



Department of
HUMAN SERVICES

***Iowa Wellness Plan Quarterly Report
1115 Demonstration Waiver
July 1, 2019 – September 30, 2019***

November 2019

CONTENTS

EXECUTIVE SUMMARY	2
SIGNIFICANT ACTIVITIES OF THE QUARTER	3
Communications and Outreach	3
Provider Outreach	3
Legislative Developments	3
ELIGIBILITY/ENROLLMENT	4
Quarter Enrollment	4
Special Population Groups	4
ACCESS/DELIVERY	5
MEMBER GRIEVANCES AND APPEALS	5
Grievances	5
Exceptions and Appeals	6
FINANCIAL REPORT	6
OTHER ACTIVITIES	15
Dental Wellness Plan (DWP)	15
Premium Monitoring and the Healthy Behaviors Program	16

EXECUTIVE SUMMARY

The Iowa Wellness Plan (IWP) 1115 Demonstration Waiver provides low income Iowans access to medical and dental coverage.

The IWP covers adults ages 19-64 with income between zero and 133 percent with medical and dental coverage. The Dental Wellness Plan (DWP), which is also a part of the 1115 Demonstration waiver, provides dental coverage for IWP members and adults in the Iowa Medicaid program.

During the third quarter of 2019, a new Managed Care Organization (MCO) joined the IA Health Link to provide services to IWP members. Iowa Total Care started covering members on July 1, 2019. In addition to Iowa Total Care, Amerigroup Iowa, Inc. also covers IWP members.

On July 1, 2019, Iowa began passive assignment for a majority of new Medicaid enrollees. Passive assignment allows IA Health Link members to be covered under a MCO at the time of enrollment. Passive assignment allows for continuity of care as members no longer have an initial period of enrollment with Fee-For-Service (FFS).

Following this letter is a detailed report of key activities and related statistics for the third quarter of 2019, consistent with the Special Terms and Conditions (STCs). Additional information about the IWP can be found at <https://dhs.iowa.gov/IHAWP>. Please contact me at 515-256-4621 or mrandol@dhs.state.ia.us, or Anna Ruggle at 515-974-3286 or aruggle@dhs.state.ia.us should you have any questions about this report.

Michael Randol
Iowa Medicaid Director
Department of Human Services

SIGNIFICANT ACTIVITIES OF THE QUARTER

Communications and Outreach

Iowa Total Care officially became a new MCO for IA Health Link on July 1, 2019. IWP members were enrolled in either Amerigroup Iowa, Inc. or Iowa Total Care through a system algorithm. Members then had an open choice period to choose a MCO until September 30, 2019 for any reason.

Also, effective on July 1, 2019 was passive assignment. Passive assignment is the automatic assignment of a MCO at the time of enrollment. This eliminates the period of time that a member is in the FFS program. Passive assignment allows members to receive MCO services right away and provides better continuity of care for the members.

All members who are passively assigned receive a ninety (90) day open choice period during which members can choose to enroll in the other MCO for any reason.

Members were reminded of the ability to pay their IWP contributions online through Click Pay in the July 2019 edition of e-news as well as on their monthly contribution statements.

Both MCOs send reminders to IWP members who have not completed their Healthy Behaviors two months before the end of their current enrollment period. This reminder encourages members to complete their Healthy Behaviors before the end of the current enrollment in order to receive free coverage in the next enrollment period.

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.

Provider Outreach

Provider outreach included several informational letters to notify providers. This included member open choice period, billing practices and general information about the transition.

Legislative Developments

There were no legislative developments for IWP this quarter.

Month

- IA
- n
- a
- C
- He
- th
- c
- h
- IW
- t
- c
- E

ELIGIBILITY/ENROLLMENT

Quarter Enrollment

The IWP population totaled 174,263 at the end of the third quarter of calendar year 2019. Month-end totals by population group are shown below.

Population Group	July 2019	Aug 2019	Sep 2019
0 to 100% FPL	142,466	143,262	143,579
101 to 133% FPL	31,048	30,822	30,684
Total	173,514	174,084	174,263

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	July 2019	Aug 2019	Sept 2019
19 & 20 Year Olds	15,713	15,760	15,794
0 to 100% FPL	13,526	13,558	13,613
101 to 133% FPL	2,187	2,202	2,181
American Indian/Alaskan Native	2,749	2,776	2,767
0 to 100% FPL	2,325	2,351	2,341
101 to 133% FPL	424	425	426
Medically Exempt	4,606	4,702	4,807
0 to 100% FPL	2,833	2,903	2,967
101 to 133% FPL	1,773	1,799	1,840
Total	23,068	23,238	23,368

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 in the FFS program are able to report their complaints to the Iowa Medicaid Member Services Call Center. A summary of these complaints is provided below.

Complaint Type	July 2019	Aug 2019	Sept 2019
Benefits and Services	22	16	26
Access	2	0	2
Substance Abuse/Mental Health Access	0	0	0
Quality of Care	0	0	0
Medical Provider Network	4	1	2
Premiums/Cost Sharing	0	1	0
Healthy Behaviors	0	3	0
Non-Emergency Medical Transportation	2	2	0
Early Periodic Screening, Diagnosis and Treatment (EPSDT)	0	0	0
Total	28	23	28

Exceptions and Appeals

During the third quarter of calendar year 2019 the state received 0 requests for exceptions to Medicaid policy and 37 requests for appeal hearings for IWP members in FFS.

FFS MEMBER APPEALS for Medical and Dental Coverage

Month	Category	Outcome*	Count
July 2019	Contributions	Affirmed	0
		Dismissed	6
		Resolved	5
		Reversed	2
		Withdrawn	4
Aug 2019	Contributions	Affirmed	2
		Dismissed	5
		Resolved	2
		Reversed	0
		Withdrawn	1
	Medically Exempt	Dismissed	1
Sept 2019	Contributions	Affirmed	2
		Dismissed	6
		Reversed	0
		Withdrawn	2
Total Appeals			37

* 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												Total
	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	
10/2018	217	257	118	87	89	68	66	62	113	45	46	527	1,695
11/2018		52	79	44	10	10	7	6	8	6	6	53	281
12/2018			54	84	64	10	9	8	20	1	4	58	312
01/2019				38	69	47	12	11	19	3	5	63	267
02/2019					33	97	15	6	18	6	5	41	221
03/2019						73	109	12	21	9	5	60	289
04/2019							73	115	43	6	18	81	336
05/2019								55	143	8	11	93	310
06/2019									160	25	22	85	292
07/2019										52	18	117	187
08/2019											35	144	179
09/2019												184	184
Totals	217	309	251	253	265	305	291	275	545	161	175	1,506	4,553

Member Months

	Member Months												Total
	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	
10/2018	217	514	354	348	445	408	462	496	1,017	450	506	6,324	11,541
11/2018		52	158	132	40	50	42	42	64	54	60	583	1,277
12/2018			54	168	192	40	45	48	140	8	36	580	1,311
01/2019				38	138	141	48	55	114	21	40	567	1,162
02/2019					33	194	45	24	90	36	35	328	785
03/2019						73	218	36	84	45	30	420	906
04/2019							73	230	129	24	90	486	1,032
05/2019								55	286	24	44	465	874
06/2019									160	50	66	340	616
07/2019										52	36	351	439
08/2019											35	288	323
09/2019												184	184
Totals	217	566	566	686	848	906	933	986	2,084	764	978	10,916	20,450

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

		Member Counts												
		Eligibility End Month												
Eligibility Begin Month		10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018	3,161	2,822	874	308	295	269	241	211	298	154	187	2,326	11,146	
11/2018		472	1,946	1,011	80	29	25	21	40	13	19	188	3,844	
12/2018			598	1,685	1,540	85	33	22	35	9	16	182	4,205	
01/2019				343	1,392	1,293	48	34	41	13	13	159	3,336	
02/2019					344	2,123	218	26	56	11	19	217	3,014	
03/2019						537	2,140	188	60	16	23	223	3,187	
04/2019							659	2,054	273	24	42	258	3,310	
05/2019								493	2,272	52	31	288	3,136	
06/2019									2,672	89	31	298	3,090	
07/2019										220	92	327	639	
08/2019											221	453	674	
09/2019												625	625	
Totals	3,161	3,294	3,418	3,347	3,651	4,336	3,364	3,049	5,747	601	694	5,544	40,206	

		Member Months												
		Eligibility Begin Month												
Eligibility Begin Month		10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018	3,161	5,644	472	2,622	1,232	1,475	1,614	1,687	1,688	2,682	1,540	2,057	27,912	53,314
11/2018			3,892	3,033	320	145	150	147	147	320	117	190	2,068	10,854
12/2018			598	3,370	4,620	340	165	132	132	245	72	144	1,820	11,506
01/2019				343	2,784	3,879	192	170	170	246	91	104	1,431	9,240
02/2019					344	4,246	654	104	104	280	66	133	1,736	7,563
03/2019						537	4,280	564	564	240	80	138	1,561	7,400
04/2019							659	4,108	4,108	819	96	210	1,548	7,440
05/2019								493	4,544	156	124	124	1,440	6,757
06/2019									2,672	178	93	93	1,192	4,135
07/2019										220	184	981	981	1,385
08/2019											221	906	906	1,127
09/2019												625	625	625
Totals	3,161	6,116	7,112	7,978	9,543	10,761	7,787	7,406	12,048	2,616	3,598	43,220	121,346	

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

		Member Counts												
		Eligibility End Month												
Eligibility Begin Month		10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018	651	651	633	727	438	506	516	494	438	441	364	388	10,776	16,372
11/2018		33	28	47	12	25	29	21	21	19	20	19	361	588
12/2018					21	33	37	30	28	20	20	19	472	727
01/2019					32	24	34	25	22	14	23	13	479	666
02/2019						46	33	19	22	18	17	23	410	588
03/2019							36	33	25	31	27	19	515	686
04/2019								36	29	34	33	20	601	753
05/2019									34	32	21	28	607	722
06/2019										32	26	31	573	662
07/2019											49	44	891	984
08/2019												31	726	757
09/2019													802	802
Totals	651	666	802	503	634	685	658	619	641	600	635	17,213	24,307	

		Member Months												
		Eligibility Begin Month												
Eligibility Begin Month		10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018	651	1,266	33	56	47	48	102	100	110	84	161	104	4,311	159,627
11/2018						100	145	126	147	152	180	190	3,971	5,136
12/2018					32	99	148	150	168	140	160	171	4,720	5,845
01/2019						46	66	57	88	90	102	161	4,311	5,052
02/2019							36	66	75	124	135	114	3,280	3,890
03/2019								36	58	102	132	100	3,605	4,155
04/2019									34	64	63	112	3,606	4,034
05/2019										32	52	93	3,035	3,308
06/2019											49	88	2,292	2,469
07/2019												31	2,673	2,810
08/2019													1,452	1,483
09/2019													802	802
Totals	651	1,299	2,284	1,862	2,823	3,593	3,993	4,184	4,757	4,674	5,432	163,059	198,611	

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

		Member Counts												
		Eligibility End Month												
	Eligibility Begin Month	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018		3,877	4,177	4,419	3,251	3,890	3,493	2,992	2,849	2,762	2,681	2,753	70,872	108,016
11/2018			252	207	130	183	145	126	107	110	140	189	3,027	4,616
12/2018				248	147	182	167	160	111	125	119	131	3,131	4,521
01/2019					332	220	201	193	137	133	98	114	3,649	5,077
02/2019						265	212	194	138	125	116	106	3,598	4,754
03/2019							284	215	156	155	126	134	4,084	5,154
04/2019								300	227	232	178	177	5,016	6,130
05/2019									278	215	193	203	4,124	5,013
06/2019										179	182	178	4,003	4,542
07/2019											430	419	9,153	10,002
08/2019												226	4,997	5,223
09/2019													4,825	4,825
Totals		3,877	4,429	4,874	3,860	4,740	4,502	4,180	4,003	4,036	4,263	4,630	120,479	167,873
		Member Months												
	Eligibility Begin Month	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018		3,877	8,354	13,257	13,004	19,450	20,958	20,944	22,792	24,858	26,810	30,283	850,464	1,055,051
11/2018			252	414	390	732	725	756	749	880	1,260	1,890	33,297	41,345
12/2018				248	294	546	668	800	666	875	952	1,179	31,310	37,538
01/2019					332	440	603	772	685	798	686	912	32,841	38,069
02/2019						265	424	582	552	625	696	742	28,764	32,670
03/2019							284	430	468	620	630	804	28,588	31,824
04/2019								300	454	696	712	885	30,096	33,143
05/2019									278	430	579	812	20,620	22,719
06/2019										179	364	534	16,012	17,089
07/2019											430	838	27,459	28,727
08/2019												226	9,994	10,220
09/2019													4,825	4,825
Totals		3,877	8,606	13,919	14,020	21,433	23,662	24,584	26,644	29,961	33,119	39,105	1,114,290	1,353,220

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018	39	23	11	5	6	6	4	4	4	2	8	18	130
11/2018		7	20	5	1	0	1	0	0	1	1	1	37
12/2018			17	13	13	2	2	0	2	0	0	2	51
01/2019				11	13	6	0	0	1	0	0	3	34
02/2019					7	31	5	0	1	1	2	3	50
03/2019						11	11	1	3	0	0	2	28
04/2019							17	17	5	0	2	6	47
05/2019								11	21	0	2	6	40
06/2019									31	0	0	6	37
07/2019										8	0	9	17
08/2019											5	10	15
09/2019												12	12
Totals	39	30	48	34	40	56	40	33	68	12	20	78	498

Member Months													
Eligibility Begin Month	Member Months												
	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018	39	46	33	20	30	36	28	32	36	20	88	216	624
11/2018		7	40	15	4	0	6	0	0	9	10	11	102
12/2018			17	26	39	8	10	0	14	0	0	20	134
01/2019				11	26	18	0	0	6	0	0	27	88
02/2019					7	62	15	0	5	6	14	24	133
03/2019						11	22	3	12	0	0	14	62
04/2019							17	34	15	0	10	36	112
05/2019								11	42	0	8	30	91
06/2019									31	0	0	24	55
07/2019										8	0	27	35
08/2019											5	20	25
09/2019												12	12
Totals	39	53	90	72	106	135	98	80	161	43	135	461	1,473

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

		Member Counts														
		Eligibility End Month														
Eligibility Begin Month		10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total		
10/2018	831	679	211	47	38	44	31	31	42	15	21	230	2,220			
11/2018		200	604	375	34	12	2	2	2	0	1	20	1,252			
12/2018			283	487	494	46	3	3	0	1	6	15	1,338			
01/2019				193	348	370	5	2	3	4	1	22	948			
02/2019					164	589	67	5	8	4	0	16	853			
03/2019						204	530	87	5	0	4	21	851			
04/2019							257	564	77	3	1	25	927			
05/2019								221	664	1	4	30	920			
06/2019									795	13	2	19	829			
07/2019										33	10	33	76			
08/2019											48	47	95			
09/2019												90	90			
Totals	831	879	1,098	1,102	1,078	1,265	895	915	1,596	74	98	568	10,399			
		Member Months														
Eligibility Begin Month		10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total		
10/2018	831	1,358	633	188	190	264	217	248	378	150	231	2,760	7,448			
11/2018		200	1,208	1,125	136	60	12	14	16	0	10	220	3,001			
12/2018			283	974	1,482	184	15	18	0	8	54	150	3,168			
01/2019				193	696	1,110	20	10	18	28	8	198	2,281			
02/2019					164	1,178	201	20	40	24	0	128	1,755			
03/2019						204	1,060	261	20	0	24	147	1,716			
04/2019							257	1,128	231	12	5	150	1,783			
05/2019								221	1,328	3	16	150	1,718			
06/2019									795	26	6	76	903			
07/2019										33	20	99	152			
08/2019											48	94	142			
09/2019												90	90			
Totals	831	1,558	2,124	2,480	2,668	3,000	1,782	1,920	2,826	284	422	4,262	24,157			

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018	176	172	174	140	136	156	127	89	78	71	89	1,456	2,864
11/2018		11	11	9	13	3	6	9	1	7	6	71	147
12/2018			21	9	13	7	5	7	9	8	3	65	147
01/2019				27	24	33	24	14	13	14	10	134	293
02/2019					9	5	7	6	5	3	6	86	127
03/2019						14	9	6	10	7	4	127	177
04/2019							13	11	10	9	8	131	182
05/2019								19	9	7	12	124	171
06/2019									13	11	6	129	159
07/2019										11	9	186	206
08/2019											11	163	174
09/2019												154	154
Totals	176	183	206	185	195	218	191	161	148	148	164	2,826	4,801

Member Months													
Eligibility Begin Month	Member Months												
	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	Total
10/2018	176	344	522	560	680	936	889	712	702	710	979	17,472	24,682
11/2018		11	22	27	52	15	36	63	8	63	60	781	1,138
12/2018			21	18	39	28	25	42	63	64	27	650	977
01/2019				27	48	99	96	70	78	98	80	1,206	1,802
02/2019					9	10	21	24	25	18	42	688	837
03/2019						14	18	18	40	35	24	889	1,038
04/2019							13	22	30	36	40	786	927
05/2019								19	18	21	48	620	726
06/2019									13	22	18	516	569
07/2019										11	18	558	587
08/2019											11	326	337
09/2019												154	154
Totals	176	355	565	632	828	1,102	1,098	970	977	1,078	1,347	24,646	33,774

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

Member Counts													
Eligibility End Month												Total	
Eligibility Begin Month	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2018
10/2018	2,130	2,176	2,176	1,692	1,797	1,839	1,533	1,377	1,234	1,180	1,074	10,096	28,304
11/2018		104	107	67	71	138	81	58	45	69	97	931	1,768
12/2018			124	62	74	76	144	76	64	68	60	1,006	1,754
01/2019				203	125	147	104	203	134	104	64	1,406	2,490
02/2019					129	108	85	71	135	74	60	1,235	1,897
03/2019						157	98	83	68	150	113	1,463	2,132
04/2019							117	98	69	82	166	1,698	2,230
05/2019								112	81	84	64	1,467	1,808
06/2019									92	88	71	1,501	1,752
07/2019										184	141	3,091	3,416
08/2019											121	1,838	1,959
09/2019												1,863	1,863
Totals	2,130	2,280	2,407	2,024	2,196	2,465	2,162	2,078	1,922	2,083	2,031	27,595	51,373

Member Months													
Eligibility End Month												Total	
Eligibility Begin Month	10/2018	11/2018	12/2018	01/2019	02/2019	03/2019	04/2019	05/2019	06/2019	07/2019	08/2019	09/2019	10/2018
10/2018	2,130	4,352	6,528	6,768	8,985	11,034	10,731	11,016	11,106	11,800	11,814	121,152	217,416
11/2018		104	214	201	284	690	486	406	360	621	970	10,241	14,577
12/2018			124	124	222	304	720	456	448	544	540	10,060	13,542
01/2019				203	250	441	416	1,015	804	728	512	12,654	17,023
02/2019					129	216	255	284	675	444	420	9,880	12,303
03/2019						157	196	249	272	750	678	10,241	12,543
04/2019							117	196	207	328	830	10,188	11,866
05/2019								112	162	252	256	7,335	8,117
06/2019									92	176	213	6,004	6,485
07/2019										184	282	9,273	9,739
08/2019											121	3,676	3,797
09/2019												1,863	1,863
Totals	2,130	4,456	6,866	7,296	9,870	12,842	12,921	13,734	14,126	15,827	16,636	212,567	329,271

OTHER ACTIVITIES

Dental Wellness Plan (DWP)

CMS Reporting - Iowa Dental Wellness Plan CY20 Q1

Product DWP	Calendar Quarter Ending September 30, 2019	<input checked="" type="checkbox"/> Delta Dental	Month in Quarter	<input checked="" type="checkbox"/> MCNA Dental	Multiple values
Services Provided:					
	Delta Dental	MCNA Dental			
Unique Members Receiving Services	37,706	11,186			
Dental Services Provided	161,705	61,114			
Benefit Level Reporting:					
	Delta Dental	MCNA Dental			
DWP Count of Members with Basic Dental Benefits	11,984	4,364			
DWP Count of Members with Full Dental Benefits	201,083	107,352			
Grand Total	213,067	111,716			
Helpline					
	Delta Dental	MCNA Dental	Grand Total		
Provider Calls Received	4,616	633	5,249		
Unique Network Providers Rendering Services*					
	Delta Dental	MCNA Dental			
General Dentist	877	263			
Oral Surgeon	62	22			
Pedodontist	38	11			
Prosthodontist	11	3			
Endodontists	8	5			
Orthodontist	6	1			
Periodontist	6	1			
Grand Total	1,008	306			
*Based on rolling 12 month					
Healthy Behaviors					
	Delta Dental	MCNA Dental			
DWP Healthy Behaviors: Preventative Service	31,194	8,194			
DWP Healthy Behaviors: Self Assessment	14,659	2,386			
DWP Healthy Behaviors: Self Assessment & Preventative Service	9,982	1,098			
Claims By Paid Date					
	Delta Dental	MCNA Dental	Grand Total		
Monthly Paid	8,511,376	2,878,494	11,389,870		
Monthly Denied	4,070,363	1,154,107	5,224,469		
Grand Total	12,581,738	4,032,600	16,614,339		
Claims					
	Delta Dental	MCNA Dental			
Average Days from Receipt to Payment	6.44	18.76			
Members with at least 6 Month of Consecutive Coverage In Fiscal Year					
	Delta Dental	MCNA Dental			
September 30, 2019	Count	Percent	Count	Percent	
1 Members 6+ Month Count			104,734		
2 Members 6+ Month With Access to Care			9,800	9.4%	
3 Members 6+ Month With Oral Eval			4,993	50.9%	
4 Members 6+ Distinct Count with Oral Eval					
5 Members 6+ Distinct Count with prior Oral Eval					
Metric not reportable until December 2019					
Appeals					
	Delta Dental	MCNA Dental			
Number of Appeals Received this Quarter	7	6			
Appeal Reasons					
	Delta Dental	MCNA Dental			
FREQUENCY: RESTORATIVE			2		
OTHER			2		
MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS			1		
MEDICAL NECESSITY: ORAL SURGERY			1		
MISSING PRIOR AUTHORIZATION			1		
FREQUENCY: DENTURES			3		
FREQUENCY: PREVENTATIVE/DIAGNOSTIC/PERIO MAINT.			2		
MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS			1		
Grievances					
	Delta Dental	MCNA Dental			
Grievances Received this Quarter	10	185			
Grievances Resolved this Quarter	12	339			
Grievances Resolved within 30 Days	12	329			
Grievance Reasons					
	Delta Dental	MCNA Dental			
ACCESS TO CARE/NETWORK ADEQUACY			4		
ACCESS TO SERVICES/PLAN DESIGN			4		
QUALITY OF CARE/TREATMENT CONCERNS			1		
INAPPROPRIATE DENTIST ACTION/BEHAVIOR			1		
ACCESS TO CARE/NETWORK ADEQUACY			178		
VALUE ADDED SERVICES			5		
QUALITY OF CARE/TREATMENT CONCERNS			1		
MEMBER SERVICES			1		
Outreach Reporting					
	Delta Dental	MCNA Dental			
With the start of a new contract year, the DWP outreach and education plan for SFY20 was created and approved for implementation by IME. Outreach materials, such as flyers and posters, along with the DWP member handbook were updated to reflect changes to the Dental Wellness Plan starting July 1. Staff continued to participate in the Lifelong Smiles Coalition and coalition committees and the Dallas County SIM Community Coalition. Outreach for the Dental Wellness Plan was done at the School Nurse Conference, the Big Tent Event at People's Clinic, and the Iowa Caregiver's Annual Conference. A meeting was held with Amerigroup to discuss collaborations for medical/dental integration and provider education. Member surveys were collected and results were analyzed to help with programming for SFY20. Through direct outreach and education to members, approximately 11,000 texts and 24,000 postcards have been sent to members this quarter for healthy behaviors completion, as well as the newly eligible and utilization populations. Outreach to members at the Basic level started during this reporting period. The DWP Customer Service Representatives continue to assist members in care coordination on a daily basis through the Member Services phone line and email account.					
MCNA attended the Iowa Mission of Mercy in Davenport, IA on September 20 - 21. MCNA also attended the Des Moines Latino Heritage Festival on September 28 - 29.					

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.

	July 2019		August 2019		September 2019	
	50-100% FPL	Over 100% FPL	50-100% FPL	Over 100% FPL	50-100% FPL	Over 100% FPL
Members subject to premiums (non-exempt and past initial 13 month grace period)	35,002	14,131	35,320	14,058	35,282	13,954
Members who owe premiums (did not complete healthy behaviors)	30,262	10,661	30,568	10,612	30,574	10,502
Members who completed Healthy Behaviors (premiums waived)	4,740	3,470	4,752	3,446	4,708	3,452
American Indian/Alaskan Natives (exempt)	1,207	869	1,122	801	1,077	725
Medically Frail (exempt)	2,838	1,776	2,907	1,802	2,975	1,846
Members in the Health Insurance Premium Payment Program (exempt)	46	64	45	66	49	64
Members ineligible for IHAWP - churn (exempt)	2,049	778	2,021	757	1,803	714
Members who were disenrolled due to failure to pay premiums	0	755	0	737	0	722
Member with debt sent to collections for failure to pay premiums within 90 day grace period*	0	2,807	0	*	0	*
Members within initial 13 month grace period	49,790	15,001	50,047	15,111	50,082	15,153

* This measure is based on the premium month. August and September premiums are still within the 90 grace period at the time this report was run, so no numbers are not available.

Members with incomes below 50% FPL (exempt)

July 2019: 48,751
 August 2019: 49,549
 September 2019: 50,221