



Department of
HUMAN SERVICES

***Iowa Wellness Plan Quarterly Report
1115 Demonstration Waiver
Jan 1, 2020 – March 31, 2020***

May 2020

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EXECUTIVE SUMMARY

The first quarter of calendar year 2020 was an active quarter for members and providers of the Iowa Wellness Plan (IWP). The most active month was March when the President of the United States issued an emergency declaration for all states due to the Coronavirus, also known as COVID-19, pandemic. The Iowa Medicaid Enterprise (IME) moved quickly to ensure that IWP members did not lose coverage by continuing eligibility and waiving contributions until the emergency declaration is over. Communication was a key activity that kept both members and providers aware of the changes occurring rapidly.

This quarter also saw continued growth at 0.6 percent in the number of adults eligible for the plan. The number of appeals regarding contributions remained relatively the same as the fourth quarter of calendar year 2019. There were 37 fewer complaints in this quarter with none in the month of March. This was most likely due to the COVID-19 pandemic.

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 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
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SIGNIFICANT ACTIVITIES OF THE QUARTER

Communications and Outreach

In the first quarter of 2020, the Iowa Wellness Plan (IWP) changes were made quickly because of the COVID-19 pandemic and the President's issuance of an emergency declaration for all states on March 13, 2020.

Communication to IWP members included the following:

- A letter to members explaining that the DHS was waiving contributions for IHAWP and the Dental Wellness Plan (DWP) until the emergency declaration was lifted. Members who already paid their contribution for a waived month will receive a credit on their account when billing resumes. Also, DHS will not disenroll members until the emergency declaration is lifted. For those members who had already paid for one or more of these months, a credit will appear on the account. The full letter can be seen at: <https://dhs.iowa.gov/sites/default/files/470-5609.pdf?052020201336>
 - A webpage for Medicaid including the IWP was developed for 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>.
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- 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 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 as DHS suspended contributions during the COVID-19 pandemic.)

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 meetings with stakeholders and providers started in March. This allowed stakeholders and providers to understand what the IME was

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	Jan 2020	Feb 2020	Mar 2020
0 to 100% FPL	146,278	145,882	146,626
101 to 133% FPL	31,293	31,293	31,514
Total	177,571	177,175	178,140

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	Jan 2020	Feb 2020	Mar 2020
19 & 20 Year Olds	15,685	15,536	15,576
0 to 100% FPL	13,525	13,400	13,397
101 to 133% FPL	2,160	2,136	2,179
American Indian/Alaskan Native	2,774	2,763	2,799
0 to 100% FPL	2,353	2,338	2,355
101 to 133% FPL	421	425	444
Medically Exempt	5,949	6,079	6,173
0 to 100% FPL	3,676	3,782	3,845
101 to 133% FPL	2,273	2,297	2,328
Total	24,408	24,378	24,548

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	Jan 2020	Feb 2020	Mar 2020
Benefits and Services	4	1	0
Access	0	2	0
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	2	0
Medical Provider Network	0	0	1
Premiums/Cost Sharing	1	4	0
Healthy Behaviors	4	0	0
Non-Emergency Medical Transportation	1	1	1
Early Periodic Screening, Diagnosis and Treatment (EPSDT)	0	0	0
Total	10	10	2

Exceptions and Appeals

During the first quarter of calendar year 2020 the state received 0 requests for exceptions to Medicaid policy and 37 requests for appeal hearings for IWP members.

FFS MEMBER APPEALS for Medical and Dental Coverage

Month	Category	Outcome*	Count
Jan 2020	Contributions	Dismissed	16
		Resolved	2
		Reversed	1
Feb 2020	Contributions	Affirmed	1
		Dismissed	3
		Withdrawn	2
Mar 2020	Contributions	Affirmed	2
		Dismissed	4
		Withdrawn	2
Total Appeals			33

* 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.

FINANCIAL REPORT

See the following pages for the actual number of member months for the IWP as of 9/30/2019. 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														
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total		
04/2019	291		220	275	80	81	63	53	48	54	60	37	542	1,804		
05/2019			55	145	10	13	12	8	8	4	3	4	48	310		
06/2019				163	25	24	5	7	7	6	8	1	47	293		
07/2019					54	19	11	9	6	10	8	6	67	190		
08/2019						40	26	16	6	7	8	6	76	185		
09/2019							55	26	16	7	9	6	78	197		
10/2019								44	28	17	9	10	78	186		
11/2019									44	34	13	6	82	179		
12/2019										51	24	7	74	156		
01/2020											40	23	87	150		
02/2020												36	104	140		
03/2020													102	102		
Totals	291		275	583	169	177	172	163	163	190	182	142	1,385	3,892		
		Member Months														
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total		
04/2019	291		440	825	320	405	378	371	384	486	600	407	6,504	11,411		
05/2019			55	290	30	52	60	48	56	32	27	40	528	1,218		
06/2019				163	50	72	20	35	42	42	64	9	470	967		
07/2019					54	38	33	36	30	60	56	48	603	958		
08/2019						40	52	48	24	35	48	42	608	897		
09/2019							55	52	48	28	45	36	546	810		
10/2019								44	56	51	36	50	468	705		
11/2019									44	68	39	24	410	585		
12/2019										51	48	21	296	416		
01/2020											40	46	261	347		
02/2020												36	208	244		
03/2020													102	102		
Totals	291		495	1,278	454	607	598	634	684	853	1,003	759	11,004	18,660		

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019	3,364	2,556	922	251	302	199	175	176	154	169	130	2,459	10,857
05/2019		495	2,281	58	30	28	12	17	8	17	12	185	3,143
06/2019			2,685	91	32	27	21	16	10	14	12	189	3,097
07/2019				215	98	42	29	19	10	12	13	192	630
08/2019					223	105	59	19	24	16	13	214	673
09/2019						186	105	50	21	17	18	260	657
10/2019							207	94	42	44	28	272	687
11/2019								183	78	36	25	284	606
12/2019									177	91	23	279	570
01/2020										194	77	284	555
02/2020											140	348	488
03/2020												331	331
Totals	3,364	3,051	5,888	615	685	587	608	574	524	610	491	5,297	22,294

Member Months													
Eligibility Begin Month	Member Months												
	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019	3,364	5,112	2,766	1,004	1,510	1,194	1,225	1,408	1,386	1,690	1,430	29,508	51,597
05/2019		495	4,562	174	120	140	72	119	64	153	120	2,035	8,054
06/2019			2,685	182	96	108	105	96	70	112	108	1,890	5,452
07/2019				215	196	126	116	95	60	84	104	1,728	2,724
08/2019					223	210	177	76	120	96	91	1,712	2,705
09/2019						186	210	150	84	85	108	1,820	2,643
10/2019							207	188	126	176	140	1,632	2,469
11/2019								183	156	108	100	1,420	1,967
12/2019									177	182	69	1,116	1,544
01/2020										194	154	852	1,200
02/2020											140	696	836
03/2020												331	331
Totals	3,364	5,607	10,013	1,575	2,145	1,964	2,112	2,315	2,243	2,880	2,564	44,740	81,522

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019	658	589	579	513	512	444	449	428	447	429	347	11,037	16,432
05/2019		34	32	22	29	21	29	17	27	19	24	468	722
06/2019			33	27	31	18	28	26	14	17	13	454	661
07/2019				54	47	51	50	38	39	32	31	678	1,020
08/2019					34	30	20	31	21	21	25	587	769
09/2019						40	28	32	39	23	19	628	809
10/2019							24	31	37	21	21	593	727
11/2019								37	53	33	28	747	898
12/2019									49	25	40	796	910
01/2020										41	22	954	1,017
02/2020											33	909	942
03/2020												890	890
Totals	658	623	644	616	653	604	628	640	726	661	603	18,741	25,797
Member Months													
Eligibility Begin Month	Member Months												
	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019	658	1,178	1,737	2,052	2,560	2,664	3,143	3,424	4,023	4,290	3,817	132,444	161,990
05/2019		34	64	66	116	105	174	119	216	171	240	5,148	6,453
06/2019			33	54	93	72	140	156	98	136	117	4,540	5,439
07/2019				54	94	153	200	190	234	224	248	6,102	7,499
08/2019					34	60	60	124	105	126	175	4,696	5,380
09/2019						40	56	96	156	115	114	4,396	4,973
10/2019							24	62	111	84	105	3,558	3,944
11/2019								37	106	99	112	3,735	4,089
12/2019									49	50	120	3,184	3,403
01/2020										41	44	2,862	2,947
02/2020											33	1,818	1,851
03/2020												890	890
Totals	658	1,212	1,834	2,226	2,897	3,094	3,797	4,208	5,098	5,336	5,125	173,373	208,858

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

		Member Counts												
		Eligibility End Month												Total
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019		4,181	3,729	3,649	3,476	3,607	3,251	3,240	3,514	3,989	3,968	3,051	72,317	111,972
05/2019			277	215	195	202	140	126	148	159	122	188	3,240	5,012
06/2019				180	183	179	160	146	137	132	142	125	3,157	4,541
07/2019					453	433	375	318	316	337	249	247	7,436	10,164
08/2019						232	226	222	154	193	151	148	3,952	5,278
09/2019							233	211	176	198	156	138	3,826	4,938
10/2019								228	167	225	177	136	4,231	5,164
11/2019									234	254	228	159	4,643	5,518
12/2019										250	183	215	4,972	5,620
01/2020											218	172	4,871	5,261
02/2020												179	4,479	4,658
03/2020													4,830	4,830
Totals		4,181	4,006	4,044	4,307	4,653	4,385	4,491	4,846	5,737	5,594	4,758	121,954	172,956
		Member Months												Total
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019		4,181	7,458	10,947	13,904	18,035	19,506	22,680	28,112	35,901	39,680	33,561	867,804	1,101,769
05/2019			277	430	585	808	700	756	1,036	1,272	1,098	1,880	35,640	44,482
06/2019				180	366	537	640	730	822	924	1,136	1,125	31,570	38,030
07/2019					453	866	1,125	1,272	1,580	2,022	1,743	1,976	66,924	77,961
08/2019						232	452	666	616	965	906	1,036	31,616	36,489
09/2019							233	422	528	792	780	828	26,782	30,365
10/2019								228	334	675	708	680	25,386	28,011
11/2019									234	508	684	636	23,215	25,277
12/2019										250	366	645	19,888	21,149
01/2020											218	344	14,613	15,175
02/2020												179	8,958	9,137
03/2020													4,830	4,830
Totals		4,181	7,735	11,557	15,308	20,478	22,656	26,754	33,262	43,309	47,319	42,890	1,157,226	1,432,675

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019	40	22	20	5	11	3	1	3	2	1	1	21	130
05/2019		11	21	0	2	0	0	2	0	0	1	3	40
06/2019			32	0	0	1	0	0	0	0	1	3	37
07/2019				7	0	1	0	1	0	0	1	5	15
08/2019					4	3	0	2	0	2	1	0	12
09/2019						4	3	3	1	0	0	3	14
10/2019							4	3	1	0	1	2	11
11/2019								1	1	0	1	2	5
12/2019									1	0	1	3	5
01/2020										7	1	5	13
02/2020											4	12	16
03/2020												8	8
Totals	40	33	73	12	17	12	8	15	6	10	13	67	306
Member Months													
Eligibility Begin Month	Eligibility End Month												
	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019	40	44	60	20	55	18	7	24	18	10	11	252	559
05/2019		11	42	0	8	0	0	14	0	0	10	33	118
06/2019			32	0	0	4	0	0	0	0	9	30	75
07/2019				7	0	3	0	5	0	0	8	45	68
08/2019					4	6	0	8	0	12	7	0	37
09/2019						4	6	9	4	0	0	21	44
10/2019							4	6	3	0	5	12	30
11/2019								1	2	0	4	10	17
12/2019									1	0	3	12	16
01/2020										7	2	15	24
02/2020											4	24	28
03/2020												8	8
Totals	40	55	134	27	67	35	17	67	28	29	63	462	1,024

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

		Member Counts													
		Eligibility End Month													
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total	
04/2019	895	694	149	29	31	18	29	31	23	18	18	207	2,142		
05/2019		221	667	1	3	4	2	2	0	1	1	19	921		
06/2019			800	12	2	1	2	0	2	2	0	11	832		
07/2019				29	12	1	3	1	2	1	1	24	74		
08/2019					40	9	4	4	6	0	2	19	84		
09/2019						37	17	3	3	6	1	17	84		
10/2019							42	14	2	2	4	28	92		
11/2019								26	10	5	0	23	64		
12/2019									28	11	6	41	86		
01/2020										31	9	42	82		
02/2020											25	38	63		
03/2020												52	52		
Totals	895	915	1,616	71	88	70	99	81	76	77	67	521	4,576		
		Member Months													
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total	
04/2019	895	1,388	447	116	155	108	203	248	207	180	198	2,484	6,629		
05/2019		221	1,334	3	12	20	12	14	0	9	10	209	1,844		
06/2019			800	24	6	4	10	0	14	16	0	110	984		
07/2019				29	24	3	12	5	12	7	8	216	316		
08/2019					40	18	12	16	30	0	14	152	282		
09/2019						37	34	9	12	30	6	119	247		
10/2019							42	28	6	8	20	168	272		
11/2019								26	20	15	0	115	176		
12/2019									28	22	18	164	232		
01/2020										31	18	126	175		
02/2020											25	76	101		
03/2020												52	52		
Totals	895	1,609	2,581	172	237	190	325	346	329	318	317	3,991	11,310		

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

		Member Counts												
		Eligibility End Month												Total
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019		191	142	126	118	128	100	104	122	155	121	86	1,381	2,774
05/2019			19	9	7	12	8	3	5	8	3	3	93	170
06/2019				14	10	6	10	8	7	8	3	4	90	160
07/2019					12	10	13	6	6	18	6	8	134	213
08/2019						11	7	7	3	10	5	8	126	177
09/2019							15	10	7	14	8	4	95	153
10/2019								5	8	9	3	8	103	136
11/2019									15	9	7	10	157	198
12/2019										18	9	8	194	229
01/2020											29	20	266	315
02/2020												15	220	235
03/2020													212	212
Totals		191	161	149	147	167	153	143	173	249	194	174	3,071	4,972
		Member Months												
		Eligibility Begin Month												Total
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total
04/2019		191	284	378	472	640	600	728	976	1,395	1,210	946	16,572	24,392
05/2019			19	18	21	48	40	18	35	64	27	30	1,023	1,343
06/2019				14	20	18	40	40	42	56	24	36	900	1,190
07/2019					12	20	39	24	30	108	42	64	1,206	1,545
08/2019						11	14	21	12	50	30	56	1,008	1,202
09/2019							15	20	21	56	40	24	665	841
10/2019								5	16	27	12	40	618	718
11/2019									15	18	21	40	785	879
12/2019										18	18	24	776	836
01/2020											29	40	798	867
02/2020												15	440	455
03/2020													212	212
Totals		191	303	410	525	737	748	856	1,147	1,792	1,453	1,315	25,003	34,480

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

		Member Counts														
		Eligibility End Month														
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total		
04/2019		2,163	1,965	1,751	1,727	1,634	1,455	1,441	1,391	1,627	1,199	1,093	9,626	27,072		
05/2019			112	81	84	65	128	86	79	90	57	91	935	1,808		
06/2019				93	89	70	72	102	77	119	63	71	994	1,750		
07/2019				183	183	143	127	138	175	166	135	95	2,280	3,442		
08/2019						119	81	97	67	144	68	79	1,323	1,978		
09/2019							116	83	84	81	111	93	1,351	1,919		
10/2019								112	113	101	60	126	1,440	1,952		
11/2019									140	181	98	103	1,939	2,461		
12/2019										156	105	99	2,106	2,466		
01/2020											174	108	2,304	2,586		
02/2020												93	1,779	1,872		
03/2020													2,009	2,009		
Totals		2,163	2,077	1,925	2,083	2,031	1,979	2,059	2,126	2,665	2,070	2,051	28,086	51,315		
		Member Months														
		Eligibility Begin Month														
Eligibility Begin Month		04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	Total		
04/2019		2,163	3,930	5,253	6,908	8,170	8,730	10,087	11,128	14,643	11,990	12,023	115,512	210,537		
05/2019			112	162	252	260	640	516	553	720	513	910	10,285	14,923		
06/2019				93	178	210	288	510	462	833	504	639	9,940	13,657		
07/2019					183	286	381	552	875	996	945	760	20,520	25,498		
08/2019						119	162	291	268	720	408	553	10,584	13,105		
09/2019							116	166	252	324	555	558	9,457	11,428		
10/2019								112	226	303	240	630	8,640	10,151		
11/2019									140	362	294	412	9,695	10,903		
12/2019										156	210	297	8,424	9,087		
01/2020											174	216	6,912	7,302		
02/2020												93	3,558	3,651		
03/2020													2,009	2,009		
Totals		2,163	4,042	5,508	7,521	9,045	10,317	12,234	13,904	19,057	15,833	17,091	215,536	332,251		

OTHER ACTIVITIES

Dental Wellness Plan (DWP)



DWP CMS Quarterly
Reporting CY2020 Q

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.

	Jan 2020		Feb 2020		Mar 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)	34,739	13,642	33,844	13,468	30,567	12,002
Members who owe premiums (did not complete healthy behaviors)	30,027	10,234	29,161	10,148	26,039	8,744
Members who completed Healthy Behaviors (premiums waived)	4,712	3,408	4,683	3,320	4,528	3,258
Members who declared hardship (premiums waived)	1,178	830	1,042	756		1
American Indian/Alaskan Natives (exempt)	1,451	259	1,441	262	1,454	261
Medically Frail (exempt)	3,693	2,285	3,796	2,314	3,851	2,334
Members in the Health Insurance Premium Payment Program (exempt)	66	64	58	60	62	58
Members ineligible for IHAWP - churn (exempt)	1,892	756	1,634	639	1,790	688
Members with incomes below 50% FPL (exempt)	57,651	11	57,716	15	58,005	25
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	50,179	15,879	49,928	15,797	49,422	15,762

* Because of COVID-19 no members were sent for debt collection in the first quarter 2020.

COVID-19

On March 13, 2020, the emergency declaration for all states regarding the COVID-19 pandemic was issued. The IME immediately reviewed options that would help lowans on Medicaid including the IWP members. Actions taken included:

- Adding additional services for telehealth
- Waiving contributions for IHAWP members
- Suspending discontinuation from IWP
- Allowing services to be conducted at alternative sites
- Allowing home delivered meals to some medically exempt members

Further information can be located at: <https://dhs.iowa.gov/COVID19>