



Department of
HUMAN SERVICES

***Iowa Wellness Plan Quarterly Report
1115 Demonstration Waiver
January 1, 2021 – March 31, 2021***

May 2021

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EXECUTIVE SUMMARY

The COVID-19 Public Health Emergency (PHE) continued and was extended through April 20, 2021 for this first quarter. Iowa continued to waive contributions for the Iowa Wellness Program (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.

COVID-19 vaccines became available to IWP members this quarter. Those with certain medical conditions could start receiving the vaccines.

Enrollment in IWP showed a four percent increase over the previous quarter. Total enrollment was 217,563 which was an increase by 8,442. There were no disenrollments due to the PHE.

Following this letter is a detailed report of key activities and related statistics for the first 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 515-256-4621 or jlovela@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.

Julie Lovelady
Interim Iowa Medicaid Director
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SIGNIFICANT ACTIVITIES OF THE QUARTER

Communications and Outreach

In the first quarter of calendar year 2021, 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.

This quarter saw the beginning of the roll-out of the COVID-19 vaccines to eligible IWP members. IWP members with certain medical conditions were able to get their vaccine.

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. The January newsletter reported that the PHE was extended through April 20, 2021. The newsletter also gave information on the COVID-19 vaccines. These newsletters can be found at: <https://dhs.iowa.gov/ime/about/IMENewsletters>
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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 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 in this quarter included instructions on how to bill for the COVID-19 vaccines.

Legislative Developments

There were no legislative developments for IWP this quarter.

ELIGIBILITY/ENROLLMENT

Quarter Enrollment

The IWP population totaled 217,563 at the end of the first quarter of calendar year 2021. Month-end totals by population group are shown below.

Population Group	Jan 2021	Feb 2021	Mar 2021
0 to 100% FPL	172,399	174,438	176,495
101 to 133% FPL	39,892	40,446	41,068
Total	212,291	214,884	217,563

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 first quarter of calendar year 2021.

Population Group	Jan 2021	Feb 2021	Mar 2021
19 & 20 Year Olds	14,582	14,312	14,182
0 to 100% FPL	12,303	12,075	11,982
101 to 133% FPL	2,279	2,237	2,200
American Indian/Alaskan Native	3,316	3,367	3,396
0 to 100% FPL	2,794	2,836	2,869
101 to 133% FPL	522	531	527
Medically Exempt	6,875	6,994	7,111
0 to 100% FPL	4,336	4,413	4,477
101 to 133% FPL	2,539	2,581	2,634
Total	24,773	24,673	24,689

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 2021	Feb 2021	Mar 2021
Benefits and Services	5	8	5
Access	1	0	1
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	6	10	7

Exceptions and Appeals

During the first 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 March 31, 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 Begin Month	Eligibility End Month												
	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020	149	86	54	53	38	44	30	24	27	36	20	670	1,231
05/2020		56	34	17	15	15	12	8	6	19	7	227	416
06/2020			41	23	11	6	4	4	1	0	3	55	148
07/2020				44	28	11	6	5	3	1	4	75	177
08/2020					31	26	7	13	2	2	2	74	157
09/2020						38	33	15	7	5	2	81	181
10/2020							59	22	14	9	7	82	193
11/2020								50	22	12	16	87	187
12/2020									48	26	10	93	177
01/2021										46	34	99	179
02/2021											61	160	221
03/2021												150	150
Totals	149	142	129	137	123	140	151	141	130	156	166	1,853	3,417
Member Months													
Eligibility Begin Month	Member Months												
	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020	149	172	162	212	190	264	210	192	243	360	220	8,040	10,414
05/2020		56	68	51	60	75	72	56	48	171	70	2,497	3,224
06/2020			41	46	33	24	20	24	7	0	27	550	772
07/2020				44	56	33	24	25	18	7	32	675	914
08/2020					31	52	21	52	10	12	14	592	784
09/2020						38	66	45	28	25	12	567	781
10/2020							59	44	42	36	35	492	708
11/2020								50	44	36	64	435	629
12/2020									48	52	30	372	502
01/2021										46	68	297	411
02/2021											61	320	381
03/2021												150	150
Totals	149	228	271	353	370	486	472	488	488	745	633	14,987	19,670

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

		Member Counts												
		Eligibility End Month												
	Eligibility Begin Month	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		925	309	225	147	133	154	122	81	81	102	94	3,755	6,128
05/2020			176	37	31	9	6	9	9	6	6	5	207	501
06/2020				154	55	25	17	9	14	8	8	8	284	582
07/2020					134	52	34	8	10	9	8	5	295	555
08/2020						134	69	39	10	14	2	10	287	565
09/2020							120	69	36	19	7	11	280	542
10/2020								147	56	37	34	22	305	601
11/2020									103	76	31	19	334	563
12/2020										111	73	46	320	550
01/2021											159	61	349	569
02/2021												124	419	543
03/2021													521	521
Totals		925	485	416	367	353	400	403	319	361	430	405	7,356	12,220
		Member Months												
	Eligibility Begin Month	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		925	618	675	588	665	924	854	648	729	1,020	1,034	45,060	53,740
05/2020			176	74	93	36	30	54	63	48	54	50	2,277	2,955
06/2020				154	110	75	68	45	84	56	64	72	2,840	3,568
07/2020					134	104	102	32	50	54	56	40	2,655	3,227
08/2020						134	138	117	40	70	12	70	2,296	2,877
09/2020							120	138	108	76	35	66	1,960	2,503
10/2020								147	112	111	136	110	1,830	2,446
11/2020									103	152	93	76	1,670	2,094
12/2020										111	146	138	1,280	1,675
01/2021											159	122	1,047	1,328
02/2021												124	838	962
03/2021													521	521
Totals		925	794	903	925	1,014	1,382	1,387	1,208	1,407	1,775	1,902	64,274	77,896

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

		Member Counts												
		Eligibility End Month												Total
Eligibility Begin Month		04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		311	359	435	313	283	259	267	236	192	253	225	15,833	18,966
05/2020			33	33	21	24	23	14	15	13	15	10	538	739
06/2020				26	17	19	20	16	17	11	10	12	470	618
07/2020					22	14	24	7	26	10	12	13	620	748
08/2020						14	12	19	15	12	7	16	480	575
09/2020							15	10	17	13	17	16	509	597
10/2020								4	15	17	19	13	465	533
11/2020									17	11	21	19	568	636
12/2020										10	13	9	604	636
01/2021											23	16	546	585
02/2021												8	593	601
03/2021													621	621
Totals		311	392	494	373	354	353	337	358	289	390	357	21,847	25,855
		Member Months												Total
Eligibility Begin Month		04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		311	718	1,305	1,252	1,415	1,554	1,869	1,888	1,728	2,530	2,475	189,996	207,041
05/2020			33	66	63	96	115	84	105	104	135	100	5,918	6,819
06/2020				26	34	57	80	80	102	77	80	108	4,700	5,344
07/2020					22	28	72	28	130	60	84	104	5,580	6,108
08/2020						14	24	57	60	60	42	112	3,840	4,209
09/2020							15	20	51	52	85	96	3,563	3,882
10/2020								4	30	51	76	65	2,790	3,016
11/2020									17	22	63	76	2,840	3,018
12/2020										10	26	27	2,416	2,479
01/2021											23	32	1,638	1,693
02/2021												8	1,186	1,194
03/2021													621	621
Totals		311	751	1,397	1,371	1,610	1,860	2,142	2,383	2,164	3,144	3,203	225,088	245,424

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

		Member Counts												
		Eligibility End Month												
Eligibility Begin Month		04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		1,863	2,493	3,271	2,066	1,625	1,268	1,267	1,303	1,070	1,122	1,201	106,112	124,661
05/2020			148	190	116	101	83	73	57	58	61	53	3,231	4,171
06/2020				177	130	141	78	112	63	64	58	68	3,656	4,547
07/2020					174	142	90	97	95	79	59	68	4,377	5,181
08/2020						133	97	81	76	71	63	57	3,630	4,208
09/2020							107	97	79	60	64	59	3,497	3,963
10/2020								78	78	71	67	63	3,116	3,473
11/2020									171	134	85	85	4,029	4,504
12/2020										134	125	81	4,209	4,549
01/2021											94	76	3,063	3,233
02/2021												103	3,258	3,361
03/2021													3,540	3,540
Totals		1,863	2,641	3,638	2,486	2,142	1,723	1,805	1,922	1,741	1,798	1,914	145,718	169,391

		Member Months												
		Eligibility End Month												
Eligibility Begin Month		04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		1,863	4,986	9,813	8,264	8,125	7,608	8,869	10,424	9,630	11,220	13,211	1,273,344	1,367,357
05/2020			148	380	348	404	415	438	399	464	549	530	35,541	39,616
06/2020				177	260	423	312	560	378	448	464	612	36,560	40,194
07/2020					174	284	270	388	475	474	413	544	39,393	42,415
08/2020						133	194	243	304	355	378	399	29,040	31,046
09/2020							107	194	237	240	320	354	24,479	25,931
10/2020								78	156	213	268	315	18,696	19,726
11/2020									171	268	255	340	20,145	21,179
12/2020										134	250	243	16,836	17,463
01/2021											94	152	9,189	9,435
02/2021												103	6,516	6,619
03/2021													3,540	3,540
Totals		1,863	5,134	10,370	9,046	9,369	8,906	10,770	12,544	12,226	14,211	16,803	1,513,279	1,624,521

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

Member Counts													
	Eligibility End Month												
	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020	7	4	3	5	1	1	3	2	1	1	1	34	63
05/2020		4	0	2	2	2	2	0	0	0	0	5	17
06/2020			2	1	0	1	0	0	0	1	0	1	6
07/2020				6	0	0	0	0	0	0	0	3	9
08/2020					6	2	2	0	0	0	0	7	17
09/2020						1	2	3	1	0	0	2	9
10/2020							6	1	1	1	0	6	15
11/2020								7	4	0	0	3	14
12/2020									6	1	1	10	18
01/2021										2	3	8	13
02/2021											1	4	5
03/2021												6	6
Totals	7	8	5	14	9	7	15	13	13	6	6	89	192
Member Months													
	Eligibility Begin Month												
	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020	7	8	9	20	5	6	21	16	9	10	11	408	530
05/2020		4	0	6	8	10	12	0	0	0	0	55	95
06/2020			2	2	0	4	0	0	0	8	0	10	26
07/2020				6	0	0	0	0	0	0	0	27	33
08/2020					6	4	6	0	0	0	0	56	72
09/2020						1	4	9	4	0	0	14	32
10/2020							6	2	3	4	0	36	51
11/2020								7	8	0	0	15	30
12/2020									6	2	3	40	51
01/2021										2	6	24	32
02/2021											1	8	9
03/2021												6	6
Totals	7	12	11	34	19	25	49	34	30	26	21	699	967

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

		Member Counts												
		Eligibility End Month												
Eligibility Begin Month		04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		45	34	36	17	17	7	14	9	10	3	8	390	590
05/2020			17	5	5	3	0	1	1	0	1	1	29	63
06/2020				16	4	6	2	1	1	2	2	1	43	78
07/2020					20	8	4	2	3	0	1	0	53	91
08/2020						30	7	9	3	2	3	1	53	108
09/2020							18	14	5	3	1	0	43	84
10/2020								20	5	3	2	2	44	76
11/2020									17	8	7	1	48	81
12/2020										23	13	9	39	84
01/2021											17	8	46	71
02/2021												10	61	71
03/2021													76	76
Totals		45	51	57	46	64	38	61	44	51	50	41	925	1,473
		Member Months												
Eligibility Begin Month		04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		45	68	108	68	85	42	98	72	90	30	88	4,680	5,474
05/2020			17	10	15	12	0	6	7	0	9	10	319	405
06/2020				16	8	18	8	5	6	14	16	9	430	530
07/2020					20	16	12	8	15	0	7	0	477	555
08/2020						30	14	27	12	10	18	7	424	542
09/2020							18	28	15	12	5	0	301	379
10/2020								20	10	9	8	10	264	321
11/2020									17	16	21	4	240	298
12/2020										23	26	27	156	232
01/2021											17	16	138	171
02/2021												10	122	132
03/2021													76	76
Totals		45	85	134	111	161	94	192	154	174	157	181	7,627	9,115

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

		Member Counts												
		Eligibility End Month												
	Eligibility Begin Month	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		110	127	175	84	43	49	58	46	31	30	40	2,355	3,148
05/2020			9	1	5	5	3	1	0	2	0	2	99	127
06/2020				8	7	2	2	2	5	2	0	1	134	163
07/2020					13	7	6	4	6	4	5	5	167	217
08/2020						12	1	4	6	5	2	0	105	135
09/2020							9	3	0	0	1	2	85	100
10/2020								0	2	4	2	4	98	110
11/2020									8	2	4	3	113	130
12/2020										3	5	0	121	129
01/2021											0	1	117	118
02/2021												5	108	113
03/2021													118	118
Totals		110	136	184	109	69	70	72	73	53	49	63	3,620	4,608
		Member Months												
	Eligibility Begin Month	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		110	254	525	336	215	294	406	368	279	300	440	28,260	31,787
05/2020			9	2	15	20	15	6	0	16	0	20	1,089	1,192
06/2020				8	14	6	8	10	30	14	0	9	1,340	1,439
07/2020					13	14	18	16	30	24	35	40	1,503	1,693
08/2020						12	2	12	24	25	12	0	840	927
09/2020							9	6	0	0	5	12	595	627
10/2020								0	4	12	8	20	588	632
11/2020									8	4	12	12	565	601
12/2020										3	10	0	484	497
01/2021											0	2	351	353
02/2021												5	216	221
03/2021													118	118
Totals		110	263	535	378	267	346	456	464	377	382	560	35,949	40,087

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

		Member Counts												
		Eligibility End Month												
	Eligibility Begin Month	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		708	1,086	1,472	723	469	381	400	374	302	331	296	22,231	28,773
05/2020			55	58	32	30	18	22	13	19	12	14	1,062	1,335
06/2020				120	69	69	17	27	21	21	34	22	1,356	1,756
07/2020					122	111	39	39	49	31	35	19	1,917	2,362
08/2020						71	25	41	29	19	22	14	1,438	1,659
09/2020							49	29	29	25	18	22	1,301	1,473
10/2020								37	24	23	13	26	1,015	1,138
11/2020									77	79	36	39	1,651	1,882
12/2020										86	67	37	1,531	1,721
01/2021											43	29	934	1,006
02/2021												39	1,005	1,044
03/2021													1,066	1,066
Totals		708	1,141	1,650	946	750	529	595	616	605	611	557	36,507	45,215

		Member Months												
		Eligibility End Month												
	Eligibility Begin Month	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	10/2020	11/2020	12/2020	01/2021	02/2021	03/2021	Total
04/2020		708	2,172	4,416	2,892	2,345	2,286	2,800	2,992	2,718	3,310	3,256	266,772	296,667
05/2020			55	116	96	120	90	132	91	152	108	140	11,682	12,782
06/2020				120	138	207	68	135	126	147	272	198	13,560	14,971
07/2020					122	222	117	156	245	186	245	152	17,253	18,698
08/2020						71	50	123	116	95	132	98	11,504	12,189
09/2020							49	58	87	100	90	132	9,107	9,623
10/2020								37	48	69	52	130	6,090	6,426
11/2020									77	158	108	156	8,255	8,754
12/2020										86	134	111	6,124	6,455
01/2021											43	58	2,802	2,903
02/2021												39	2,010	2,049
03/2021													1,066	1,066
Totals		708	2,227	4,652	3,248	2,965	2,660	3,441	3,782	3,711	4,494	4,470	356,225	392,583

OTHER ACTIVITIES

CMS Reporting - Iowa Dental Wellness Plan CY2021 Q1

Product DWP	Calendar Quarter Ending March 31, 2021	<input checked="" type="checkbox"/> Delta Dental <input checked="" type="checkbox"/> MCNA Dental	Month in Quarter Multiple values
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Services Provided:	Delta Dental	MCNA Dental	Delta Dental	MCNA Dental
Unique Members Receiving Services	34,683	11,092	248,634	142,236
Dental Services Provided	147,577	64,211	0	0
Grand Total			248,634	142,236

Benefit Level Reporting:	Delta Dental	MCNA Dental	Delta Dental	MCNA Dental
DWP Count of Members with Full Dental Benefits	34,683	11,092	248,634	142,236
DWP Count of Members with Basic Dental Benefits	147,577	64,211	0	0
Grand Total			248,634	142,236

Helpline	Delta Dental	MCNA Dental	Grand Total	Delta Dental	MCNA Dental
Member Calls Received	7,607	8,131	15,738	28,288	8,444
Provider Calls Received	2,807	870	3,677	3,879	507
Grand Total				16,498	1,154

Unique Network Providers Rendering Services*	Delta Dental	MCNA Dental	Delta Dental	MCNA Dental
General Dentist	701	310	8,350,355	3,270,370
Oral Surgeon	44	24	3,857,361	1,788,008
Pedodontist	32	16	12,207,716	5,058,379
Prosthodontist	14	7	11,620,726	5,645,369
Periodontist	6	3	17,266,095	
Endodontists	5	4		
Orthodontist	5	5		
Grand Total	807	369		

*Based on rolling 12 month

Members with at least 6 Month of Consecutive Coverage In Fiscal Year	Delta Dental		MCNA Dental		
	Count	Percent	Count	Percent	
March 31, 2021					
1 Members 6+ Month Count	251,051		126,443		
2 Members 6+ Month With Access to Care	71,824	28.6%	20,891	16.5%	
3 Members 6+ Month With Oral Eval	55,305	77.0%	13,336	63.8%	
4 Members 6+: Distinct Count with Oral Eval	55,305		10,093		
5 Members 6+: Distinct Count with prior Oral Eval	45,493	82.3%	3,579	35.5%	

Appeals			
Delta Dental	Number of Appeals Received this Quarter		5
MCNA Dental	Number of Appeals Received this Quarter		7

Appeal Reasons		
Delta Dental	OTHER	1
	MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS	1
	MISSING PRIOR AUTHORIZATION	1
	MEDICAL NECESSITY: RESTORATIVE	2
MCNA Dental	MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS	6
	MEDICAL NECESSITY: ORAL SURGERY	1

Grievances			
Delta Dental	Grievances Received this Quarter		13
	Grievances Resolved this Quarter		13
	Grievances Resolved within 30 Days		10
MCNA Dental	Grievances Received this Quarter		286
	Grievances Resolved this Quarter		265
	Grievances Resolved within 30 Days		263

Grievance Reasons		
Delta Dental	ACCESS TO CARE/NETWORK ADEQUACY	2
	QUALITY OF CARE/TREATMENT CONCERNS	8
	ACCESS TO SERVICES/PLAN DESIGN	1
	INAPPROPRIATE DENTIST ACTION/BEHAVIOR	2
MCNA Dental	ACCESS TO CARE/NETWORK ADEQUACY	282
	QUALITY OF CARE/TREATMENT CONCERNS	2
	ACCESS TO SERVICES/PLAN DESIGN	1
	OTHER	1

Outreach Reporting

During this quarter, staff continued to participate in the Lifelong Smiles Coalition and coalition committees. 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 monthly meetings with Iowa Total Care's community relations and outreach team to share community events, resources, and future projects. In January, quality improvement projects addressing pregnant women and diabetic members were presented the FQHC Oral Health Workgroup. Educational materials were shared with community health centers for their use and distribution with patients. Through direct outreach and education to members, approximately 44,500 texts and more than 24,500 postcards have been sent to members this quarter for healthy behaviors completion, as well as the newly eligible and utilization populations. Starting 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.

During Q3, MCNA actively participated in several stakeholder virtual Q & A events, Iowa Academy of Pediatric Dentistry, Iowa Dental Association Town Hall and the Iowa Medicaid hosted Provider Education. We continue to participate in the Lifelong Smiles Coalition and committees in addition to the Oral Health Iowa Coalition. During these difficult times, direct outreach to our members continued, 15,475 text messages were deployed to members who had not had a dental visit within the last six months. As a result of those text messages, 1,377 (9%) members had a dental visit within 60 days and 506 (3%) members received a preventive service.

Premium Monitoring and the Healthy Behaviors Program

In accordance with the STCs, the state is required to collect premium related data to monitor the effects of premiums on IWP members with incomes between 50 and 133 percent of the FPL.

	Jan 2021		Feb 2021		Mar 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)	6,893	4,196	4,556	3,285	4,458	3,235
Members who owe premiums (did not complete healthy behaviors)	2,298	896	1	2	1	1
Members who completed Healthy Behaviors (premiums waived)	4,595	3,300	4,555	3,283	4,457	3,234
Members who declared hardship (premiums waived)	0	0	0	0	0	0
American Indian/Alaskan Natives (exempt)	1,970	354	2,033	368	2,083	382
Medically Frail (exempt)	4,339	2,541	4,416	2,583	4,484	2,635
Members in the Health Insurance Premium Payment Program (exempt)	50	59	49	65	45	68
Members ineligible for IHAWP - churn (exempt)	992	271	958	293	952	261
Members with incomes below 50% FPL (exempt)	79,810	3,457	82,118	3,687	84,150	3,980
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	46,023	13,567	45,105	13,162	44,022	12,685

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

Public Health Emergency (PHE)

The PHE continued during the first quarter 2021. Iowa continued to waive contributions and did not disenroll members. Vaccines for COVID-19 were approved by the federal government and roll-out of the vaccines began for those members with IWP with chronic medical conditions.

Performance Metrics

Iowa continues to work with CMS to finalize 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 state is making progress to finalize the new evaluation report. Iowa is working closely with CMS to address the contents of the evaluation report. This report will feature a new design and some new topics to keep the reader informed of how the 1115 waiver is performing in the state of Iowa.