		<input checked="" type="checkbox"/> Delta Dental	Month in Quarter
DWP	June 30, 2021		<input checked="" type="checkbox"/> MCNA Dental	Multiple values
Services Provided:				
	Delta Dental	MCNA Dental		
Unique Members Receiving Services	35,216	12,315		
Dental Services Provided	147,411	69,119		
Benefit Level Reporting:				
		Delta Dental	MCNA Dental	
DWP Count of Members with Full Dental Benefits		253,031	147,604	
DWP Count of Members with Basic Dental Benefits		0	0	
Grand Total		253,031	147,604	
Helpline				
	Delta Dental	MCNA Dental	Grand Total	
Member Calls Received	8,672	7,464	16,136	
Provider Calls Received	2,707	792	3,499	
Unique Network Providers Rendering Services*				
	Delta Dental	MCNA Dental		
General Dentist	816	331		
Oral Surgeon	67	24		
Pedodontist	38	17		
Prosthodontist	16	10		
Endodontists	11	6		
Orthodontist	6	5		
Periodontist	6	4		
Grand Total	960	397		
*Based on rolling 12 month				
Members with at least 6 Month of Consecutive Coverage In Fiscal Year				
		Delta Dental	MCNA Dental	
		Count	Percent	Count
		Delta Dental	Delta Dental	MCNA Dental
June 30, 2021	1	Members 6+ Month Count	246,046	133,769
	2	Members 6+ Month With Access to Care	79,690	26,047
	3	Members 6+ Month With Oral Eval	62,315	17,174
	4	Members 6+: Distinct Count with Oral Eval	52,359	12,901
	5	Members 6+: Distinct Count with prior Oral Eval	29,066	4,520
			55.5%	35.0%
Appeals				
Delta Dental	Number of Appeals Received this Quarter		9	
MCNA Dental	Number of Appeals Received this Quarter		3	
Appeal Reasons				
Delta Dental	FREQUENCY: PREVENTATIVE/DIAGNOSTIC/PERIO MAINT.		1	
Delta Dental	MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS		4	
	MISSING PRIOR AUTHORIZATION		3	
	EXCEEDS BENEFIT MAXIMUM		1	
MCNA ...	OTHER		3	
Grievances				
Delta Dental	Grievances Received this Quarter		11	
	Grievances Resolved this Quarter		10	
	Grievances Resolved within 30 Days		10	
MCNA Dental	Grievances Received this Quarter		237	
	Grievances Resolved this Quarter		273	
	Grievances Resolved within 30 Days		273	
Grievance Reasons				
Delta Dental	ACCESS TO CARE/NETWORK ADEQUACY		3	
Delta Dental	OTHER		1	
	QUALITY OF CARE/TREATMENT CONCERNS		3	
	ACCESS TO SERVICES/PLAN DESIGN		2	
	INAPPROPRIATE DENTIST ACTION/BEHAVIOR		2	
MCNA Dental	ACCESS TO CARE/NETWORK ADEQUACY		235	
Delta Dental	OTHER		2	
Outreach Reporting				
Delta Dental	During this quarter, staff continued to participate in the Lifelong Smiles Coalition and coalition committees as well as the Dallas County Community Health Speaker Series. 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 continued quarterly 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 9,000 texts and more than 21,700 postcards have been sent to members this quarter for healthy behaviors completion, as well as the newly eligible and utilization populations. During this quarter, a postcard was sent to all current DWP members, more than 247,000, with information about accessing DDIA's privacy notice and encouraging members to schedule a dental appointment. 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 Q4 MCNA hit the road with the "Say Cheese Iowa" campaign. Our smile tour has 20 scheduled stops throughout the summer, making five stops during Q4. Our Smile Tour allows us to interact, engage and provide educational materials to get kids and their families excited about the importance of oral health. Establishing a good routine at a young age will help them to maintain a healthy smile as they age. Educational flyers, dental kits and other promotional items are given to everyone who stops by. Our direct outreach to members also continued, 16,348 text message reminders were deployed and 1,454 (9%) of members received a dental service within 60 days; of those members 575 members (40%) received a preventive service within 60 days post a text.			

Dental 1115 Waiver Reporting - Provider Availability

Metric AD_31: Specialist provider availability

Metric element	Description
Description	Number of specialists enrolled to deliver Medicaid services at the end of the measurement period
Counted variable	<p>Step 1. Identify specialist providers who were enrolled to deliver Medicaid services to demonstration beneficiaries and were qualified to deliver Medicaid services as of the last day of the measurement period.</p> <p>Step 2. Count unique specialist providers (deduplicated) who meet the criteria in Step 1.</p>
Additional guidance	<p>Standards for classifying, enrolling, and qualifying specialist providers vary by state. States should report which providers were considered specialty providers for this metric.</p> <p>Sources for specialist provider data also vary by state. These data may be available in provider enrollment databases maintained by the state or by the managed care organizations the state contracts with to serve beneficiaries.</p> <p>The metric is intended to capture the set of providers potentially available to demonstration beneficiaries. If there is a distinction between all providers enrolled and qualified to deliver Medicaid services and those available to demonstration beneficiaries, the metric should only include providers available to demonstration beneficiaries.</p>
Required or recommended	Required
Measurement period (calculation lag)	Quarter (90 days)
Data source	Provider enrollment databases

CMS 1115: Specialist Provider Availability

	FY 2021	
	Q4	
	Delta Dental	MCNA Dental
90-Day Lag	DWP	DWP
1115: Available General Dentists	776	460
1115: Available Oral Surgeons	51	30
1115: Available Endodontists	9	15
1115: Available Orthodontists	13	13
1115: Available Pedodontists	46	33
1115: Available Periodontists	8	13
1115: Available Prosthodontists	19	23

Mapping Intake **Distinct** Credentialed NPIs

	Claims Administrator / Data.Product	
	Delta Dental	MCNA Dental
Specialty	DWA	DWA
GENERAL DENTIST	791	466
ORAL SURGEON	55	31
ENDODONTIST	9	15
ORTHODONTIST	12	13
PEDIATRICS	46	32
PERIODONTIST	8	14
PROSTHODONTIST	19	23

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 2021		May 2021		Jun 2021	
	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)	3,674	2,687	4,472	3,259	4,392	3,202
Members who owe premiums (did not complete healthy behaviors)	0	1	0	1	0	1
Members who completed Healthy Behaviors (premiums waived)	3,674	2,686	4,472	3,258	4,392	3,201
Members who declared hardship (premiums waived)	0	0	0	0	0	0
American Indian/Alaskan Natives (exempt)	2,141	404	2,198	421	2,238	424
Medically Frail (exempt)	4,554	2,687	4,599	2,723	4,634	2,740
Members in the Health Insurance Premium Payment Program (exempt)	45	68	48	63	48	64
Members ineligible for IHAWP - churn (exempt)	903	293	825	253	947	253
Members with incomes below 50% FPL (exempt)	86,526	4,276	88,883	4,610	90,359	4,952
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						

* Because of COVID-19 and the PHE, premiums were waived, and members did not need to declare a hardship. No members were sent to collections during the second quarter 2021.

Public Health Emergency (PHE)

The PHE continued during the 2nd quarter 2021. Iowa continued to waive contributions and did not disenroll members. Vaccines for COVID were available for all IWP members.

Performance Metrics

Iowa continues to work with on finalizing 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 Report

The Centers for Medicare and Medicaid Services approved the evaluation design. The state is working with the contracted evaluator to ensure all required data points are collected and reported.