



Department of  
**HUMAN SERVICES**

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***Iowa Wellness Plan Quarterly Report  
1115 Demonstration Waiver  
July 1, 2020 –September 30, 2020***

**November 2020**

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## EXECUTIVE SUMMARY

The COVID-19 Public Health Emergency (PHE) continued through the third quarter, July through September 2020. Iowa continued to waive contributions for the Iowa Wellness Program (IWP) and the Dental Wellness Plan (DWP). This in turn caused no appeals of contributions, no IWP members were sent to collections, and DWP members maintained full benefits.

Although contributions were waived, some members continued to send in their contributions by either check or automatic withdrawal from their bank or credit union. In September, Iowa sent refunds to those IWP and DWP members who had a credit balance.

Enrollment in IWP showed a four percent increase over the previous quarter. The age group of 19 to 20 years old saw a four percent decrease this quarter. This could be due to the fact that 19 year olds are remaining on the Children's Health Insurance Program (CHIP) during the PHE. For all IWP members there were no disenrollments due to the PHE.

Following this letter is a detailed report of key activities and related statistics for the third quarter of 2020, consistent with the Special Terms and Conditions (STCs). Additional information about the IWP can be found at <https://dhs.iowa.gov/IHAWP>. Please contact me at 515-256-4621 or [jlovela@dhs.state.ia.us](mailto:jlovela@dhs.state.ia.us), or Anna Ruggle at 515-974-3286 or [aruggle@dhs.state.ia.us](mailto:aruggle@dhs.state.ia.us) should you have any questions about this report.

Julie Lovelady  
Interim Iowa Medicaid Director  
Iowa Department of Human Services

# SIGNIFICANT ACTIVITIES OF THE QUARTER

## Communications and Outreach

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

Communication to IWP members included the following:

- Updating the webpage for Medicaid and IWP members. This page included information on COVID-19, resources and some frequently asked questions. This webpage can be found at: <https://dhs.iowa.gov/ime/members/COVID19>.
- Electronic newsletters. IWP members, who have signed up to receive newsletters from the Department, received regular updates related to program changes and expanded services due to the COVID-19 PHE. These newsletters can be found at: <https://dhs.iowa.gov/ime/about/IMENewsletters>
- Member Services, the call center for members, was available to answer any COVID-19 questions in addition to the general questions the call center receives daily.

Ongoing communication includes:

### Monthly Member Mailings:

- IA Health Link Member Welcome Packet: This packet is mailed to all new IWP members and includes information about IWP benefits, Healthy Behaviors and the Managed Care Organization (MCO) selection process.
- Healthy Behaviors Reminder Letters: These are sent from the member's MCO and reminds members they need to complete their Healthy Behaviors to keep their free health coverage.
- IWP Contribution Statements: These statements are sent to members who are required to pay monthly contributions. (These statements were put on hold in March 2020 as DHS suspended contributions during the PHE).

## Provider Outreach

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

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

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

## Legislative Developments

There were no legislative developments for IWP this quarter.

## ELIGIBILITY/ENROLLMENT

### Quarter Enrollment

The IWP population totaled 198,107 at the end of the third quarter of calendar year 2020. Month-end totals by population group are shown below.

Population Group	July 2020	Aug 2020	Sep 2020
0 to 100% FPL	157,510	159,610	161,928
101 to 133% FPL	34,609	35,370	36,179
<b>Total</b>	<b>192,119</b>	<b>194,980</b>	<b>198,107</b>

### Special Population Groups

The state monitors specific population groups enrolled in the IWP to ensure their health care needs are met in accordance with the STCs. These groups are comprised of: (1) Nineteen and twenty year-olds, (2) American Indian/Alaskan Natives, and (3) the medically exempt (frail). Below are month-end enrollment totals during the third quarter of calendar year 2020.

Population Group	July 2020	Aug 2020	Sep 2020
<b>19 &amp; 20 Year Olds</b>	<b>15,913</b>	<b>15,669</b>	<b>15,540</b>
0 to 100% FPL	13,497	13,259	13,135
101 to 133% FPL	2,416	2,410	2,405
<b>American Indian/Alaskan Native</b>	<b>3,024</b>	<b>3,059</b>	<b>3,128</b>
0 to 100% FPL	2,563	2,579	2,643
101 to 133% FPL	461	480	485
<b>Medically Exempt</b>	<b>6,223</b>	<b>6,303</b>	<b>6,381</b>
0 to 100% FPL	3,927	3,984	4,015
101 to 133% FPL	2,296	2,319	2,366
<b>Total</b>	<b>25,160</b>	<b>25,031</b>	<b>25,049</b>

## ACCESS/DELIVERY

Effective April 1, 2016, the majority of Medicaid members began accessing services through the IA Health Link managed care program. Information on access and delivery is available in the *Network Adequacy and Historical Utilization* section of the reports available at <https://dhs.iowa.gov/ime/about/performance-data/MC-quarterly-reports>.

## MEMBER GRIEVANCES AND APPEALS

### Grievances

Beginning April 1, 2016, all Medicaid members enrolled in MCOs have access to their respective member hotlines to report complaints about the IA Health Link program. A summary of MCO grievances and appeals can be found in the MCO quarterly reports, *Consumer Protections and Supports* section of the reports available at <https://dhs.iowa.gov/ime/about/performance-data/MC-quarterly-reports>.

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

Complaint Type	July 2020	Aug 2020	Sep 2020
Benefits and Services	8	7	9
Access	0	0	0
Substance Abuse/Mental Health Access	9	0	0
Quality of Care	0	0	0
Medical Provider Network	1	0	0
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
<b>Total</b>	<b>9</b>	<b>7</b>	<b>9</b>

## **Exceptions and Appeals**

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

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## **FINANCIAL REPORT**

See the following pages for the actual number of member months for the IWP as of September 30, 2020. This report is required under the STCs for the purpose of tracking program costs, which includes calculating the budget neutrality expenditure cap.

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

Member Counts													
Eligibility End Month													
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	162	121	101	105	72	60	75	51	41	44	20	661	1,513
11/2019		47	38	17	7	9	9	6	4	3	2	57	199
12/2019			52	26	10	10	8	4	2	1	2	53	168
01/2020				46	29	10	6	5	9	3	4	71	183
02/2020					44	25	17	5	10	5	6	80	192
03/2020						57	19	13	7	4	5	107	212
04/2020							48	24	3	4	6	84	169
05/2020								30	13	6	7	56	112
06/2020									42	21	13	71	147
07/2020										40	27	107	174
08/2020											27	127	154
09/2020												170	170
<b>Totals</b>	<b>162</b>	<b>168</b>	<b>191</b>	<b>194</b>	<b>162</b>	<b>171</b>	<b>182</b>	<b>138</b>	<b>131</b>	<b>131</b>	<b>119</b>	<b>1,644</b>	<b>3,393</b>

  

Member Months													
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	162	242	303	420	360	360	525	408	369	440	220	7,932	11,741
11/2019		47	76	51	28	45	54	42	32	27	20	627	1,049
12/2019			52	52	30	40	40	24	14	8	18	530	808
01/2020				46	58	30	24	25	54	21	32	639	929
02/2020					44	50	51	20	50	30	42	640	927
03/2020						57	38	39	28	20	30	749	961
04/2020							48	48	9	16	30	504	655
05/2020								30	26	18	28	280	382
06/2020									42	42	39	284	407
07/2020										40	54	321	415
08/2020											27	254	281
09/2020												170	170
<b>Totals</b>	<b>162</b>	<b>289</b>	<b>431</b>	<b>569</b>	<b>520</b>	<b>582</b>	<b>780</b>	<b>636</b>	<b>624</b>	<b>662</b>	<b>540</b>	<b>12,930</b>	<b>18,725</b>



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

Member Counts													
	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	613	394	274	302	243	161	206	151	131	86	72	2,963	5,596
11/2019		189	79	47	26	23	15	16	8	8	8	225	644
12/2019			180	99	32	25	21	11	5	9	11	215	608
01/2020				211	100	60	25	15	15	8	5	210	649
02/2020					162	72	53	23	12	13	13	273	621
03/2020						166	61	36	17	6	6	272	564
04/2020							201	56	39	8	13	299	616
05/2020								170	36	29	8	253	496
06/2020									137	55	23	353	568
07/2020										120	52	369	541
08/2020											121	413	534
09/2020												496	496
<b>Totals</b>	<b>613</b>	<b>583</b>	<b>533</b>	<b>659</b>	<b>563</b>	<b>507</b>	<b>582</b>	<b>478</b>	<b>400</b>	<b>342</b>	<b>332</b>	<b>6,341</b>	<b>11,933</b>

  

Member Months													
	Eligibility Begin Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	613	788	822	1,208	1,215	966	1,442	1,208	1,179	860	792	35,556	46,649
11/2019		189	158	141	104	115	90	112	64	72	80	2,475	3,600
12/2019			180	198	96	100	105	66	35	72	99	2,150	3,101
01/2020				211	200	180	100	75	90	56	40	1,890	2,842
02/2020					162	144	159	92	60	78	91	2,184	2,970
03/2020						166	122	108	68	30	36	1,904	2,434
04/2020							201	112	117	32	65	1,794	2,321
05/2020								170	72	87	32	1,265	1,626
06/2020									137	110	69	1,412	1,728
07/2020										120	104	1,107	1,331
08/2020											121	826	947
09/2020												496	496
<b>Totals</b>	<b>613</b>	<b>977</b>	<b>1,160</b>	<b>1,758</b>	<b>1,777</b>	<b>1,671</b>	<b>2,219</b>	<b>1,943</b>	<b>1,822</b>	<b>1,517</b>	<b>1,529</b>	<b>53,059</b>	<b>70,045</b>

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

**Member Counts**

	Eligibility End Month												Total
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	
10/2019	649	617	651	603	551	265	207	239	285	202	171	12,884	<b>17,324</b>
11/2019		40	59	36	37	20	15	14	19	14	16	626	<b>896</b>
12/2019			50	30	46	27	17	18	23	14	18	674	<b>917</b>
01/2020				44	33	20	19	23	30	25	14	808	<b>1,016</b>
02/2020					46	24	17	24	23	18	16	787	<b>955</b>
03/2020						33	14	20	38	21	21	760	<b>907</b>
04/2020							22	23	20	17	19	755	<b>856</b>
05/2020								29	30	18	24	590	<b>691</b>
06/2020									25	17	17	556	<b>615</b>
07/2020										22	14	712	<b>748</b>
08/2020											13	558	<b>571</b>
09/2020												594	<b>594</b>
<b>Totals</b>	<b>649</b>	<b>657</b>	<b>760</b>	<b>713</b>	<b>713</b>	<b>389</b>	<b>311</b>	<b>390</b>	<b>493</b>	<b>368</b>	<b>343</b>	<b>20,304</b>	<b>26,090</b>

**Member Months**

	Eligibility End Month												Total
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	
10/2019	649	1,234	1,953	2,412	2,755	1,590	1,449	1,912	2,565	2,020	1,881	154,608	<b>175,028</b>
11/2019		40	118	108	148	100	90	98	152	126	160	6,886	<b>8,026</b>
12/2019			50	60	138	108	85	108	161	112	162	6,740	<b>7,724</b>
01/2020				44	66	60	76	115	180	175	112	7,272	<b>8,100</b>
02/2020					46	48	51	96	115	108	112	6,296	<b>6,872</b>
03/2020						33	28	60	152	105	126	5,320	<b>5,824</b>
04/2020							22	46	60	68	95	4,530	<b>4,821</b>
05/2020								29	60	54	96	2,950	<b>3,189</b>
06/2020									25	34	51	2,224	<b>2,334</b>
07/2020										22	28	2,136	<b>2,186</b>
08/2020											13	1,116	<b>1,129</b>
09/2020												594	<b>594</b>
<b>Totals</b>	<b>649</b>	<b>1,274</b>	<b>2,121</b>	<b>2,624</b>	<b>3,153</b>	<b>1,939</b>	<b>1,801</b>	<b>2,464</b>	<b>3,470</b>	<b>2,824</b>	<b>2,836</b>	<b>200,672</b>	<b>225,827</b>

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

**Member Counts**

	Eligibility End Month												Total
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	
10/2019	4,530	4,649	5,316	5,049	4,190	1,706	1,161	1,690	2,282	1,442	1,101	88,345	121,461
11/2019		240	257	236	177	119	71	128	127	99	69	3,999	5,522
12/2019			255	188	222	135	97	127	172	98	75	4,262	5,631
01/2020				228	192	151	104	130	146	85	90	4,155	5,281
02/2020					198	122	102	104	177	88	75	3,831	4,697
03/2020						169	120	130	170	113	82	4,140	4,924
04/2020							162	182	195	134	108	4,596	5,377
05/2020								150	189	116	99	3,616	4,170
06/2020									177	130	139	4,093	4,539
07/2020										174	143	4,861	5,178
08/2020											135	4,056	4,191
09/2020												3,943	3,943
<b>Totals</b>	<b>4,530</b>	<b>4,889</b>	<b>5,828</b>	<b>5,701</b>	<b>4,979</b>	<b>2,402</b>	<b>1,817</b>	<b>2,641</b>	<b>3,635</b>	<b>2,479</b>	<b>2,116</b>	<b>133,897</b>	<b>174,914</b>

**Member Months**

	Eligibility End Month												Total
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	
10/2019	4,530	9,298	15,948	20,196	20,950	10,236	8,127	13,520	20,538	14,420	12,111	1,060,140	1,210,014
11/2019		240	514	708	708	595	426	896	1,016	891	690	43,989	50,673
12/2019			255	376	666	540	485	762	1,204	784	675	42,620	48,367
01/2020				228	384	453	416	650	876	595	720	37,395	41,717
02/2020					198	244	306	416	885	528	525	30,648	33,750
03/2020						169	240	390	680	565	492	28,980	31,516
04/2020							162	364	585	536	540	27,576	29,763
05/2020								150	378	348	396	18,080	19,352
06/2020									177	260	417	16,372	17,226
07/2020										174	286	14,583	15,043
08/2020											135	8,112	8,247
09/2020												3,943	3,943
<b>Totals</b>	<b>4,530</b>	<b>9,538</b>	<b>16,717</b>	<b>21,508</b>	<b>22,906</b>	<b>12,237</b>	<b>10,162</b>	<b>17,148</b>	<b>26,339</b>	<b>19,101</b>	<b>16,987</b>	<b>1,332,438</b>	<b>1,509,611</b>

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

Member Counts													
Eligibility End Month													
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	9	13	5	3	6	1	0	2	3	3	1	26	72
11/2019		1	1	0	1	1	0	0	0	0	0	1	5
12/2019			1	0	1	0	0	1	0	0	0	3	6
01/2020				7	1	0	0	0	0	0	0	5	13
02/2020					5	3	1	1	0	1	0	8	19
03/2020						4	2	0	0	1	0	8	15
04/2020							3	1	0	1	0	1	6
05/2020								3	0	1	2	2	8
06/2020									2	1	0	3	6
07/2020										6	0	3	9
08/2020											6	12	18
09/2020												7	7
<b>Totals</b>	<b>9</b>	<b>14</b>	<b>7</b>	<b>10</b>	<b>14</b>	<b>9</b>	<b>6</b>	<b>8</b>	<b>5</b>	<b>14</b>	<b>9</b>	<b>79</b>	<b>184</b>

  

Member Months													
Eligibility Begin Month													
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	9	26	15	12	30	6	0	16	27	30	11	312	494
11/2019		1	2	0	4	5	0	0	0	0	0	11	23
12/2019			1	0	3	0	0	6	0	0	0	30	40
01/2020				7	2	0	0	0	0	0	0	45	54
02/2020					5	6	3	4	0	6	0	64	88
03/2020						4	4	0	0	5	0	56	69
04/2020							3	2	0	4	0	6	15
05/2020								3	0	3	8	10	24
06/2020									2	2	0	12	16
07/2020										6	0	9	15
08/2020											6	24	30
09/2020												7	7
<b>Totals</b>	<b>9</b>	<b>27</b>	<b>18</b>	<b>19</b>	<b>44</b>	<b>21</b>	<b>10</b>	<b>31</b>	<b>29</b>	<b>56</b>	<b>25</b>	<b>586</b>	<b>875</b>

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

Member Counts													
Eligibility Begin Month	Eligibility End Month												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	99	56	37	30	27	11	6	10	19	9	9	258	571
11/2019		26	10	5	1	1	0	0	0	2	0	20	65
12/2019			27	11	6	4	0	2	2	0	2	31	85
01/2020				31	11	2	1	3	4	1	1	30	84
02/2020					27	6	1	3	4	0	1	31	73
03/2020						22	4	5	1	2	0	31	65
04/2020							22	9	5	2	3	45	86
05/2020								17	5	5	3	33	63
06/2020									16	4	6	52	78
07/2020										18	9	61	88
08/2020											22	69	91
09/2020												72	72
<b>Totals</b>	<b>99</b>	<b>82</b>	<b>74</b>	<b>77</b>	<b>72</b>	<b>46</b>	<b>34</b>	<b>49</b>	<b>56</b>	<b>43</b>	<b>56</b>	<b>733</b>	<b>1,421</b>

  

Member Months													
Eligibility Begin Month	Member Months												
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	99	112	111	120	135	66	42	80	171	90	99	3,096	4,221
11/2019		26	20	15	4	5	0	0	0	18	0	220	308
12/2019			27	22	18	16	0	12	14	0	18	310	437
01/2020				31	22	6	4	15	24	7	8	270	387
02/2020					27	12	3	12	20	0	7	248	329
03/2020						22	8	15	4	10	0	217	276
04/2020							22	18	15	8	15	270	348
05/2020								17	10	15	12	165	219
06/2020									16	8	18	208	250
07/2020										18	18	183	219
08/2020											22	138	160
09/2020												72	72
<b>Totals</b>	<b>99</b>	<b>138</b>	<b>158</b>	<b>188</b>	<b>206</b>	<b>127</b>	<b>79</b>	<b>169</b>	<b>274</b>	<b>174</b>	<b>217</b>	<b>5,397</b>	<b>7,226</b>

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

Member Counts													
Eligibility End Month													
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	143	161	219	148	125	51	61	74	95	58	26	1,654	2,815
11/2019		16	9	8	11	5	6	4	13	3	2	123	200
12/2019			18	11	9	4	5	12	13	4	5	148	229
01/2020				30	24	12	6	10	12	5	5	212	316
02/2020					15	11	6	6	16	6	2	172	234
03/2020						10	7	14	14	6	2	160	213
04/2020							19	7	12	2	2	147	189
05/2020								9	1	5	4	96	115
06/2020									8	7	2	146	163
07/2020										13	7	198	218
08/2020											12	122	134
09/2020												100	100
<b>Totals</b>	<b>143</b>	<b>177</b>	<b>246</b>	<b>197</b>	<b>184</b>	<b>93</b>	<b>110</b>	<b>136</b>	<b>184</b>	<b>109</b>	<b>69</b>	<b>3,278</b>	<b>4,926</b>
Member Months													
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	143	322	657	592	625	306	427	592	855	580	286	19,848	25,233
11/2019		16	18	24	44	25	36	28	104	27	20	1,353	1,695
12/2019			18	22	27	16	25	72	91	32	45	1,480	1,828
01/2020				30	48	36	24	50	72	35	40	1,908	2,243
02/2020					15	22	18	24	80	36	14	1,376	1,585
03/2020						10	14	42	56	30	12	1,120	1,284
04/2020							19	14	36	8	10	882	969
05/2020								9	2	15	16	480	522
06/2020									8	14	6	584	612
07/2020										13	14	594	621
08/2020											12	244	256
09/2020												100	100
<b>Totals</b>	<b>143</b>	<b>338</b>	<b>693</b>	<b>668</b>	<b>759</b>	<b>415</b>	<b>563</b>	<b>831</b>	<b>1,304</b>	<b>790</b>	<b>475</b>	<b>29,969</b>	<b>36,948</b>

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

Member Counts													
Eligibility End Month													
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	2,061	1,986	2,328	1,693	1,651	502	359	622	858	397	266	14,941	27,664
11/2019		140	181	98	102	64	42	89	94	52	25	1,574	2,461
12/2019			158	105	99	67	46	72	105	66	34	1,720	2,472
01/2020				176	108	83	50	99	131	56	46	1,842	2,591
02/2020					92	85	34	69	109	45	31	1,412	1,877
03/2020						213	58	81	96	61	36	1,487	2,032
04/2020							107	55	79	49	29	1,335	1,654
05/2020								55	58	33	31	1,158	1,335
06/2020									120	69	68	1,500	1,757
07/2020										123	112	2,125	2,360
08/2020											70	1,589	1,659
09/2020												1,467	1,467
<b>Totals</b>	<b>2,061</b>	<b>2,126</b>	<b>2,667</b>	<b>2,072</b>	<b>2,052</b>	<b>1,014</b>	<b>696</b>	<b>1,142</b>	<b>1,650</b>	<b>951</b>	<b>748</b>	<b>32,150</b>	<b>49,329</b>
Member Months													
	10/2019	11/2019	12/2019	01/2020	02/2020	03/2020	04/2020	05/2020	06/2020	07/2020	08/2020	09/2020	Total
10/2019	2,061	3,972	6,984	6,772	8,255	3,012	2,513	4,976	7,722	3,970	2,926	179,292	232,455
11/2019		140	362	294	408	320	252	623	752	468	250	17,314	21,183
12/2019			158	210	297	268	230	432	735	528	306	17,200	20,364
01/2020				176	216	249	200	495	786	392	368	16,578	19,460
02/2020					92	170	102	276	545	270	217	11,296	12,968
03/2020						213	116	243	384	305	216	10,409	11,886
04/2020							107	110	237	196	145	8,010	8,805
05/2020								55	116	99	124	5,790	6,184
06/2020									120	138	204	6,000	6,462
07/2020										123	224	6,375	6,722
08/2020											70	3,178	3,248
09/2020												1,467	1,467
<b>Totals</b>	<b>2,061</b>	<b>4,112</b>	<b>7,504</b>	<b>7,452</b>	<b>9,268</b>	<b>4,232</b>	<b>3,520</b>	<b>7,210</b>	<b>11,397</b>	<b>6,489</b>	<b>5,050</b>	<b>282,909</b>	<b>351,204</b>

# OTHER ACTIVITIES

## Dental Wellness Plan

### CMS Reporting - Iowa Dental Wellness Plan CY2020 Q3

Product DWP	Calendar Quarter Ending September 30, 2020	<input checked="" type="checkbox"/> Delta Dental <input checked="" type="checkbox"/> MCNA Dental	Month in Quarter Multiple values
<b>Services Provided:</b>		Delta Dental	MCNA Dental
Unique Members Receiving Services	31,724	11,394	
Dental Services Provided	137,566	67,135	
<b>Benefit Level Reporting:</b>		Delta Dental	MCNA Dental
DWP Count of Members with Full Dental Benefits		232,571	130,246
DWP Count of Members with Basic Dental Benefits		0	0
Grand Total		232,571	130,246
<b>Helpline</b>		Delta Dental	MCNA Dental
Member Calls Received	7,904	6,350	14,254
Provider Calls Received	3,064	562	3,626
<b>Unique Network Providers Rendering Services*</b>		Delta Dental	MCNA Dental
General Dentist	713		324
Oral Surgeon	56		28
Pedodontist	27		18
Prosthodontist	13		10
Endodontists	11		6
Orthodontist	5		3
Periodontist	4		1
Grand Total	829		390
*Based on rolling 12 month			
<b>Members with at least 6 Month of Consecutive Coverage In Fiscal Year</b>		Delta Dental	MCNA Dental
September 30, 2020	1 Members 6+ Month Count		
	2 Members 6+ Month With Access to Care		
	3 Members 6+ Month With Oral Eval		
	4 Members 6+ Distinct Count with Oral Eval		
	5 Members 6+ Distinct Count with prior Oral Eval		
<b>Not reported until Second Quarter in Fiscal Year</b>			
<b>Appeals</b>		Delta Dental	MCNA Dental
Delta Dental	Number of Appeals Received this Quarter		6
MCNA Dental	Number of Appeals Received this Quarter		4
<b>Appeal Reasons</b>		Delta Dental	MCNA Dental
Delta	FREQUENCY: PREVENTATIVE/DIAGNOSTIC/PERIO MAINT.		1
Dental	MEDICAL NECESSITY: CROWN(S)/BRIDGE(S)/DENTURES/IMPLANTS		2
	MEDICAL NECESSITY: ORAL SURGERY		1
	MEDICAL NECESSITY: RESTORATIVE		1
	TIMELY FILING		1
MCNA ..	FREQUENCY: PREVENTATIVE/DIAGNOSTIC/PERIO MAINT.		4
<b>Grievances</b>		Delta Dental	MCNA Dental
Delta Dental	Grievances Received this Quarter		8
	Grievances Resolved this Quarter		6
	Grievances Resolved within 30 Days		6
MCNA Dental	Grievances Received this Quarter		239
	Grievances Resolved this Quarter		292
	Grievances Resolved within 30 Days		292
<b>Outreach Reporting</b>		Delta Dental	MCNA Dental
Delta Dental	With the start of a new contract year, the DWP outreach and education plan for SFY21 was created and approved for implementation by IME. 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 began to allow for additional collaboration with populations being served. Information was provided for People's virtual Big Tent Event Health Fair about oral health education and accessing dental benefits. Through direct outreach and education to members, approximately 21,000 texts and more than 27,000 postcards have been sent to members this quarter for healthy behaviors completion, as well as the newly eligible and utilization populations. Mailings to increase utilization among members with diabetes began during this quarter. More than 1,300 packages were sent to a portion of DWP members who had self-attested to having diabetes. These packages included a toothbrush, toothpaste, and flossers, along with an educational flyer about the importance of oral health care and diabetes management. Claims data will be analyzed to see if this outreach increases the utilization rate among these members. 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 Dental	MCNA continues to participate in the Lifelong Smiles Coalition and coalition committees and now participates with the Oral Health Iowa Coalition. Through direct outreach and education, 2,058 outbound calls were made to members who had not yet completed their oral health self-assessment and over 5,000 text message reminders were sent to members who have not received a dental check-up in the last 6 months.		



## 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 2020		Aug 2020		Sep 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)	21,666	9,821	19,482	9,306	17,635	8,717
Members who owe premiums (did not complete healthy behaviors)	17,299	6,671	15,086	6,122	13,197	5,5123
Members who completed Healthy Behaviors (premiums waived)	4,367	3,150	4,396	3,184	4,438	3,205
Members who declared hardship (premiums waived)	0	0	0	0	0	0
American Indian/Alaskan Natives (exempt)	1,631	285	1,664	307	1,724	312
Medically Frail (exempt)	3,931	2,297	3,985	2,322	4,017	2,370
Members in the Health Insurance Premium Payment Program (exempt)	56	51	52	58	48	59
Members ineligible for IHAWP - churn (exempt)	1,638	535	1,375	384	1,220	380
Members with incomes below 50% FPL (exempt)	66,854	2,084	69,058	2,320	71,355	2,548
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	50,119	15,003	49,368	48,798	48,798	14,443

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

### Public Health Emergency (PHE)

The PHE continued during the third quarter 2020. Iowa continued to waive contributions and did not disenroll members. In September, Iowa issued refunds to IWP and DWP members who continued to pay their contributions during the PHE. This will allow members to have their money during the PHE without accruing a large credit balance.

### Performance Metrics

Iowa continues to work with CMS to develop 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**

Working is also progressing on 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.