

## **Iowa Application Certification Statement - Section 1115(a) Extension**

This document, together with the supporting documentation outlined below, constitutes Iowa's application to the Centers for Medicare & Medicaid Services (CMS) to extend the Iowa Health and Wellness Plan (Project #11-W-00289/8) for a period of five years pursuant to section 1115(a) of the Social Security Act.

**Type of Request** (*select one only*):

           **Section 1115(a) extension with no program changes**

This constitutes the state's application to the Centers for Medicare & Medicaid Services (CMS) to extend its demonstration without any programmatic changes. The state is requesting to extend approval of the demonstration subject to the same Special Terms and Conditions (STCs), waivers, and expenditure authorities currently in effect for the period [insert current demo period].

The state is submitting the following items that are necessary to ensure that the demonstration is operating in accordance with the objectives of title XIX and/or title XXI as originally approved. The state's application will only be considered complete for purposes of initiating federal review and federal-level public notice when the state provides the information as requested in the below appendices.

- **Appendix A:** A historical narrative summary of the demonstration project, which includes the objectives set forth at the time the demonstration was approved, evidence of how these objectives have or have not been met, and the future goals of the program.
- **Appendix B:** Budget/allotment neutrality assessment, and projections for the projected extension period. The state will present an analysis of budget/allotment neutrality for the current demonstration approval period, including status of budget/allotment neutrality to date based on the most recent expenditure and member month data, and projections through the end of the current approval that incorporate the latest data. CMS will also review the state's Medicaid and State Children's Health Insurance Program Budget and Expenditure System (MBES/CBES) expenditure reports to ensure that the demonstration has not exceeded the federal expenditure limits established for the demonstration. The state's actual expenditures incurred over the period from initial approval through the current expiration date, together with the projected costs for the requested extension period, must comply with CMS budget/allotment neutrality requirements outlined in the STCs.
- **Appendix C:** Interim evaluation of the overall impact of the demonstration that includes evaluation activities and findings to date, in addition to plans for evaluation activities over the requested extension period. The interim evaluation should provide CMS with a clear analysis of the state's achievement in obtaining the outcomes expected as a direct effect of the demonstration program. The state's interim evaluation must meet all of the requirements outlined in the STCs.



- **Appendix D:** Summaries of External Quality Review Organization (EQRO) reports, managed care organization and state quality assurance monitoring, and any other documentation of the quality of and access to care provided under the demonstration.
- **Appendix E:** Documentation of the state's compliance with the public notice process set forth in 42 CFR 431.408 and 431.420.

  X   **Section 1115(a) extension with minor program changes**

This constitutes the state's application to the Centers for Medicare & Medicaid Services (CMS) to extend its demonstration with minor demonstration program changes. In combination with completing the Section 1115 Extension Template, the state may also choose to submit a redline version of its approved Special Terms and Conditions (STCs) to identify how it proposes to revise its demonstration agreement with CMS.

With the exception of the proposed changes outlined in this application, the state is requesting CMS to extend approval of the demonstration subject to the same STCs, waivers, and expenditure authorities currently in effect for the period of January 1, 2020 through December 31, 2024.

The state's application will only be considered complete for purposes of initiating federal review and federal-level public notice when the state provides the information requested in Appendices A through E above, along with the Section 1115 Extension Template identifying the program changes being requested for the extension period. Please list all enclosures that accompany this document constituting the state's whole submission.

1. Section 1115 Extension Template
2. Appendix A: Historical Summary
3. Appendix B: Budget Neutrality
4. Appendix C: Interim Evaluation
5. Appendix D: Quality Assurance Monitoring
6. Appendix E: Public Notice Summary

The state attests that it has abided by all provisions of the approved STCs and will continuously operate the demonstration in accordance with the requirements outlined in the STCs.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

6-25-24

**CMS will notify the state no later than 15 days of submitting its application of whether we determine the state's application meets the requirements for a streamlined federal review. The state will have an opportunity to modify its application submission if CMS determines it does not meet these requirements. If CMS reviews the state's submission and determines that any proposed changes significantly alter the original objectives and goals of the existing demonstration as approved, CMS has the discretion to process this application full scope pursuant to regular statutory timeframes for an extension or as an application for a new demonstration.**



STATE OF IOWA DEPARTMENT OF  
**Health** AND **Human**  
SERVICES

IOWA HEALTH AND WELLNESS PLAN  
Section 1115 Demonstration Extension  
Fast Track Application Supporting  
Documentation

PROJECT #11-W-00289/8  
July 9, 2024



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## Appendix A: Historical Summary

### INITIAL WAIVER APPROVAL: 2014 – 2016

In 2013, the Iowa Legislature passed with bi-partisan support the Iowa Health and Wellness Plan (IHAWP) to provide access to healthcare for uninsured, low-income Iowans, using a benefit design intended to improve health outcomes for beneficiaries. The IHAWP design sought to improve outcomes, increase personal responsibility, and ultimately lower costs. Key goals were to ensure the IHAWP population had access to high-quality local provider networks and modern benefits that worked to improve health outcomes; and to drive healthcare system transformation by encouraging a shift to value-based payments that align with important developments in both the private insurance and Medicare markets.

The IHAWP sought to provide a comprehensive, commercial-like benefit plan that ensures provision of the Essential Health Benefits, indexed to the State Employee Plan benefits, with supplemental dental benefits similar to those provided on the Medicaid State Plan. Through a unique incentive program, the IHAWP also sought to promote responsible health care decisions by coupling a monthly required financial contribution with an incentive plan for members to actively seek preventive health services to earn an exemption from the monthly contribution requirement. Original IHAWP options included the following:

1. The Iowa Wellness Plan (IWP), which covered adults ages 19 to 64, with household incomes at or below 100% of the Federal Poverty Level (FPL); and
2. The Marketplace Choice Plan (MPC), which covered adults ages 19 to 64, with household incomes of 101% through 133% of FPL.

On December 10, 2013, the Centers for Medicare and Medicaid Services (CMS) approved the Iowa Wellness Plan §1115 Demonstration Waiver (Project #11-W-00289) and the Marketplace Choice §1115 Demonstration Waiver (Project #11-W-00288), thereby enabling the State to implement the IHAWP on January 1, 2014.

Iowa Medicaid originally administered the IWP through several delivery systems including independent primary care physicians (PCPs), accountable care organizations (ACOs), and managed care organizations (MCOs). Services provided by independent PCPs and ACOs were provided on a fee-for-service basis, while MCOs were compensated based on capitation.

The MPC Demonstration allowed enrolled members to select from participating commercial health care coverage plans available through the Health Insurance Marketplace. Medicaid paid MPC member premiums and cost sharing to the commercial health plan on behalf of the member, and members had access to the network of local health care providers and hospitals served by the commercial insurance plan. Historically, members could elect to receive coverage through one of two qualified health plans (QHPs); however, there are no longer any QHPs available to serve the population, thereby eliminating coverage options for the MPC Demonstration. These members were subsequently enrolled in the IWP Demonstration, pursuant to the December 2015 amendment noted below.



## AMENDMENTS DURING INITIAL WAIVER PERIOD

Several amendments to the IHAWP waivers were approved during the original Demonstration period. On May 1, 2014, CMS approved the State's request to amend both the IWP and MPC Demonstrations to provide tiered dental benefits to all expansion adults in Iowa with incomes up to and including 133% FPL through a prepaid ambulatory health plan (PAHP). This model was designed to promote and encourage healthy preventive care-seeking behaviors among members, and to ensure competitive reimbursement rates for providers and a reduction in administrative barriers. Core dental benefits included basic preventive and diagnostic, emergency, and stabilization services, implemented through the IWP and MPC alternative benefit plans (ABPs), while tiered "Enhanced," and "Enhanced Plus" earned benefits were provided to beneficiaries through the IWP and MPC Demonstrations, based on beneficiary completion of periodic exams.

In addition to the above amendment, CMS twice approved the State's request to extend its waiver of the non-emergency medical transportation (NEMT) benefit from both the IWP and MPC Demonstrations. When CMS originally approved this authority, on January 1, 2014, it was scheduled to sunset on December 31, 2014, with the possibility of extension based on an evaluation of the impact on access to care. Initial experience demonstrated that lack of NEMT services was not significantly impeding IHAWP member access to care. In fact, from January to June 2014, 39% of members received at least one service and over 14% of members completed physical exams in the first eight months, as compared to an annualized figure of 6.5% for Medicaid overall. After reviewing initial data on the impact of the waiver on access, CMS approved an extension of the NEMT waiver through July 31, 2015. Thereafter, CMS and the State established criteria necessary for the State to continue the NEMT waiver beyond July 31, 2015. Specifically, the State agreed to compare survey responses of the IHAWP members to survey responses of persons receiving "traditional" Medicaid benefits through the State Plan. Iowa conducted the analysis and found that the survey responses of the two populations did not have statistically significant differences. In light of those results, CMS approved a second amendment through June 30, 2016.

Additionally, on December 24, 2015, CMS approved the State's request to amend the IWP Demonstration to allow persons with incomes at or below 133% FPL who were previously eligible for the MPC Demonstration to be eligible for the IWP Demonstration. The transition of existing MPC Demonstration members into the IWP Demonstration took place on January 1, 2016, at which time the IWP also became known as the IHAWP. On February 23, 2016, CMS approved the State's request to implement a managed care delivery system for the Demonstration, concurrent with the §1915(b) High Quality Healthcare Initiative Waiver, effective April 1, 2016.

## INITIAL WAIVER EXTENSION & AMENDMENTS: 2017 – 2019

On November 23, 2016, the State received approval to extend the IHAWP for an additional three-year period. This initial extension was approved with no program modifications. Subsequently, the State submitted two amendment requests during the renewal period. The first amendment, approved by CMS on July 27, 2017, modified the Dental Wellness Plan (DWP) component of the Demonstration based on analysis of independent evaluation findings and stakeholder feedback. Through this amendment, the State implemented an integrated dental program for Medicaid enrollees aged 19 and over. The redesigned DWP incorporated an innovative incentive structure to improve oral health by encouraging utilization of preventive dental services and compliance with treatment plans. Movement of adult enrollees to the DWP was designed to provide a seamless experience for enrollees and dental providers as individuals



transition through different eligibility categories. Under the modified DWP, incentives were created for enrollees to appropriately utilize preventive dental services and maintain oral health through the elimination of premium requirements for enrollees who complete preventive dental service requirements. An earned benefit structure was maintained; however, the original tiered benefit structure was eliminated to address the concern that few enrollees were eligible for tier two and tier three DWP benefits under the original DWP structure due to enrollee churn. Under the modified earned benefit structure, to maintain comprehensive dental benefits after their first year of enrollment without a premium obligation, enrollees were required to complete State designated “Healthy Behaviors.” This structure was intended to create incentives for members to establish a dental home and encourage the receipt of preventive dental services to promote oral health and preventable oral disease conditions. Enrollees over 50% FPL who failed to complete these Healthy Behaviors within their first year of enrollment were required to contribute financially toward their dental health care costs through monthly premium contributions. Failure to make monthly premium payments resulted in the enrollee being eligible for basic dental services only for the remainder of the benefit year.

Additionally, the State received authority in October 2017 to waive the three-month retroactive eligibility period, except for pregnant women and infants under age one. In accordance with House File 653, passed by the Iowa Legislature in 2017, the State implemented a policy whereby an applicant’s Medicaid coverage is effective the first day of the month in which the application for Medicaid was filed. The State subsequently notified CMS, in accordance with Iowa Senate File 2418 (2018), of its intent to reinstate the three-month retroactive Medicaid coverage benefit for applicants who are residents of a nursing facility at the time of application. This change became effective for new Medicaid applications filed on or after July 1, 2018.

## SECOND WAIVER EXTENSION & AMENDMENTS: 2020 – 2024

On June 20, 2019, the State submitted a renewal application under Section 1115(f) for a five-year extension. CMS granted approval for the renewal on November 15, 2019. In extending the approval period, CMS updated the waiver of retroactive eligibility to exempt children under 19 years of age. No other substantive changes were made to the Demonstration at this time.

The State subsequently submitted an amendment request on February 25, 2021, to provide dental benefits for children under age 19 through PAHPs. Through this delivery system modification, the State sought to ensure access to high-quality benefits for all enrollees through the seamless delivery of dental benefits. Additionally, the change was intended to improve the oral health of enrollees by encouraging engagement in preventive services and compliance with treatment plans. Further, the State sought to encourage enrollee linkage to a dental home. This transition was effectuated July 1, 2021.

In December 2021, the State further modified the DWP through discontinuation of the dental Healthy Behaviors program. With this change, members enrolled in the DWP are no longer required to complete two Healthy Behavior activities annually or pay a monthly dental contribution to receive full dental coverage. The State is requesting the special terms and conditions (STCs) during this Demonstration extension reflect this existing policy.

## COVID-19 IMPACTS

In accordance with the Family First Coronavirus Response Act (FFCRA), Iowa maintained enrollment of IHAWP enrollees during the COVID-19 public health emergency (PHE). In turn, the Healthy Behaviors and member contribution requirements were not implemented during this time. Prior to the end of the

PHE, the Iowa Department of Health and Human Services (HHS) sent notices to all IHAWP enrollees informing them of the reinstatement of these program features. Enrollees were given a year from the end of the PHE in May 2023 to complete their Healthy Behaviors. Beginning June 1, 2024, IHAWP enrollees who have not completed this requirement in the prior year are assessed premiums upon completion of their annual eligibility recertification.

## DEMONSTRATION GOALS

The IHAWP seeks to further the objectives of Title XIX by:

1. Improving enrollee health and wellness through the encouragement of healthy behaviors and use of preventive services.
2. Increasing enrollee engagement and accountability in their health care.
3. Increasing enrollee's access to dental care.

Additionally, the DWP seeks to achieve the following goals related to dental services:

1. Ensure member access to and quality of dental services.
2. Allow for the seamless delivery of services by providers.
3. Improve the oral health of DWP enrollees by encouraging engagement in preventive services and compliance with treatment goals.
4. Encourage linkage to a dental home.

In furtherance of these key goals, the State seeks to extend the Demonstration, including the subgoals tied to each IHAWP policy component, outlined in Table I, which are contained in the Evaluation Plan and currently operationalized.

Table I. IHAWP Subgoals

Policy Component	Goals
Healthy Behaviors	<ol style="list-style-type: none"> <li>1. Empower members to make healthy behavior changes.</li> <li>2. Begin to integrate health risk assessment (HRA) data with providers for clinical decisions at or near the point of care.</li> <li>3. Encourage members to take specific proactive steps in managing their own health and provide educational support.</li> </ol>
Dental Wellness Plan	<ol style="list-style-type: none"> <li>1. IHAWP members will have an increase in preventive care use as a result of the Healthy Behaviors requirements.<sup>1</sup></li> <li>2. IHAWP members will have increased access to covered services.</li> <li>3. IHAWP members will experience improved oral health.</li> </ol>
Retroactive Eligibility Waiver	<ol style="list-style-type: none"> <li>1. Encourage members to obtain and maintain health insurance coverage, even when healthy.</li> </ol>

<sup>1</sup> Receipt of a dental examination meets the Healthy Behaviors requirement for a preventive visit.

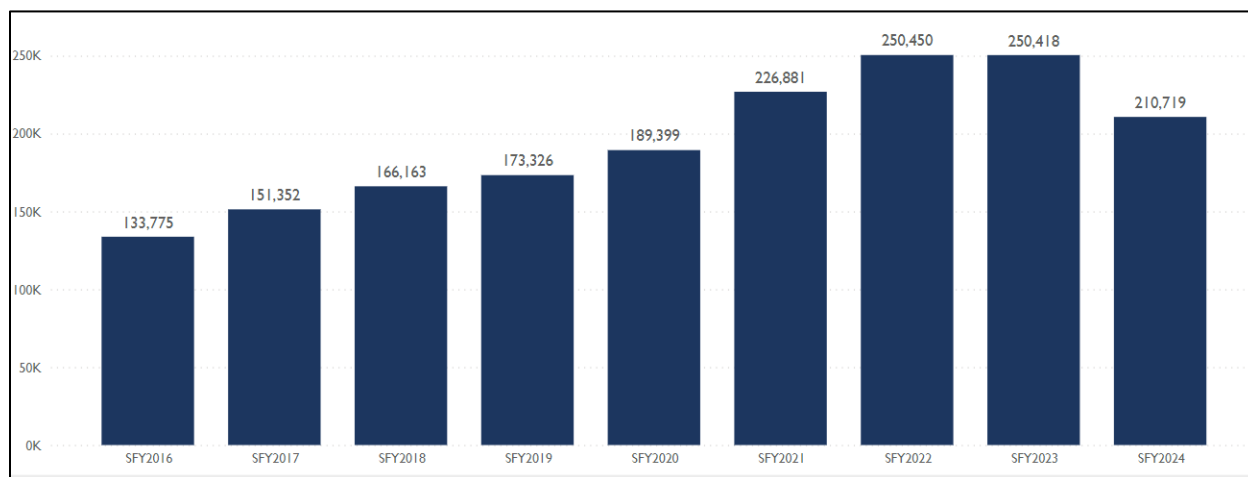


Policy Component	Goals
Cost Sharing (Non-Emergency Use of the Emergency Department Copay)	<ol style="list-style-type: none"> <li>1. Educate members the emergency department is not the appropriate place for all care.</li> <li>2. Educate members about the cost of emergency department care.</li> <li>3. Build relationships with primary care providers improving preventive and chronic care.</li> <li>4. Increase the availability of emergency departments for those who need them.</li> </ol>
Non-Emergency Medical Transportation Waiver	<ol style="list-style-type: none"> <li>1. To align benefits with those specified by the enabling legislation and make the benefits consistent with those offered by commercial insurers.</li> <li>2. Help Iowa improve the fiscal sustainability of its Medicaid program, without significant negative effects on beneficiary access to services.</li> </ol>
Member Experiences from Increased Healthcare Coverage	<ol style="list-style-type: none"> <li>1. IHAWP members will have increased access to covered services.</li> <li>2. IHAWP members will experience consistent, reliable coverage.</li> <li>3. IHAWP members will experience improved quality of care.</li> </ol>

## PROGRESS TOWARD MEETING DEMONSTRATION GOALS

As outlined in Figure 1, since its inception, the IHAWP has expanded access to health care throughout Iowa. Trends in quality measures indicate this coverage has resulted in access to preventive services higher than the national rates, particularly among adults ages 20 - 44. The proposed extension will enable the State to continue its efforts to provide access to otherwise Medicaid ineligible Iowans. This extension request is drafted in accordance with the parameters established by the Iowa legislature to ensure the continued operation of Medicaid expansion within the state. Continuation of the current authorities during the extension term will also permit additional study of Demonstration outcomes which were unavailable during this Demonstration period due to the pause of key IHAWP policies during the PHE.

Figure 1. IHAWP Enrollment SFY 2016 - 2024<sup>2</sup>



## GOAL 1: IMPROVING ENROLLEE HEALTH AND WELLNESS THROUGH THE ENCOURAGEMENT OF HEALTHY BEHAVIORS AND USE OF PREVENTIVE SERVICES

Outcomes on multiple measures align with the State's goal to improve enrollee health and wellness. For example, there is evidence that enrollees who were aware of the Healthy Behaviors program were more likely to complete a wellness exam (82% versus 73%). Additionally, enrollees with income at or above 50% FPL, and therefore subject to premiums if Healthy Behaviors are not completed, were more likely to receive a dental wellness exam than Medicaid enrollees not subject to potential premiums.

Additionally, IHAWP members did report lower rates of need, use and unmet need for mental health care and were more likely to report having received a seasonal flu vaccine and at least one COVID-19 vaccine. Opportunities exist to improve health risk assessment completion rates to further advance achievement of Demonstration goals.

## GOAL 2: INCREASING ENROLLEE ENGAGEMENT AND ACCOUNTABILITY IN THEIR HEALTH CARE

Outcomes on several measures align with the State's goal to increase enrollee engagement and accountability in their health care. For example, there have been positive trends noted regarding preventive care and health care utilization in the appropriate setting. As members are enrolled longer in the IHAWP program, the likelihood of having a well-visit during the year increases. For example, 40% of members with eight years of enrollment had a well-visit compared to 31% for members with only one year of enrollment. A smaller proportion of IHAWP members than Medicaid members used the emergency department (ED) in the past six months. Among those who used the ED, significantly more Medicaid than IHAWP members reported that the care they received in the ED could have been provided in a doctor's office. Further, use of the ED for non-emergent care among Demonstration enrollees has fallen since the IHAWP began in 2014. Opportunities exist to improve enrollee awareness of the Healthy Behaviors program to further advance achievement of Demonstration goals.

<sup>2</sup> SFY 2021 – 2024 enrollment impacted by the COVID-19 PHE.

### GOAL 3: INCREASING ENROLLEE'S ACCESS TO DENTAL CARE & DENTAL WELLNESS PLAN GOALS

The design of the DWP was modified during the Demonstration to permanently remove the Healthy Behaviors requirement tied to dental benefits. This modification was made in response to operational concerns identified during the State's ongoing monitoring of the program. While dental providers have supported the concept around Healthy Behaviors, many expressed that it was too administratively burdensome when combined with the Annual Benefit Maximum (ABM). Dental providers are very accustomed to operationalizing ABMs with commercial plans and are more agreeable to administer this policy than the Healthy Behavior requirements. In turn, HHS eliminated the requirements to reduce provider administration burden with the goal of increasing provider participation and enrollee access to dental care.

Several elements of the revised DWP evaluation remain under study. For example, the independent evaluator is currently completing the relevant datasets, provider surveys, and consumer surveys. Preliminary findings indicate the proportion of general dentists who reported accepting new adult patients with DWP remained relatively stable since 2019. The State looks forward to continued study of the dental components of the Demonstration during the renewal term to identify progress toward meeting goals under the revised program design.

During the Demonstration extension, the State is requesting technical changes to the STCs to reflect removal of DWP Healthy Behaviors and premiums.



## Appendix B: Budget Neutrality

CMS has previously determined that the Demonstration is budget neutral based on the assessment that the waiver authorities granted for the Demonstration are unlikely to result in any increase in federal Medicaid expenditures, and that no expenditure authorities are associated with the Demonstration. As documented in the June 24, 2021, CMS approval, it was determined no further test of budget neutrality is required.

Table 2 provides an overview of historical expenditures, using state fiscal year (SFY) data from the beginning of the Demonstration in 2014.

Table 3 provides projected enrollment and expenditures, inclusive of the requested five year renewal period.

Table 2. Historical Expenditures

SFY14	SFY15	SFY16	SFY17	SFY18	SFY19	SFY20	SFY21	SFY22	SFY23	TOTAL
\$246,222,970	\$736,113,400	\$856,700,235	\$791,854,864	\$1,010,125,947	\$1,066,688,302	\$1,132,494,332	\$1,363,029,702	\$1,580,464,488	\$1,794,856,978	\$10,578,551,219

Table 3. Projected Enrollment & Expenditures

	DEMONSTRATION YEARS					TOTAL
	2025	2026	2027	2028	2029	
Adult Group Enrollees	192,545	194,470	196,415	198,379	200,363	982,171
DWP Enrollees	659,701	666,298	672,961	679,691	686,488	3,365,138
Demonstration Expenditures	\$ 2,089,073,341	\$ 2,143,082,820	\$ 2,197,547,213	\$ 2,260,603,249	\$ 2,308,788,235	\$ 10,999,094,858

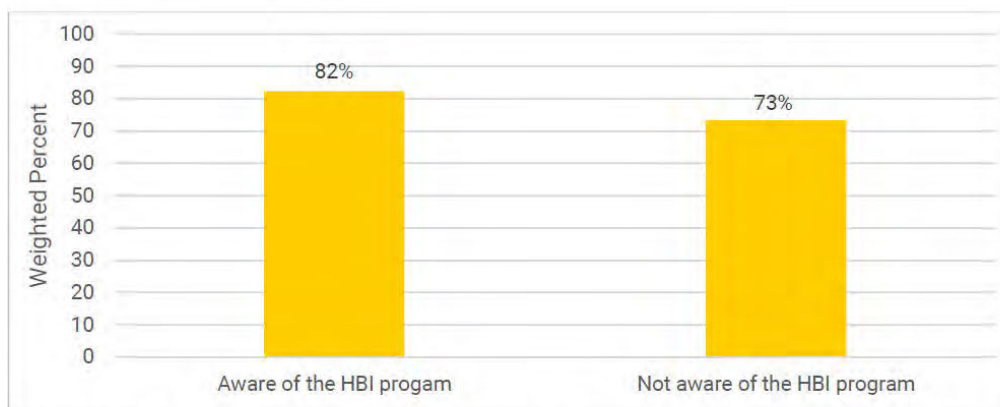
## Appendix C: Interim Evaluation

The University of Iowa serves as the independent evaluator for the Demonstration. The Interim Evaluation was completed in accordance with the Demonstration special terms and conditions (STCs) and the evaluation design approved by CMS on June 23, 2021, and subsequently updated on June 23, 2023 to reflect modifications to the DWP. Key findings are highlighted below, and the full Interim Evaluation Report is attached to this submission.

### HEALTHY BEHAVIORS<sup>3</sup>

Survey data indicated that those who were enrolled since 2015 have the highest level of awareness of the Healthy Behaviors program at 47%. There is evidence that those who were aware of the Healthy Behaviors program were more likely to complete a wellness exam compared to those who were unaware. Figure 2 shows completion of a wellness exam by awareness of the Healthy Behaviors program. People who were aware of the Healthy Behaviors program were more likely to report having completed a wellness exam (82% versus 73%).

Figure 2. Percent of Respondents Reporting a Wellness Exam by HBI Program Awareness (N=2,832)

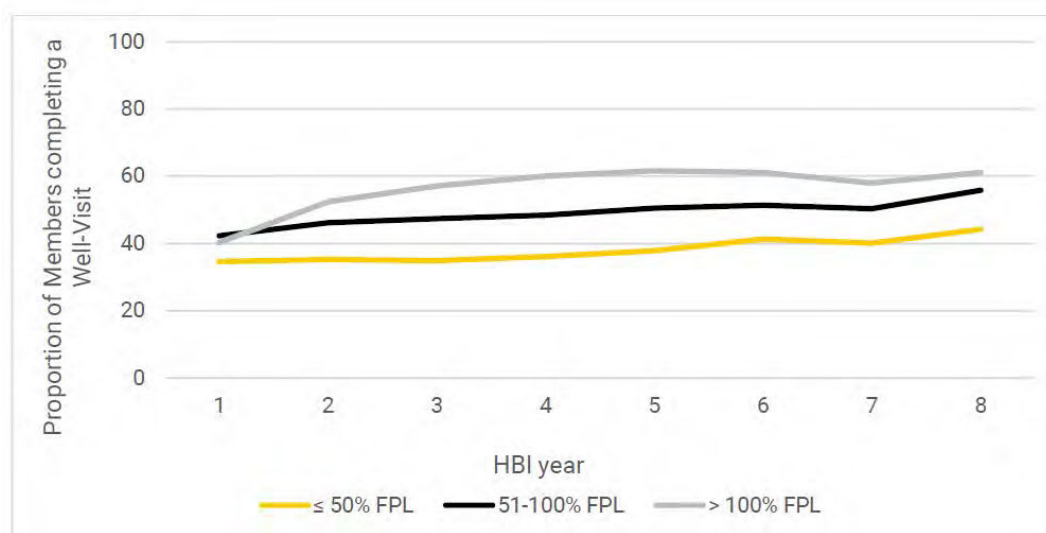


Chi-square  $p < .05$ , Don't know coded as not having a wellness exam

There is an increasing trend in the percentage of members completing a well-visit, an HRA, or both required activities by duration of enrollment in a given year. For example, 40% of members with eight years of enrollment have a well-visit compared to 31% for members with only one year of enrollment. There is no regular pattern of change over time in the percentages of members completing both required activities by MCO membership status or by MCO type.

<sup>3</sup> For purposes of the Evaluation, Healthy Behaviors may also be referred to as Healthy Behaviors Incentive (HBI).

Figure 3. Trends in Completion of a Well-Visit by Income Level Between 2014 and 2021



## DENTAL WELLNESS PLAN

As previously described, the design of the DWP was modified during the PHE to permanently remove the Healthy Behaviors requirement tied to dental benefits. This resulted in a modified evaluation plan for this component of the Demonstration. Particular emphasis in the new evaluation plan was placed on the knowledge and impact that having a dental wellness exam qualifies as a medical Healthy Behavior and the impact of the dental wellness exam on having an emergency department visit for a non-emergent dental problem.

Several elements of the revised DWP evaluation remain under study. For example, the independent evaluator is currently completing the relevant datasets, provider, and consumer surveys. Preliminary findings indicate the proportion of general dentists who reported accepting new adult patients with DWP remained relatively stable since 2019.

## WAIVER OF RETROACTIVE ELIGIBILITY

The COVID-19 PHE impacted the timing of evaluation activities related to the waiver of retroactive eligibility. In particular, the enrollee survey was delayed and will now be completed in July 2024. Therefore, additional time is required to study the impacts of this portion of the Demonstration. However, information provided through the process evaluation indicates that providers have increased their role in initiating Medicaid applications.

## COST SHARING

The COVID-19 PHE also impacted the timing and content of the consumer survey related to the copayment for non-emergent use of the ER. Such questions will be included in the 2024 consumer survey. Additionally, relevant datasets are currently being curated and cleaned for analyses and will be available in the forthcoming Summative Evaluation Report.

## COST AND SUSTAINABILITY

The evaluation of cost and sustainability of the Demonstration was placed on hold during the COVID-19 PHE due to the difficulty in understanding the effects on cost and revenue streams. The independent

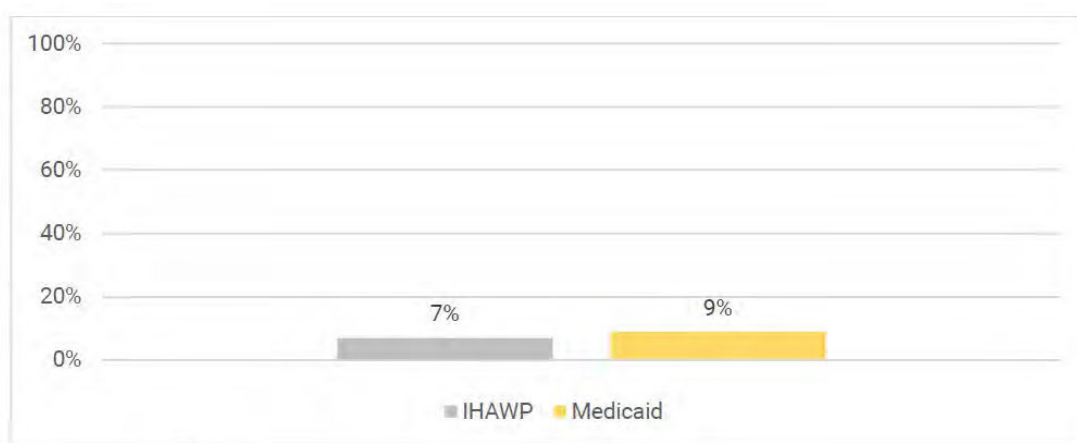


evaluator intends to collect applicable cost and revenue streams during 2024 with the intent of understanding whether and how these have changed over time.

## WAIVER OF NEMT

A consumer survey conducted in 2022 revealed comparable rates of a reported unmet health care need due to transportation problems among Iowa Medicaid enrollees with full access to the NEMT benefit when compared to IHAWP enrollees for whom NEMT is not a covered benefit. Overall, 7% of IHAWP members reported having any unmet health care need due to transportation problems and 9% of Medicaid members reported an unmet health care need due to transportation (Figure 4). This difference was not statistically significant.

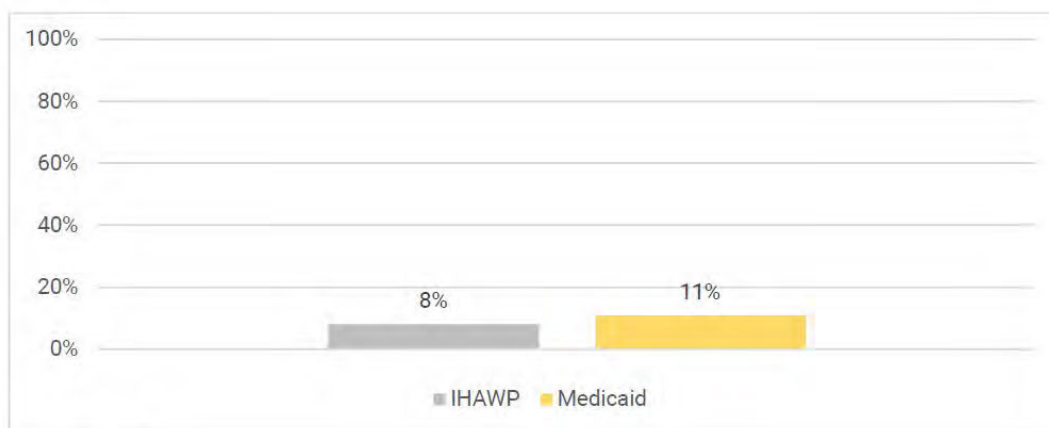
Figure 4. Unmet Health Care Need Due to Transportation Problems in Past Six Months (IHAWP vs. Medicaid)



Chi-square not significant.

Additionally, about one-tenth of members reported having missed an appointment for a regular health care visit in the past six months due to problems with transportation, however, fewer IHAWP members (8%) reported missing an appointment than Medicaid members (11%) and this difference was found to be statistically significant ( $p < .05$ , Figure 5).

Figure 5. Reported Missed Appointment(s) Due to Transportation Problems in the Past Six Months (IHAWP vs. Medicaid)

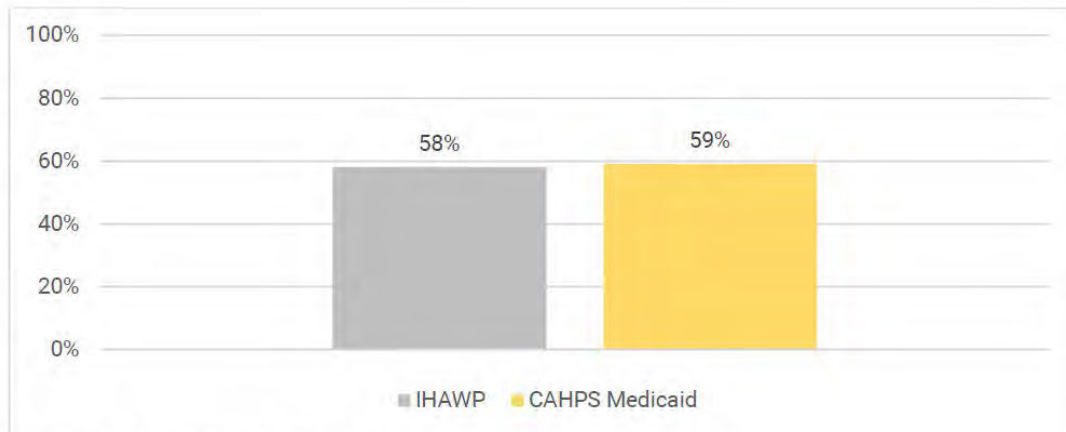


Chi-square  $p < .05$ .

## MEMBER EXPERIENCES

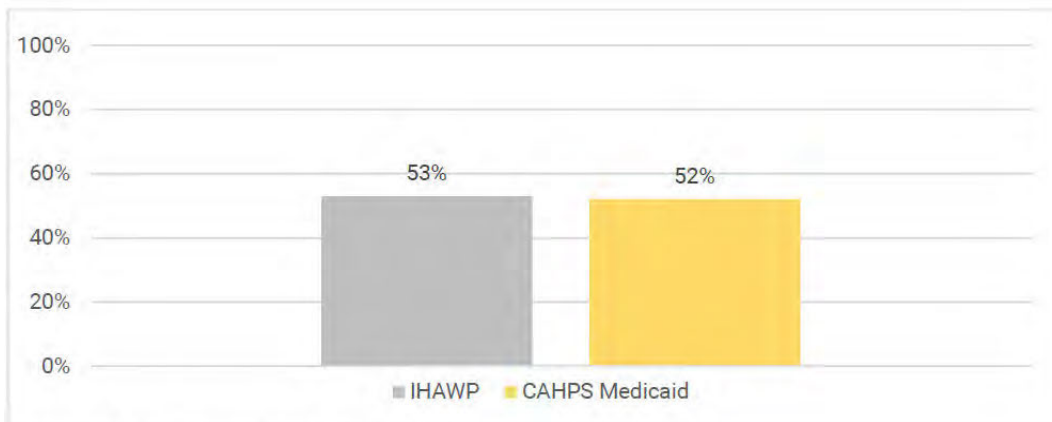
As illustrated in the figures below, IHAWP members in the 2022 Consumer Survey had similar access to timely care and services compared to adults in Medicaid from the 2022 National CAHPS Benchmarking Database.

Figure 6. Always Got Care for Illness, Injury, or Condition as Soon as Needed in Past Six Months



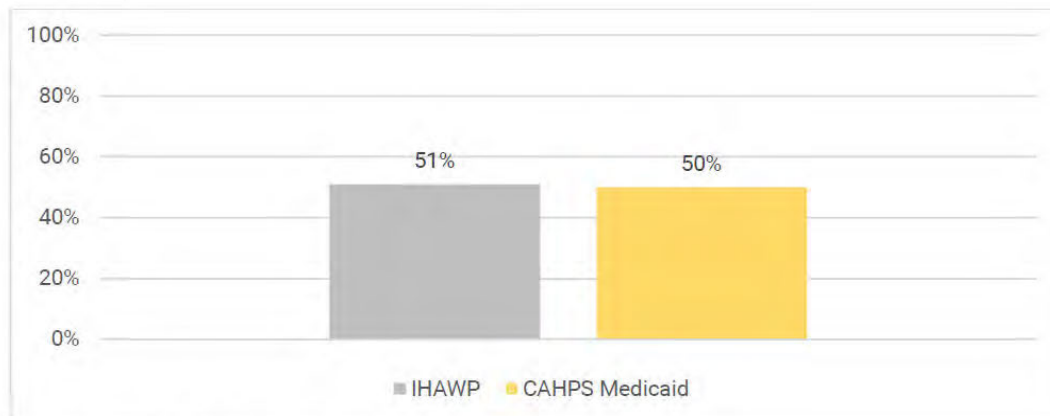
One sample z-test for proportion: not significant

Figure 7. Always Got Check-up or Routine Care Appointment as Soon as Needed in Past Six Months (IHAWP vs. CAHPS Medicaid)



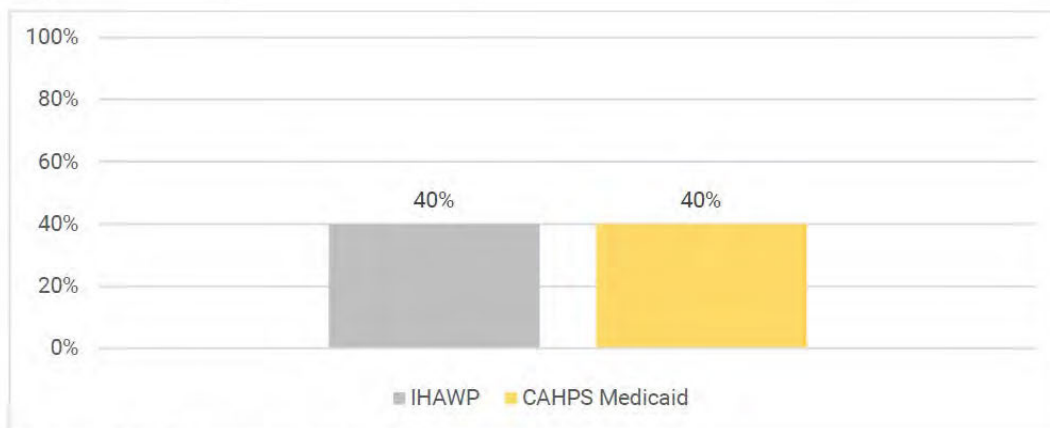
One sample z-test for proportion: not significant

Figure 8. Always Got Appointment with Specialist as Soon as Needed in Past Six Months (IHAWP vs. CAHPS Medicaid)



One sample z-test for proportion: not significant

Figure 9. Receipt of Flu Vaccine (IHAWP vs. CAHPS Medicaid)

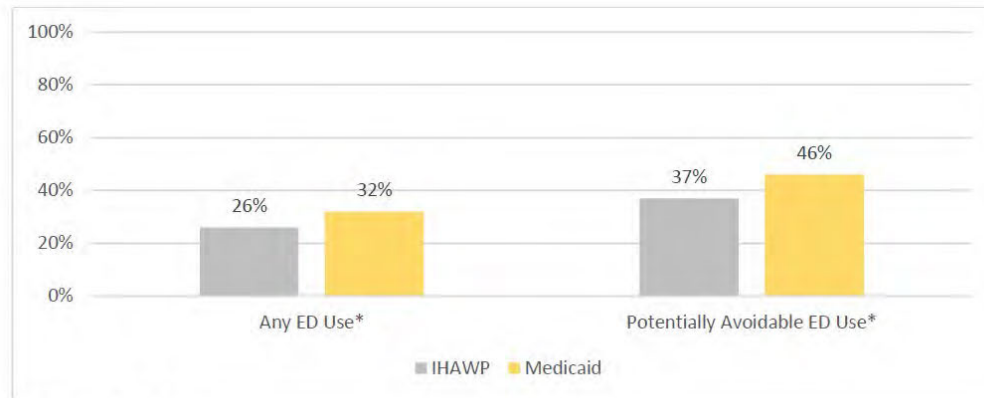


One sample z-test for proportion: not significant

Additionally, Figure 10 shows the ED experiences of IHAWP and Medicaid members. Around one-quarter (26%) of IHAWP members and around one-third of Medicaid members (32%) used the ED at least once in the six-month period, and that difference was significant. Significantly fewer IHAWP members (37%) compared to Medicaid members (46%) reported that the care at their last visit to the ED could have been provided in a doctor's office.



Figure 10. Emergency Department Use in Past Six Months (IHAWP vs. Medicaid)



\* Chi-square  $p < .05$

## EVALUATION DURING THE EXTENSION PERIOD

The State will continue evaluation of the Demonstration during the extension term in accordance with the current CMS-approved evaluation plan. Table 4 outlines the hypotheses that will continue to be studied during the extension.

Table 4. Demonstration Evaluation Components

Hypothesis	Research Questions	Analytic Approach
<b>Healthy Behaviors Program</b>		
1. The proportion of members who complete a wellness exam, health risk assessment, or both will vary.	<ol style="list-style-type: none"> <li>1. What proportion of members complete a wellness exam in a given year?</li> <li>2. What proportion of members complete an HRA in a given year?</li> <li>3. What proportion of members complete both required activities in a given year?</li> </ol>	Univariate analysis stratified by income group, using t-tests to compare the mean completion rate between income groups.
2. The proportion of members completing a wellness exam, health risk assessment, or both will change over time and by income level.	<ol style="list-style-type: none"> <li>1. Has the proportion of members completing a wellness exam decreased among lower-income members and increased among higher-income members?</li> <li>2. Has the proportion of members completing an HRA decreased among lower-income members and increased among higher-income members?</li> <li>3. Has the proportion of members completing both required activities decreased among lower-income members and increased among higher-income members?</li> </ol>	Univariate analysis stratified by income group, using t-tests to compare the mean completion rate between income groups.
3. Member characteristics are associated with the likelihood of completing both required HBI activities.	<ol style="list-style-type: none"> <li>1. Are older, non-Hispanic white females living in metropolitan counties more likely to complete both required activities?</li> <li>2. Are members assigned to some MCOs more likely than members assigned to other MCOs to complete both required activities?</li> <li>3. Is the length of time in the program positively associated with the likelihood of completing both required activities?</li> <li>4. Are members with more negative social determinants of health (SDoH) less likely to complete both required activities?</li> <li>5. Is the highest income group most likely to complete both required activities?</li> </ol>	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community-level factors. In sensitivity analyses, county-level fixed effects will be used.
4. Completing HBI	<ol style="list-style-type: none"> <li>1. Are members who complete the HBI requirements equally</li> </ol>	Bivariate analysis, comparing means



Hypothesis	Research Questions	Analytic Approach
requirements is associated with a member's use of the emergency department (ED).	<p>likely to have an ED visit?</p> <ol style="list-style-type: none"> <li>2. Do members who complete the HBI requirements have fewer total ED visits annually?</li> <li>3. Are members who complete the HBI requirements less likely to have a non-emergent ED visit?</li> <li>4. Do members who complete the HBI requirements have fewer total nonemergent ED visits annually?</li> <li>5. Are members who complete the HBI requirements less likely to have a 3-day, 7-day, or 30-day return ED visit?</li> <li>6. Do members who complete the HBI requirements have fewer total 3day, 7-day, or 30-day return ED visits annually?</li> </ol>	<p>of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.</p> <p>Descriptive statistics, time trends, bivariate analysis, multivariate analysis including propensity score adjusted models and DID models.</p>
5. Completing HBI requirements is associated with a member's use of hospital observation stays.	<ol style="list-style-type: none"> <li>1. Are members who complete the HBI requirements equally likely to have a hospital observation stay?</li> <li>2. Do members who complete the HBI requirements have fewer total hospital observation stays annually?</li> </ol>	<p>Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.</p>
6. Completing HBI requirements is associated with a member's use of inpatient hospital care.	<ol style="list-style-type: none"> <li>1. Are members who complete the HBI requirements equally likely to be hospitalized?</li> <li>2. Do members who complete the HBI requirements have fewer total hospitalizations annually?</li> <li>3. Are members who complete the HBI requirements less likely to have a potentially preventable hospitalization?</li> </ol>	<p>Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score</p>



Hypothesis	Research Questions	Analytic Approach
	<ol style="list-style-type: none"> <li>Do members who complete the HBI requirements have fewer total potentially preventable hospitalizations annually?</li> <li>Are members who complete the HBI requirements less likely to have a 30-day all-cause readmission?</li> <li>Do members who complete the HBI requirements have fewer total 30- day all-cause readmissions annually?</li> </ol>	matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.
7. Completing HBI requirements is associated with shifts in patterns of member's health care utilization.	<ol style="list-style-type: none"> <li>Do members who complete the HBI requirements have fewer potentially preventable hospitalizations as a proportion of total hospitalizations?</li> <li>Do members who complete the HBI requirements have fewer non- emergent ED visits as a proportion of total ED visits?</li> <li>Do members who complete the HBI requirements have more primary care visits as a proportion of total outpatient visits?</li> </ol>	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.
8. Completing HBI requirements is associated with a member's health care expenditures.	<ol style="list-style-type: none"> <li>Do members who complete the HBI requirements have lower spending in all categories?</li> </ol>	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.
9. Disparities exist in the relationships between HBI completion and outcomes.	<ol style="list-style-type: none"> <li>Do disparities exist in the following populations- high utilizers, individuals with multiple chronic conditions, individuals with OUD, individuals from racial and ethnic</li> </ol>	Repeat analyses for above research questions using interaction terms and/or running stratified models



Hypothesis	Research Questions	Analytic Approach
	groups, rural individuals, and by sex?	
10. Members who have been enrolled longer are more aware of the HBI program than those who have been enrolled a shorter period of time.	<ol style="list-style-type: none"> <li>1. What is the level of awareness about the HBI program among members?</li> <li>2. How long are members enrolled in the program?</li> <li>3. Is there a relationship between length of enrollment and awareness of the HBI program?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive statistics</li> <li>• T-test</li> <li>• Chi-square</li> </ul>
11. Members who have been enrolled longer have more knowledge about the HBI program than those who have been enrolled a shorter period of time.	<ol style="list-style-type: none"> <li>1. What specific knowledge about the HBI program do members report?</li> <li>2. Do members understand incentive/disincentive part of the HBI program?</li> <li>3. Do members know they need to pay a premium monthly?</li> <li>4. Do members know about the hardship waiver?</li> <li>5. How long have members been enrolled?</li> </ol>	<ul style="list-style-type: none"> <li>• T-test</li> <li>• Qualitative Analysis</li> </ul>
12. Those who are aware of the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those who are not aware.	<ol style="list-style-type: none"> <li>1. What is the level of awareness of the HBI program?</li> <li>2. What is the level of completion of the HRA and well exam?</li> </ol>	<ul style="list-style-type: none"> <li>• Chi square</li> <li>• Modified Poisson regression</li> </ul>
13. Those who have more knowledge about the HBI program are more likely to complete the behaviors (HRA and well exam) than those with less knowledge.	<ol style="list-style-type: none"> <li>1. What is the level of knowledge about the HBI program?</li> <li>2. What is the level of completion of the HRA and well exam?</li> </ol>	<ul style="list-style-type: none"> <li>• Chi square</li> <li>• Modified Poisson regression</li> </ul>
14. Member socio-demographic characteristics and perceptions/attitudes are associated with awareness of the HBI program.	<ol style="list-style-type: none"> <li>1. What is the level awareness of the HBI program?</li> <li>2. What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>3. What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and</li> </ol>	<ul style="list-style-type: none"> <li>• Chi square</li> <li>• Modified Poisson regression</li> <li>• Qualitative analysis</li> </ul>



Hypothesis	Research Questions	Analytic Approach
	perceived benefit) of members?	
15. Member socio-demographic characteristics and perceptions/attitudes are associated with knowledge of the HBI program.	<ol style="list-style-type: none"> <li>1. What is the level knowledge of the HBI program?</li> <li>2. What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>3. What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive statistics</li> <li>• Modified Poisson regression</li> <li>• Qualitative analysis</li> <li>• Logistic regression</li> </ul>
16. Member socio-demographic characteristics and perceptions/attitudes are associated with completion of the HRA and well exam.	<ol style="list-style-type: none"> <li>1. What is the level of completion of the HRA and well exam?</li> <li>2. Research Question 16.2: What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>3. Research Question 16.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive statistics</li> <li>• Modified Poisson regression</li> <li>• Qualitative analysis</li> <li>• Logistic regression</li> </ul>
17. Members are most likely to hear about the HBI program from their MCO.	<ol style="list-style-type: none"> <li>1. Where are members learning about the HBI program and HBI program components?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive statistics</li> </ul>
18. Members report challenges in using hardship waiver.	<ol style="list-style-type: none"> <li>1. What are the perceptions of the ease of use of the hardship waiver?</li> <li>2. What are the challenges members report in using the hardship waiver?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive statistics</li> <li>• Qualitative analysis</li> </ul>
19. Members who do not complete the HRA and wellness exam, report barriers to completing the behaviors.	<ol style="list-style-type: none"> <li>1. What are the barriers to completing the HRA and wellness exam as reported by the members?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive statistics</li> <li>• Qualitative analysis</li> </ul>
20. Disenrolled members report no knowledge of the HBI program.	<ol style="list-style-type: none"> <li>1. What is the level of HBI program knowledge among disenrolled members?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive statistics</li> </ul>
21. Disenrolled members	<ol style="list-style-type: none"> <li>1. How do disenrolled members describe the process of</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive/thematic analysis</li> </ul>



Hypothesis	Research Questions	Analytic Approach
describe confusion around the disenrollment process.	learning about their disenrollment?	
22. Disenrolled members report consequences to their disenrollment.	<ol style="list-style-type: none"> <li>1. What happens after members are disenrolled for non-payment?</li> <li>2. Will disenrolled members be able to reenroll to health insurance coverage?</li> <li>3. Do the consequences change over time?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive/thematic analysis</li> </ul>
23. Higher levels of awareness and perceived ability to comply with requirements will be associated with receiving a dental wellness exam.	<ol style="list-style-type: none"> <li>1. What level of awareness do members have of a dental wellness exam qualifying as a HB?</li> <li>2. What are the barriers to receiving a dental wellness exam in order to meet the HB requirements?</li> <li>3. What member characteristics are associated with awareness that dental wellness exams qualify for HB requirements?</li> <li>4. How are members learning that receiving a dental wellness exam qualifies for HB requirements?</li> <li>5. Do members view receiving a dental wellness exam as a favorable alternative to monthly premiums?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive</li> <li>• Bivariate</li> <li>• Qualitative thematic coding</li> </ul>
24. IHAWP members will have equal or greater access to a dental wellness exam and other dental services because dental wellness exams qualify as a healthy behavior.	<ol style="list-style-type: none"> <li>1. What proportion of IHAWP members receive a dental wellness exam annually?</li> <li>2. Are adults in the IHAWP more likely to have had a dental wellness exam than other adults in Medicaid?</li> <li>3. Are IHAWP members able to find a dental home where they can receive a dental wellness exam?</li> <li>4. Are adults in the IHAWP less likely to visit the ED for non-traumatic dental conditions (NTDCs) than other adults in Medicaid?</li> </ol>	<ul style="list-style-type: none"> <li>• Descriptive</li> <li>• Chi-square test of homogeneity</li> <li>• Alluvial chart</li> <li>• Bivariate</li> <li>• Multivariable logistic regression</li> </ul>
25. The oral health status of IHAWP members who receive a dental wellness exam will improve over time.	<ol style="list-style-type: none"> <li>1. How do members who have received a dental wellness exam in the past year rate their oral health as compared to those that did not?</li> </ol>	<ul style="list-style-type: none"> <li>• Multivariable logistic regression</li> </ul>



Hypothesis	Research Questions	Analytic Approach
<b>Waiver of Retroactive Eligibility</b>		
1. Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.	<ol style="list-style-type: none"> <li>Are people subject to the waiver of retroactive eligibility more likely to enroll in Medicaid relative to members in the same programs prior to the waiver?</li> <li>Do people subject to the waiver of retroactive eligibility have increased enrollment continuity relative to members in the same programs prior to the waiver?</li> </ol>	<ul style="list-style-type: none"> <li>DID</li> <li>ITS</li> <li>CITS</li> <li>Means test</li> <li>Descriptive analyses</li> <li>Survival analysis</li> </ul>
2. Eliminating retroactive eligibility will not increase negative financial impacts on members.	<ol style="list-style-type: none"> <li>Are there any negative financial impacts on consumers because of the waiver of retroactive eligibility relative to members in the same programs prior to the waiver?</li> </ol>	<ul style="list-style-type: none"> <li>DID</li> <li>ITS</li> </ul>
3. Eliminating retroactive eligibility will improve member health.	<ol style="list-style-type: none"> <li>Do people who are subject to waiver of retroactive eligibility have better health outcomes?</li> </ol>	<ul style="list-style-type: none"> <li>Descriptive analyses</li> </ul>
4. Eliminating retroactive eligibility will reduce the annual Medicaid services budget.	<ol style="list-style-type: none"> <li>What are the effects on the Medicaid services budget?</li> </ol>	<ul style="list-style-type: none"> <li>ITS</li> <li>Descriptive analyses</li> </ul>
5. Providers will increase initiation of Medicaid applications for eligible patients/clients	<ol style="list-style-type: none"> <li>Have health care providers increased the initiation of Medicaid applications for eligible patients/clients?</li> </ol>	<ul style="list-style-type: none"> <li>Descriptive analyses</li> </ul>
<b>Cost Sharing</b>		
1. Members understand the \$8 copayment for non-emergent use of the ER.	<ol style="list-style-type: none"> <li>Do members understand the \$8 copayment for non-emergent use of the ER?</li> </ol>	Descriptive analyses
2. Cost sharing improves member understanding of appropriate ER use.	<ol style="list-style-type: none"> <li>Do members subject to an \$8 copayment understand appropriate use of the ER better than members who are not subject to the copay?</li> <li>Do members subject to an \$8 copayment understand cost of the ER better than members who are not subject to the</li> </ol>	<ul style="list-style-type: none"> <li>Descriptive analyses</li> <li>Consumer Surveys</li> <li>DID</li> <li>CITS</li> <li>Comparison of rates</li> </ul>



Hypothesis	Research Questions	Analytic Approach
	<p>copay?</p> <p>3. Are members subject to an \$8 copayment for non-emergent use of the ER less likely to use the ER for non-emergent care?</p> <p>4. Are members subject to an \$8 copayment for non-emergent use of the ER more likely to use the primary care providers for non-emergent care?</p>	
3. Members subject to cost sharing are more likely to establish and utilize a regular source of care as compared to members not subject to cost sharing.	<p>1. Are members who are subject to the \$8 copayment for non-emergent ER use more likely to have a regular source of care than those not subject to the copayment?</p> <p>2. Are members who are subject to the \$8 copayment for non-emergent ER use more likely to receive preventive care and chronic care monitoring than those not subject to the copayment?</p>	<ul style="list-style-type: none"> <li>• Consumer Surveys</li> <li>• DID</li> <li>• Means tests</li> <li>• CITS</li> </ul>
4. Cost sharing improves long-term health care outcomes.	<p>1. Do members who are subject to the \$8 copayment for non-emergent ER use have more favorable long-term health care outcomes?</p>	<ul style="list-style-type: none"> <li>• DID</li> <li>• Consumer surveys</li> <li>• Means tests</li> <li>• Descriptive analyses</li> </ul>
<b>Cost and Sustainability</b>		
1. Ongoing administrative costs will increase due to implementation of IHAWP.	<p>1. What are the administrative costs associated with IHAWP?</p>	<ul style="list-style-type: none"> <li>• Descriptive analysis</li> </ul>
2. IHAWP will result in short-term outcomes supporting a sustainable program.	<p>1. What are the changes in revenue streams as a result of IHAWP?</p>	<ul style="list-style-type: none"> <li>• Descriptive analysis</li> </ul>
3. IHAWP results in intermediate outcomes supporting a sustainable program.	<p>1. How does IHAWP change healthcare expenditures?</p> <p>2. How does IHAWP change healthcare utilization?</p>	<ul style="list-style-type: none"> <li>• DID</li> <li>• CITS</li> <li>• Descriptive analysis</li> </ul>
4. IHAWP results in long-term outcomes supporting	<p>1. What are the long-term, state-wide changes resulting from IHAWP?</p>	<ul style="list-style-type: none"> <li>• CITS</li> </ul>

Hypothesis	Research Questions	Analytic Approach
a sustainable program.		
<b>Waiver of NEMT</b>		
1. Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.	<ol style="list-style-type: none"> <li>1. Are adults in the IHAWP less likely to report barriers to care due to transportation than other adults in Medicaid?</li> <li>2. Are adults in the IHAWP less likely to report transportation-related barriers to complete HBI requirements than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>3. Are adults in the IHAWP less likely to report barriers to care for chronic condition management due to transportation than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>4. Are adults in the IHAWP less likely to report unmet need for transportation to health care visits than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>5. Are adults in the IHAWP less likely to report worry about the ability to pay for cost of transportation than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>6. Are IHAWP members less likely to have transportation-related barriers to dental care than other adult Medicaid members who are eligible for NEMT benefits?</li> </ol>	<ul style="list-style-type: none"> <li>• Chi-square test</li> </ul>
2. Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.	<ol style="list-style-type: none"> <li>1. Are adults in the IHAWP less likely to report transportation-related missed appointments than other adults in Medicaid who receive the NEMT benefit?</li> </ol>	<ul style="list-style-type: none"> <li>• Chi-square test</li> </ul>
3. Wellness Plan members without a non-emergency transportation benefit will	<ol style="list-style-type: none"> <li>1. Do adults in the IHAWP less frequently report that their health care plan provides non-emergency transportation than other adults in Medicaid who receive the NEMT</li> </ol>	<ul style="list-style-type: none"> <li>• Chi-square test</li> </ul>



Hypothesis	Research Questions	Analytic Approach
report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.	benefit?	
4. Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.	<ol style="list-style-type: none"> <li>1. Do adults in the IHAWP who live in rural areas report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?</li> <li>2. Do adults in the IHAWP who have limitations to activities of daily living report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?</li> </ol>	<ul style="list-style-type: none"> <li>• Chi-square test</li> </ul>
<b>Member Experiences</b>		
I. Wellness Plan members will have equal or greater access to primary care and specialty services.	<ol style="list-style-type: none"> <li>1. Are adults in the IHAWP more likely to have had an ambulatory or preventive care visit than other adults in Medicaid?</li> <li>2. Are adults in the IHAWP more likely to report greater access to urgent care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>3. Are adults in the IHAWP more likely to report greater access to routine care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>4. Are adults in the IHAWP more likely to get timely appointments, answers to questions, and have less time in waiting room than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>5. Are adults in the IHAWP more likely to know what to do to obtain care after regular office hours than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>6. Are adults in the IHAWP more likely to report greater</li> </ol>	<ul style="list-style-type: none"> <li>• Means test</li> <li>• DID</li> <li>• Z-test</li> </ul>

Hypothesis	Research Questions	Analytic Approach
	<p>access to specialist care than other adults in national estimates from National CAHPS Benchmarking Database?</p> <p>7. Are adults in the IHAWP more likely to report greater access to prescription medication than other adults in national estimates from National CAHPS Benchmarking Database?</p>	
2. Wellness Plan members will have equal or greater access to preventive care services.	<p>1. Are women aged 50-64 in the IHAWP more likely to have had a breast cancer screening than other adults in Medicaid?</p> <p>2. Are women aged 21-64 in the IHAWP more likely to have had a cervical cancer screening than other adults in Medicaid?</p> <p>3. Are adults in the IHAWP more likely to have had a flu shot in the past year than other adults in national estimates from National CAHPS Benchmarking Database?</p> <p>4. Are adults with diabetes in the IHAWP more likely to have had Hemoglobin A1c testing than other adults with diabetes in Medicaid?</p> <p>5. Are adults in the IHAWP more likely to report greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database?</p>	<ul style="list-style-type: none"> <li>• Means test</li> <li>• DID</li> <li>• Z-test</li> <li>• Chi-square test</li> <li>• CITS</li> </ul>
3. Wellness Plan members will have equal or greater access to mental and behavioral health services.	<p>1. Research Question 1.3.1: Are adults in IHAWP with major depressive disorder more likely to have higher anti-depressant medication management than other adults with major depressive disorder in Medicaid?</p> <p>2. Research Question 1.3.2: Are adults in the IHAWP more likely to utilize mental health services than other adults in Medicaid?</p>	<ul style="list-style-type: none"> <li>• Means test</li> <li>• Survival analyses</li> <li>• DID</li> </ul>
4. Wellness Plan members will have equal or greater access to care, resulting in equal or lower use of	<p>1. Are adults in the IHAWP more likely to have fewer non-emergent ED visits than other adults in Medicaid?</p> <p>2. Are adults in the IHAWP more likely to have fewer follow-up ED visits than other adults in Medicaid?</p>	<ul style="list-style-type: none"> <li>• DID</li> <li>• Means tests</li> </ul>



Hypothesis	Research Questions	Analytic Approach
emergency department services for non-emergent care.	<ol style="list-style-type: none"> <li>Are adults in the IHAWP more likely to utilize ambulatory care than other adults in Medicaid?</li> <li>What other circumstances are associated with overutilization of ED?</li> </ol>	
5. Wellness Plan members will experience equal or less churning.	<ol style="list-style-type: none"> <li>Are adults in the IHAWP less likely to have gaps in health insurance coverage over the past 12 months than other adults in Medicaid?</li> <li>Are adults in the IHAWP more likely to have higher rates of consecutive coverage than other adults in Medicaid?</li> <li>Are adults in the IHAWP less likely to change plans or lose eligibility during the year than other adults in Medicaid?</li> </ol>	<ul style="list-style-type: none"> <li>CITS</li> <li>DID</li> <li>Qualitative thematic coding</li> <li>Means tests</li> </ul>
6. Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.	<ol style="list-style-type: none"> <li>Are adults in the IHAWP more likely to have a personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>Are adults in the IHAWP more likely to have an easier time changing personal doctor/PCP than other adults in Medicaid/(than in prior years)?</li> <li></li> </ol>	<ul style="list-style-type: none"> <li>Chi-square test</li> <li>Z-test</li> </ul>
7. Wellness Plan members will have equal or better quality of care.	<ol style="list-style-type: none"> <li>Are adults in the IHAWP less likely to receive antibiotic treatment for acute bronchitis than other adults in Medicaid?</li> <li>Are adults aged 40-64 with COPD in IHAWP more likely to have pharmacotherapeutic management of COPD exacerbation than other adults in Medicaid?</li> <li>Are adults in the IHAWP more likely to self-report receipt of flu shot than other adults in Medicaid?</li> <li>Are adults in the IHAWP less likely to report visiting the ED for non-emergent care than other adults in Medicaid?</li> </ol>	<ul style="list-style-type: none"> <li>Chi-square test</li> <li>Means test</li> </ul>
8. Wellness Plan members will have equal or lower rates of hospital	<ol style="list-style-type: none"> <li>Are adults in the IHAWP less likely to have hospital admissions for COPD, diabetes short-term complications, CHF or asthma than other adults in Medicaid?</li> </ol>	<ul style="list-style-type: none"> <li>Chi-square test</li> <li>Means test</li> </ul>



Hypothesis	Research Questions	Analytic Approach
admissions.	<ol style="list-style-type: none"> <li>Are adults in the IHAWP less likely to utilize general hospital/acute care than other adults in Medicaid?</li> <li>Are adults in the IHAWP less likely to have an acute readmission within 30 days of being discharged for acute inpatient stay than other adults in Medicaid?</li> <li>Are adults in the IHAWP less likely to have a self-reported hospitalization in the previous 6 months than other adults in Medicaid?</li> <li>Are adults in the IHAWP less likely to have a self-reported 30-day hospital readmission in the previous 6 months than other adults in Medicaid?</li> </ol>	
9. Wellness Plan members will report equal or greater satisfaction with the care provided.	<ol style="list-style-type: none"> <li>Are adults in the IHAWP more likely to report that their personal doctor communicated well with them during office visits than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>Are adults in the IHAWP more likely to report that their provider supported them in taking care of their own health than other adults in Medicaid?</li> <li>Are adults in the IHAWP more likely to report that their provider paid attention to their mental or emotional health than other adults in Medicaid?</li> <li>Are adults in the IHAWP more likely to report that their provider paid attention to the care they received from other providers than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>Are adults in the IHAWP more likely to report higher ratings of their personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>Are adults in the IHAWP more likely to report higher ratings of their overall care than other adults in national estimates from National CAHPS Benchmarking Database?</li> </ol>	<ul style="list-style-type: none"> <li>• Z-test</li> <li>• Chi-square test</li> </ul>

Hypothesis	Research Questions	Analytic Approach
	7. Are adults in the IHAWP more likely to report higher ratings of their MCO health plan than other adults in national estimates from National CAHPS Benchmarking Database?	



## Appendix D: Quality Assurance Monitoring

The State has a robust quality oversight plan for continually monitoring the performance of the MCOs and dental PAHPs delivering services to enrollees under the Demonstration. The Iowa Medicaid Managed Care Oversight and Reporting Bureau is primarily responsible for monitoring performance and reviewing compliance.

### MCO AND PAHP QUALITY ASSURANCE MONITORING

Ongoing analytics are available on the HHS Agency Dashboard, which is accessible at [https://hhs.iowa.gov/dashboard\\_welcome](https://hhs.iowa.gov/dashboard_welcome). Prior to HHS' implementation of the Dashboard, data collection and performance analysis were made available through a series of monthly, quarterly and annual reports. These reports can be accessed at <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/resources-and-reports/performance-reports>.

### QUALITY AND ACCESS TO CARE

MCOs serving IHAWP enrollees must demonstrate compliance with contractually mandated network adequacy standards. As outlined in Table 5 below, enrollees have access to network providers in accordance with contract requirements. Geographic access reports through the first quarter of SFY 2024 are available at <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/resources-and-reports/performance-reports>. Subsequent reports will be available through the State's Dashboard at [https://hhs.iowa.gov/dashboard\\_welcome](https://hhs.iowa.gov/dashboard_welcome).

Table 5. Percentage of Members by MCO with Coverage within Time and Distance Standards (SFY2024; Q1)

Access Standard – 30 minutes/30 miles	Wellpoint (formerly Amerigroup)	Iowa Total Care	Molina
Adult Primary Care	100%	100%	99.5%
Hospital	100%	100%	99.5%
Outpatient Behavioral Health	100%	100%	99.5%

Additionally, the average distance to a dental provider by PAHP is outlined in Table 6 below.

Table 6. Average Distance to Closest Dentist (SFY2024; Q1)

PAHP	Average Distance to 1 <sup>st</sup> Closest Provider	Average Distance to 2nd Closest Provider
Delta Dental of Iowa	4.0 miles 4.4 minutes	5.0 miles 5.6 minutes

PAHP	Average Distance to 1 <sup>st</sup> Closest Provider	Average Distance to 2nd Closest Provider
Managed Care of North America Dental (MCNA)	6.6 miles 7.3 minutes	7.9 miles 8.8 minutes

## EXTERNAL QUALITY REVIEW

Additionally, the State contracts with Health Services Advisory Group (HSAG) to conduct an annual external quality review (EQR) in accordance with the requirements at 42 CFR §438.350. The EQR provides an annual assessment of each plan's performance related to quality, timeliness and access to care and services. HSAG performs a series of mandatory and optional EQR activities including compliance monitoring, validation of performance improvement projects and performance measures, network adequacy analysis (inclusive of provider capacity and geographic network distribution), encounter data validation, review and validation of enrollee and provider surveys and calculation of performance measures. A high-level overview of key findings from activities from the FY2022 EQR for the MCOs and PAHPs is provided in Tables 7 and 8 below.

Table 7. MCO Summary EQR Activity Findings<sup>4</sup>

MCO	Amerigroup (now Wellpoint)	Iowa Total Care
Validation of Performance Improvement Projects	Met	Met
Validation of Performance Measures	Reported/Met	Reported/Met
Network Adequacy for Adult Primary Care and Behavioral Health	Contract standards met for all provider types	Contract standards met for majority of provider types
Encounter Data Validation	Met/Generally high level of data accuracy	Met/Generally high level of data accuracy
Consumer Assessment of Healthcare Providers and Systems Analysis (CAHPS)	Scores statistically significantly higher than 2021 national averages for multiple quality, access, and timeliness measures	Scores statistically significantly higher than 2021 national averages for multiple quality and timeliness measures

<sup>4</sup> Molina had not yet begun serving Iowa Medicaid or IHAWP enrollees in FY2022.



Table 8. Dental PAHP Summary EQR Activity Findings

PAHP	Delta Dental	MCNA
Validation of Performance Improvement Projects	Partially Met	Met
Validation of Performance Measures	Reported/Met	Reported/Met
Network Adequacy	Contract standards met for general dentists for all members	Contract standards met for general dentists for all members except fewer than 0.1% of urban members
Encounter Data Validation	Met/Data highly corroborated for most items	Met/Complete and accurate data for most items

Additionally, as noted in the 2022 EQR Technical Report, statewide HEDIS 2021 weighted averages for both MCOs serving the Demonstration population were at or above the 75<sup>th</sup> percentile for multiple measures, as reflected in Table 9, below. Four star ratings reflect measures at or above the 75<sup>th</sup> percentile but below the 90<sup>th</sup> percentile, while five star ratings reflect measures above the 90<sup>th</sup> percentile.

Table 9. 2021 HEDIS Ratings At or Above 75% Percentile

Measure	Weighted Average	Star Rating
<b>Access to Preventive Care</b>		
<b>Adults' Access to Preventive/Ambulatory Health Services</b>		
20–44 Years	79.39%	4
<b>Living with Illness</b>		
<b>Comprehensive Diabetes Care</b>		
HbA1c Testing	89.69%	5
Blood Pressure Control (<140/90 mm Hg)	70.37%	4
<b>Controlling High Blood Pressure</b>		
Controlling High Blood Pressure	65.91%	4
<b>Behavioral Health</b>		
<b>Follow-Up After ED Visit for Alcohol and Other Drug (AOD) Abuse or Dependence</b>		
7 Day Follow-Up - Total	49.66%	5



Measure	Weighted Average	Star Rating
30 Day Follow-Up - Total	55.58%	5
<b><i>Follow-Up After ED Visit for Mental Illness</i></b>		
7 Day Follow-Up - Total	64.52%	5
30 Day Follow-Up - Total	75.67%	5
<b><i>Follow-Up After Hospitalization for Mental Illness</i></b>		
7 Day Follow-Up - Total	52.37%	4
30 Day Follow-Up - Total	71.53%	4
<b><i>Initiation and Engagement of AOD Abuse or Dependence Treatment</i></b>		
Initiation of AOD Treatment—Total	62.35%	5
Engagement of AOD Treatment—Total	22.88%	5
<b>Medication Management</b>		
<b><i>Use of Opioids at High Dosage*</i></b>		
Use of Opioids at High Dosage	1.92%	4
<b><i>Use of Opioids from Multiple Providers*</i></b>		
Multiple Pharmacies	1.31%	4

\*For this indicator, a lower rate indicates better performance.

## Appendix E: Public Notice Summary

In accordance with 42 CFR §431.408, the public had an opportunity to comment on this Demonstration extension through a public notice and comment process that ran from April 18, 2024 through June 17, 2024. The State opened the 30-day public comment period on April 18, 2024, which initially was set to close on May 18, 2024. The State subsequently issued a second public notice on May 16, 2024, announcing an extended public comment period through June 17, 2024.

The first public notice and all Demonstration extension documents were posted on the HHS website at <https://hhs.iowa.gov/public-notice/2024-04-17/ihawp-extension>. The second public notice and all updated Demonstration extension documents were also posted on the HHS website at <https://hhs.iowa.gov/public-notice/2024-05-16/ihawp-extension-2>. All documents were also made available for review at HHS Field Offices. A summary notice was also published on April 18, 2024 in the following newspapers of widest circulation: (i) Des Moines Register; (ii) Cedar Rapids Gazette; and (iii) Quad City Times. A second summary notice for the extended comment period was published May 22, 2024 in the Cedar Rapids Gazette and Quad City Times, while it was published May 23, 2024 in the Des Moines Register. Additionally, HHS sent alerts regarding the Demonstration extension application on April 17, 2024 and May 16, 2024, through the GovDelivery listserv platform utilized by the State, each reaching approximately 4,000 stakeholders. All notices provided the option for individuals to submit written feedback to the State by email or U.S. Postal Service mail.

Finally, the State held three public hearings. The public hearings were held on April 26, 2024, in Urbandale (open forum for interested parties to learn about the contents of the extension application, and to comment on its contents), May 2, 2024 via the Iowa Medicaid Townhall Meeting (open forum for interested parties to learn about the contents of the extension application, and to comment on its contents), and May 16, 2024 at the Iowa Medical Assistance Advisory Council (Iowa's Medical Care Advisory Committee that operates in accordance with 42 CFR §431.12). The hearings on May 2 and May 16 included virtual and telephonic capabilities to ensure statewide accessibility.

### SUMMARY OF PUBLIC COMMENTS

There were no comments at the public hearings. The State received a total of four written comments during both public comment periods.

Three commenters focused on the following policy areas of the IHAWP demonstration in their respective comments: (i) premiums and healthy behaviors; (ii) copayments for non-emergency use of the emergency department; (iii) waiver of NEMT; and (iv) waiver of retroactive coverage. Additionally, one commenter provided feedback solely on the State's proposed continuation of the NEMT waiver. The areas for which comments were received are addressed below.

#### (i) Premiums and Healthy Behaviors

Three commenters noted opposition to the State's continuation of a premium requirement for members with incomes above 50% FPL who fail to complete the healthy behavior requirement, including disenrollment of members over 100% FPL who fail to make these payments. The commenters indicated concern that the policy will create confusion and jeopardize access to care, citing an analysis of Michigan's 1115 demonstration, which found that premiums made it more likely that healthy enrollees would leave the program. The commenters feel that this requirement will

create confusion and reduce coverage, further exacerbating existing disparities in accessing healthcare, and noted particular concerns for individuals with certain health conditions. One commenter suggested lowans would benefit more from a comprehensive, evidence-based participatory wellness initiative based on incentives vs. the current policy.

While HHS appreciates the commenters feedback, no changes have been made to the Demonstration extension application related to this policy. HHS requests to continue operation of the policy in accordance with IHAWP requirements in Iowa Code. Healthy behavior and member contribution requirements were not implemented during the COVID-19 PHE, and IHAWP enrollees were given a year from the end of the PHE in May 2023 to complete their Healthy Behaviors. Because of this, the Demonstration evaluator has been unable to gather significant data on the impact of this policy during the current Demonstration period; however, the impact is being analyzed for the remainder of the Demonstration.

(ii) Copayments for Non-Emergency Use of the Emergency Department

Three commenters also expressed concern with the continuation of a copayment for non-emergent use of the emergency department noting their belief that this policy may deter patients from seeking care, which may result in negative health outcomes for patients with acute and chronic diseases. Particularly, one commenter noted patients with certain diseases, such as cancer, may experience potentially emergent episodes throughout their diagnosis, and this policy may cause them to hesitate or avoid care because of the risk of financial impact. The commenters provided that studies, such as the study of enrollees in Oregon's Medicaid program, support their view that implementation of a copay on emergency services resulted in decreased utilization of such services but did not result in cost savings.

HHS appreciates the feedback but requests to continue operation of the policy in accordance with IHAWP requirements in Iowa Code and in order to ensure appropriate relationships are established with primary care providers rather than enrollees seeking ongoing, non-emergent treatment in resource-burdened emergency departments. Member contribution requirements were not implemented during the COVID-19 PHE; however, the Demonstration evaluator will be conducting further analysis of the impact of this policy during the remainder of the Demonstration period.

(iii) Waiver of NEMT

One commenter provided feedback only on the State's request to continue the waiver of NEMT, noting the following in support of their recommendation that the State consider removing the request to continue the current NEMT waiver: (i) federal and CMS policy directives requiring coverage of NEMT; (ii) recent lawsuits on the Kentucky and Indiana 1115 demonstrations that both included a waiver of NEMT; and (iii) public policy considerations, with particular focus on the commenter's concern with the current Demonstration evaluation design and hypotheses.

The other three commenters believe that without NEMT, individuals may go without needed care due to the lack of available transportation, especially in rural areas and noting the large percentage of lowans living in rural areas. The commenters also state the NEMT waiver makes it more challenging for individuals to complete their IHAWP healthy behavior requirements. The comments note particular challenges for individuals with certain health conditions. One also points to access to

preventative services potentially resulting in early detection of conditions leads to less expensive treatments and better health outcomes, which could help offset short-term program costs.

The State appreciates the comments but has not made any changes to the extension application. HHS requests to continue operation of the policy in accordance with IHAWP requirements in Iowa Code. Additionally, preliminary results from the Interim Evaluation of the current Demonstration period indicate transportation-related access to health care for IHAWP members without NEMT was similar or better than for other Medicaid-enrolled adults with the NEMT benefit, which remains consistent with findings from prior Demonstration periods in which the State's NEMT waiver was not found to be a significant barrier to care.

#### (iv) Waiver of Retroactive Coverage

Three commenters requested that the waiver of retroactive coverage be removed from the State's extension request. In support of the request, commenters referenced burdensome and complicated Medicaid paperwork, concerns with gaps in coverage, studies in states such as Indiana and Ohio, and potential provider burden for the cost of uncompensated care. The State appreciates the comments; however, no changes have been made as HHS is requesting continuation of the waiver in accordance with IHAWP requirements in Iowa Code. Further, preliminary analysis in Iowa for the current Demonstration period indicates that there are no increases in charity care or bad debt for Iowa hospitals following implementation of the waiver of retroactive eligibility.

In addition to the policy areas addressed above, three commenters noted concern with the State's extension application and public notice technical components, stating the version of the application posted for public comment on April 18, 2024, lacked projected enrollment and expenditure estimates, specific waiver and expenditure authorities necessary to authorize the demonstration, and an abbreviated public notice. In response, the State revised its application on May 16, 2024, and also extended its public and tribal comment periods an additional 30 days. Specifically, the revised documentation added an overview of anticipated annual enrollment and expenditures over the five-year renewal period, added the waiver authorities requested, provided more detailed description of covered benefits, documented the dental-related hypotheses and research questions currently contained in the CMS-approved evaluation plan, and provided the link to the CMS website where all Demonstration materials are also available. The State included an abbreviated public notice with the initial posting, contrary to the commenters' understanding; however, the State also issued a revised abbreviated public notice in conjunction with all other revised documents on May 16, 2024.

## POST-AWARD FORUMS

The most recent post-award forum, as required under the Special Terms and Conditions and 42 CFR §431.420, was held on April 18, 2024, to allow the public an opportunity to comment on the progress of the Demonstration. No questions or comments were received.

## TRIBAL CONSULTATION PROCESS

HHS initiated consultation with Iowa's federally recognized Indian tribes, Indian health programs, and urban Indian health organizations on March 18, 2024. HHS subsequently issued a revised tribal notice on May 16, 2024. Consultation was conducted in accordance with the process outlined in Iowa's Medicaid State Plan, and consisted of an electronic notice directed to Indian Health Service/Tribal/Urban Indian Health (I/T/U) Tribal Leaders and Tribal Medical Directors identified by the Iowa Indian Health Services



Liaison. No comments were received. Copies of these tribal notices are provided in Appendix E5 and Appendix E6. These letters were sent to the State's Tribal email list serve on March 18, 2024 and May 16, 2024, respectively.

# Appendix E1: Abbreviated Public Notice – First Comment Period

## NOTICE OF IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES

### PUBLIC COMMENT PERIOD FOR IOWA HEALTH AND WELLNESS PLAN EXTENSION

Notice is hereby given that the Iowa Department of Health and Human Services (HHS) will hold public hearings on the renewal of the §1115 Iowa Health and Wellness Plan Demonstration which is set to expire December 31, 2024. HHS intends to request extension of the Demonstration for an additional five years pursuant to §1115(a) and §1915(h)(2) of the Social Security Act.

Hearings offer an opportunity for the public to provide written or verbal comments about the Demonstration extension. All comments will be summarized and taken into consideration prior to submission to the Centers for Medicare and Medicaid Services (CMS). Hearings will be held at the following dates, times, and locations:

HEARING #1	HEARING #2	HEARING #3
April 26, 2024 10 a.m. to 11 a.m. CST	May 2, 2024 4 p.m. to 5 p.m. CST	May 16, 2024 1 p.m. to 4 p.m. CST
Urbandale Public Library Meeting Room A/B 3520 86th St Urbandale, IA 50322	Iowa Medicaid Townhall Meeting <a href="https://www.zoomgov.com/j/1612132439">https://www.zoomgov.com/j/1612132439</a> Meeting ID: 161 213 2439 Or call in by phone 669-254-5252	Medical Assistance Advisory Council (MAAC) Meeting <a href="https://www.zoomgov.com/j/1605445705">https://www.zoomgov.com/j/1605445705</a> Meeting ID: 160 544 5705 Or call in by phone 669-254-5252

The Iowa Health and Wellness Plan was created to provide comprehensive health care coverage to low-income, uninsured Iowans ages 19 to 64. The State seeks to continue the current program structure and requests an extension of all current federal waivers.

A full public notice, Demonstration extension documents, and information about the Iowa Health and Wellness Plan are available at <https://hhs.iowa.gov/public-notice/2024-04-17/ihawp-extension> and non-electronic copies will be made available for review at HHS Field Offices.

Written comments may be addressed to Jeanette Brandner, Department of Health and Human Services, Iowa Medicaid, 1305 East Walnut, Des Moines, IA 50319-0114. Comments may also be sent via electronic mail to: [jbrandn@dhs.state.ia.us](mailto:jbrandn@dhs.state.ia.us) through May 17, 2024 at 4:30 p.m. Please include “1115 Renewal” in the subject line.

Submitted by:  
Elizabeth Matney, Director  
Iowa Medicaid  
Iowa Department of Health and Human Services



# Appendix E2: Abbreviated Public Notice – Second Comment Period

## NOTICE OF IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES

### PUBLIC COMMENT PERIOD FOR IOWA HEALTH AND WELLNESS PLAN EXTENSION

Notice is hereby given that the Iowa Department of Health and Human Services (HHS) is extending its public comment period on the renewal of the §1115 Iowa Health and Wellness Plan Demonstration (Demonstration), which is set to expire December 31, 2024. HHS intends to request extension of the Demonstration for an additional five years pursuant to §1115(a) and §1915(h)(2) of the Social Security Act with no modifications to current program operations. The initial 30-day public comment period was set to close May 17, 2024 at 4:30 p.m. The comment period will now close on June 17, 2024 at 4:30 p.m.

A full public notice, Demonstration extension documents, and information about the Iowa Health and Wellness Plan are available at <https://hhs.iowa.gov/public-notice/2024-04-17/ihawp-extension> and non-electronic copies will be made available for review at HHS Field Offices.

Written comments may be addressed to Jeanette Brandner, Department of Health and Human Services, Iowa Medicaid, 1305 East Walnut, Des Moines, IA 50319-0114. Comments may also be sent via electronic mail to: [jbrandn@dhs.state.ia.us](mailto:jbrandn@dhs.state.ia.us) through June 17, 2024 at 4:30 p.m. Please include “1115 Renewal” in the subject line.

Submitted by:  
Elizabeth Matney, Director  
Iowa Medicaid  
Iowa Department of Health and Human Services

# Appendix E3: Public Notice – First Comment Period

## NOTICE OF IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES

### PUBLIC COMMENT PERIOD FOR IOWA HEALTH AND WELLNESS PLAN EXTENSION

Notice is hereby given that the Iowa Department of Health and Human Services (HHS) will hold public hearings on the renewal of the §1115 Iowa Health and Wellness Plan Demonstration (Demonstration), which is set to expire December 31, 2024. HHS intends to request extension of the Demonstration for an additional five years pursuant to §1115(a) and §1915(h)(2) of the Social Security Act with no modifications to current program operations.

Hearings offer an opportunity for the public to provide written or verbal comments about the Demonstration extension. All comments will be summarized and taken into consideration prior to submission to the Centers for Medicare and Medicaid Services (CMS). Hearings will be held at the following dates, times, and locations:

HEARING #1	HEARING #2	HEARING #3
April 26, 2024 10 a.m. to 11 a.m. CST	May 2, 2024 4 p.m. to 5 p.m. CST	May 16, 2024 1 p.m. to 4 p.m. CST
Urbandale Public Library Meeting Room A/B 3520 86th St Urbandale, IA 50322	Iowa Medicaid Townhall Meeting <a href="https://www.zoomgov.com/j/1612132439">https://www.zoomgov.com/j/1612132439</a> Meeting ID: 161 213 2439 Or call in by Phone 669-254-5252	Medical Assistance Advisory Council (MAAC) Meeting <a href="https://www.zoomgov.com/j/1605445705">https://www.zoomgov.com/j/1605445705</a> Meeting ID: 160 544 5705 Or call in by Phone 669-254-5252

This notice provides details about the Demonstration and serves to open the 30-day public comment period. The comment period closes May 17, 2024, at 4:30 p.m.

#### GOALS AND OBJECTIVES

The Iowa Health and Wellness Plan (IHAWP) seeks to further the objectives of Medicaid by:

1. Improving enrollee health and wellness through the encouragement of healthy behaviors and use of preventive services.
2. Increasing enrollee engagement and accountability in their health care.
3. Increasing enrollee's access to dental care.

Additionally, the Dental Wellness Plan (DWP) seeks to achieve the following goals related to dental services:

1. Ensure member access to and quality of dental services.
2. Allow for the seamless delivery of services by providers.
3. Improve the oral health of DWP enrollees by encouraging engagement in preventive services and compliance with treatment goals.
4. Encourage linkage to a dental home.

### **DEMONSTRATION ELIGIBILITY**

No changes are proposed to program eligibility. During the extension period, the Demonstration will continue to target individuals who are eligible in the adult group under the State Plan.

*Table 1: IHAWP Eligibility*

<b>Eligibility Group Name</b>	<b>Social Security Act and CFR Citations</b>	<b>Income Level</b>
The Adult Group	§1902(a)(10)(A)(i)(VIII) 42 CFR §435.119	0 – 133% Federal Poverty Level (FPL)

Iowa Medicaid enrollees who do not meet one of the following exclusions, will continue to be enrolled in the DWP portion of the Demonstration during the extension: (i) enrollment in the Program of All-Inclusive Care for the Elderly (PACE); (ii) enrollment in the Health Insurance Premium Payment Program (HIPP); (iii) presumptively eligible; (iv) nonqualified immigrants receiving time-limited coverage of certain emergency medical conditions; (v) persons eligible only for the Medicare Savings Program; (vi) medically needy; and (vii) enrollees during periods of retroactive eligibility.

### **ENROLLMENT AND FISCAL PROJECTIONS**

Annual enrollment and aggregate annual expenditures are not expected to increase or decrease as a result of the extension of this Demonstration. The State is not seeking any expenditure authorities under this Demonstration and CMS has previously determined that this Demonstration is budget neutral as documented in CMS' June 24, 2021 approval.

### **BENEFITS**

The Demonstration extension will not modify current covered benefits, which are described in the IHAWP alternative benefit plan (ABP). Dental benefits also remain unchanged under this extension, with members no longer required to complete two dental healthy behavior activities annually or pay a monthly dental contribution to receive full dental coverage in accordance with the State's December 2021 Demonstration amendment.

### **COST SHARING**

Current cost sharing will remain unchanged by this extension. All IHAWP members have no cost-sharing during their first year of enrollment. During the second year, enrollees at or above



50% FPL who do not complete required healthy behaviors (i.e., health risk assessment and annual exam) during their first year of enrollment will be required to pay a monthly premium during the subsequent enrollment year, subject to a 30-day healthy behavior grace period. Individuals below 50% of the FPL, medically frail and members in the Health Insurance Premium Payment (HIPP) population, and all individuals who self-attest to a financial hardship are exempt from the required premium payment.

Monthly premium amounts will not exceed \$5 per month for nonexempt households from 50% up to 100% of FPL, and \$10 per month for nonexempt households between 100% and 133% of FPL. Enrollees are allowed a 90-day premium grace period, and enrollees under 100% FPL cannot be disenrolled for nonpayment of a premium, nor can an individual be denied an opportunity to re-enroll due to nonpayment of a premium. Individuals over 100% may be disenrolled for nonpayment but they can reapply. After 90 days, unpaid premiums may be considered a collectible debt owed to the State. Finally, the State will impose an \$8 copayment for non-emergency use of the emergency room consistent with Iowa's Medicaid State Plan and with all federal requirements.

### **DELIVERY SYSTEM**

Managed care organizations (MCOs) will continue to be responsible for delivering all IHAWP covered benefits, with the exception of dental benefits, which are carved out and delivered to enrollees through a prepaid ambulatory health plan (PAHP).

Enrollment of Demonstration participants in managed care and the program is mandatory, with the exception of certain populations described in the State's §1915(b) Iowa High Quality Healthcare Initiative Waiver, and Alaskan Natives and American Indians are enrolled voluntarily. Excepted populations continue to receive services through the fee-for-service delivery system outlined in Iowa's Medicaid State Plan.

### **WAIVER AUTHORITY**

The State requests continuation of all currently approved federal waivers with no changes.

### **EXPENDITURE AUTHORITY**

There are currently no expenditure authorities required to operate the Demonstration and the State is not requesting any federal expenditure authorities with this extension.

### **EVALUATION**

The State proposes to continue the evaluation of the Demonstration during the extension term in accordance with the current CMS-approved evaluation plan. The only planned modification is discontinuance of the DWP hypotheses from the study due to the removal of the dental-related Healthy Behaviors program in December 2021. Table 2 outlines the hypotheses and research questions that will continue during the extension.

Table 2: Evaluation Hypotheses and Research Questions During Demonstration Extension

Hypothesis	Research Questions
<b>Healthy Behaviors Program</b>	
1. The proportion of members who complete a wellness exam, health risk assessment (HRA), or both will vary.	<ul style="list-style-type: none"> <li>• What proportion of members complete a wellness exam in a given year?</li> <li>• What proportion of members complete an HRA in a given year?</li> <li>• What proportion of members complete both required activities in a given year?</li> </ul>
2. The proportion of members completing a wellness exam, health risk assessment, or both will change over time and by income level.	<ul style="list-style-type: none"> <li>• Has the proportion of members completing a wellness exam decreased among lower-income members and increased among higher-income members?</li> <li>• Has the proportion of members completing an HRA decreased among lower-income members and increased among higher-income members?</li> <li>• Has the proportion of members completing both required activities decreased among lower-income members and increased among higher-income members?</li> </ul>
3. Completing Healthy Behavior Incentive (HBI) requirements is associated with a member's use of hospital observation stays.	<ul style="list-style-type: none"> <li>• Are members who complete the HBI requirements equally likely to have a hospital observation stay?</li> <li>• Do members who complete the HBI requirements have fewer total hospital observation stays annually?</li> </ul>
4. Completing HBI requirements is associated with a member's use of inpatient hospital care.	<ul style="list-style-type: none"> <li>• Are members who complete the HBI requirements equally likely to be hospitalized?</li> <li>• Do members who complete the HBI requirements have fewer total hospitalizations annually?</li> <li>• Are members who complete the HBI requirements less likely to have a potentially preventable hospitalization?</li> <li>• Do members who complete the HBI requirements have fewer total potentially preventable hospitalizations annually?</li> <li>• Are members who complete the HBI requirements less likely to have a 30-day all-cause readmission?</li> <li>• Do members who complete the HBI requirements have fewer total 30-day</li> </ul>



Hypothesis	Research Questions
	all-cause readmissions annually?
5. Completing HBI requirements is associated with shifts in patterns of member's health care utilization.	<ul style="list-style-type: none"> <li>Do members who complete the HBI requirements have fewer potentially preventable hospitalizations as a proportion of total hospitalizations?</li> <li>Do members who complete the HBI requirements have fewer non-emergent ED visits as a proportion of total ED visits?</li> <li>Do members who complete the HBI requirements have more primary care visits as a proportion of total outpatient visits?</li> </ul>
6. Completing HBI requirements is associated with a member's health care expenditures.	<ul style="list-style-type: none"> <li>Do members who complete the HBI requirements have lower spending in all categories?</li> </ul>
7. Disparities exist in the relationships between HBI completion and outcomes.	<ul style="list-style-type: none"> <li>Do disparities exist in the following populations- high utilizers, individuals with multiple chronic conditions, individuals with OUD, individuals from racial and ethnic groups, rural individuals, and by sex?</li> </ul>
8. Members who have been enrolled longer are more aware of the HBI program than those who have been enrolled a shorter period of time.	<ul style="list-style-type: none"> <li>What is the level of awareness about the HBI program among members?</li> <li>How long are members enrolled in the program?</li> <li>Is there a relationship between length of enrollment and awareness of the HBI program?</li> </ul>
9. Members who have been enrolled longer have more knowledge about the HBI program than those who have been enrolled a shorter period of time.	<ul style="list-style-type: none"> <li>What specific knowledge about the HBI program do members report?</li> <li>Do members understand incentive/disincentive part of the HBI program?</li> <li>Do members know they need to pay a premium monthly?</li> <li>Do members know about the hardship waiver?</li> <li>How long have members been enrolled?</li> </ul>
10. Those who are aware of the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those who are not aware.	<ul style="list-style-type: none"> <li>What is the level of awareness of the HBI program?</li> <li>What is the level of completion of the HRA and well exam?</li> </ul>
11. Those who have more knowledge about the HBI program are more likely to complete the behaviors (HRA and well exam) than those with less knowledge.	<ul style="list-style-type: none"> <li>What is the level of knowledge about the HBI program?</li> <li>What is the level of completion of the HRA and well exam?</li> </ul>



Hypothesis	Research Questions
12. Member socio-demographic characteristics and perceptions/attitudes are associated with awareness of the HBI program.	<ul style="list-style-type: none"> <li>• What is the level awareness of the HBI program?</li> <li>• What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>• What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?</li> </ul>
13. Member socio-demographic characteristics and perceptions/attitudes are associated with knowledge of the HBI program.	<ul style="list-style-type: none"> <li>• What is the level knowledge of the HBI program?</li> <li>• What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>• What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?</li> </ul>
14. Member socio-demographic characteristics and perceptions/attitudes are associated with completion of the HRA and well exam.	<ul style="list-style-type: none"> <li>• What is the level of completion of the HRA and well exam?</li> <li>• Research Question 16.2: What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>• Research Question 16.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?</li> </ul>
15. Members are most likely to hear about the HBI program from their MCO.	<ul style="list-style-type: none"> <li>• Where are members learning about the HBI program and HBI program components?</li> </ul>
16. Members report challenges in using hardship waiver.	<ul style="list-style-type: none"> <li>• What are the perceptions of the ease of use of the hardship waiver?</li> <li>• What are the challenges members report in using the hardship waiver?</li> </ul>
17. Members who do not complete the HRA and wellness exam, report barriers to completing the behaviors.	<ul style="list-style-type: none"> <li>• What are the barriers to completing the HRA and wellness exam as reported by the members?</li> </ul>
18. Disenrolled members report no knowledge of the HBI program.	<ul style="list-style-type: none"> <li>• What is the level of HBI program knowledge among disenrolled members?</li> </ul>
19. Disenrolled members describe confusion around the disenrollment process.	<ul style="list-style-type: none"> <li>• How do disenrolled members describe the process of learning about their disenrollment?</li> </ul>



Hypothesis	Research Questions
20. Disenrolled members report consequences to their disenrollment.	<ul style="list-style-type: none"> <li>• What happens after members are disenrolled for non-payment?</li> <li>• Will disenrolled members be able to reenroll to health insurance coverage?</li> <li>• Do the consequences change over time?</li> </ul>
<b>Waiver of Retroactive Eligibility</b>	
1. Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.	<ul style="list-style-type: none"> <li>• Are people subject to the waiver of retroactive eligibility more likely to enroll in Medicaid relative to members in the same programs prior to the waiver?</li> <li>• Do people subject to the waiver of retroactive eligibility have increased enrollment continuity relative to members in the same programs prior to the waiver?</li> </ul>
2. Eliminating retroactive eligibility will not increase negative financial impacts on members.	<ul style="list-style-type: none"> <li>• Are there any negative financial impacts on consumers because of the waiver of retroactive eligibility relative to members in the same programs prior to the waiver?</li> </ul>
3. Eliminating retroactive eligibility will improve member health.	<ul style="list-style-type: none"> <li>• Do people who are subject to waiver of retroactive eligibility have better health outcomes?</li> </ul>
4. Eliminating retroactive eligibility will reduce the annual Medicaid services budget.	<ul style="list-style-type: none"> <li>• What are the effects on the Medicaid services budget?</li> </ul>
5. Providers will increase initiation of Medicaid applications for eligible patients/clients	<ul style="list-style-type: none"> <li>• Have health care providers increased the initiation of Medicaid applications for eligible patients/clients?</li> </ul>
<b>Cost Sharing</b>	
1. Members understand the \$8 copayment for non-emergent use of the ER.	<ul style="list-style-type: none"> <li>• Do members understand the \$8 copayment for non-emergent use of the ER?</li> </ul>
2. Cost sharing improves member understanding of appropriate ER use.	<ul style="list-style-type: none"> <li>• Do members subject to an \$8 copayment understand appropriate use of the ER better than members who are not subject to the copay?</li> <li>• Do members subject to an \$8 copayment understand cost of the ER better than members who are not subject to the copay?</li> <li>• Are members subject to an \$8 copayment for non-emergent use of the ER</li> </ul>



Hypothesis	Research Questions
	<p>less likely to use the ER for non-emergent care?</p> <ul style="list-style-type: none"> <li>Are members subject to an \$8 copayment for non-emergent use of the ER more likely to use the primary care providers for non-emergent care?</li> </ul>
3. Members subject to cost sharing are more likely to establish and utilize a regular source of care as compared to members not subject to cost sharing.	<ul style="list-style-type: none"> <li>Are members who are subject to the \$8 copayment for non-emergent ER use more likely to have a regular source of care than those not subject to the copayment?</li> <li>Are members who are subject to the \$8 copayment for non-emergent ER use more likely to receive preventive care and chronic care monitoring than those not subject to the copayment?</li> </ul>
4. Cost sharing improves long-term health care outcomes.	<ul style="list-style-type: none"> <li>Do members who are subject to the \$8 copayment for non-emergent ER use have more favorable long-term health care outcomes?</li> </ul>
<b>Cost and Sustainability</b>	
1. Ongoing administrative costs will increase due to implementation of IHAWP.	<ul style="list-style-type: none"> <li>What are the administrative costs associated with IHAWP?</li> </ul>
2. IHAWP will result in short-term outcomes supporting a sustainable program.	<ul style="list-style-type: none"> <li>What are the changes in revenue streams as a result of IHAWP?</li> </ul>
3. IHAWP results in intermediate outcomes supporting a sustainable program.	<ul style="list-style-type: none"> <li>How does IHAWP change healthcare expenditures?</li> <li>How does IHAWP change healthcare utilization?</li> </ul>
4. IHAWP results in long-term outcomes supporting a sustainable program.	<ul style="list-style-type: none"> <li>What are the long-term, state-wide changes resulting from IHAWP?</li> </ul>
<b>Waiver of NEMT</b>	
1. Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.	<ul style="list-style-type: none"> <li>Are adults in the IHAWP less likely to report barriers to care due to transportation than other adults in Medicaid?</li> <li>Are adults in the IHAWP less likely to report transportation-related barriers to complete HBI requirements than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>Are adults in the IHAWP less likely to report barriers to care for chronic condition management due to transportation than other adults in Medicaid who report awareness of the NEMT benefit?</li> </ul>



Hypothesis	Research Questions
	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to report unmet need for transportation to health care visits than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>• Are adults in the IHAWP less likely to report worry about the ability to pay for cost of transportation than other adults in Medicaid who report awareness of the NEMT benefit?</li> </ul>
2. Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to report transportation-related missed appointments than other adults in Medicaid who receive the NEMT benefit?</li> </ul>
3. Wellness Plan members without a non-emergency transportation benefit will report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.	<ul style="list-style-type: none"> <li>• Do adults in the IHAWP less frequently report that their health care plan provides non-emergency transportation than other adults in Medicaid who receive the NEMT benefit?</li> </ul>
4. Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.	<ul style="list-style-type: none"> <li>• Do adults in the IHAWP who live in rural areas report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?</li> <li>• Do adults in the IHAWP who have limitations to activities of daily living report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?</li> </ul>
Member Experiences	
1. Wellness Plan members will have equal or greater access to primary care and specialty services.	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to have had an ambulatory or preventive care visit than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to report greater access to urgent care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report greater access to routine care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to get timely appointments, answers</li> </ul>



Hypothesis	Research Questions
	<p>to questions, and have less time in waiting room than other adults in national estimates from National CAHPS Benchmarking Database?</p> <ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to know what to do to obtain care after regular office hours than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report greater access to specialist care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report greater access to prescription medication than other adults in national estimates from National CAHPS Benchmarking Database?</li> </ul>
<p>2. Wellness Plan members will have equal or greater access to preventive care services.</p>	<ul style="list-style-type: none"> <li>• Are women aged 50-64 in the IHAWP more likely to have had a breast cancer screening than other adults in Medicaid?</li> <li>• Are women aged 21-64 in the IHAWP more likely to have had a cervical cancer screening than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to have had a flu shot in the past year than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults with diabetes in the IHAWP more likely to have had Hemoglobin A1c testing than other adults with diabetes in Medicaid?</li> <li>• Are adults in the IHAWP more likely to report greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database?</li> </ul>
<p>3. Wellness Plan members will have equal or greater access to mental and behavioral health services.</p>	<ul style="list-style-type: none"> <li>• Research Question 1.3.1: Are adults in IHAWP with major depressive disorder more likely to have higher anti-depressant medication management than other adults with major depressive disorder in Medicaid?</li> <li>• Research Question 1.3.2: Are adults in the IHAWP more likely to utilize mental health services than other adults in Medicaid?</li> </ul>
<p>4. Wellness Plan members will have equal or greater access to care, resulting in equal or lower use of</p>	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to have fewer non-emergent ED visits than other adults in Medicaid?</li> </ul>



Hypothesis	Research Questions
emergency department services for non-emergent care.	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to have fewer follow-up ED visits than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to utilize ambulatory care than other adults in Medicaid?</li> <li>• What other circumstances are associated with overutilization of ED?</li> </ul>
5. Wellness Plan members will experience equal or less churning.	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to have gaps in health insurance coverage over the past 12 months than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to have higher rates of consecutive coverage than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to change plans or lose eligibility during the year than other adults in Medicaid?</li> </ul>
6. Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to have a personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to have an easier time changing personal doctor/PCP than other adults in Medicaid/(than in prior years)?</li> <li>•</li> </ul>
7. Wellness Plan members will have equal or better quality of care.	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to receive antibiotic treatment for acute bronchitis than other adults in Medicaid?</li> <li>• Are adults aged 40-64 with COPD in IHAWP more likely to have pharmacotherapeutic management of COPD exacerbation than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to self-report receipt of flu shot than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to report visiting the ED for non-emergent care than other adults in Medicaid?</li> </ul>
8. Wellness Plan members will have equal or lower rates of hospital admissions.	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to have hospital admissions for COPD, diabetes short-term complications, CHF or asthma than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to utilize general hospital/acute care than other adults in Medicaid?</li> </ul>



Hypothesis	Research Questions
	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to have an acute readmission within 30 days of being discharged for acute inpatient stay than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to have a self-reported hospitalization in the previous 6 months than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to have a self-reported 30-day hospital readmission in the previous 6 months than other adults in Medicaid?</li> </ul>
<p>9. Wellness Plan members will report equal or greater satisfaction with the care provided.</p>	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to report that their personal doctor communicated well with them during office visits than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report that their provider supported them in taking care of their own health than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to report that their provider paid attention to their mental or emotional health than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to report that their provider paid attention to the care they received from other providers than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report higher ratings of their personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report higher ratings of their overall care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report higher ratings of their MCO health plan than other adults in national estimates from National CAHPS Benchmarking Database?</li> </ul>

## **SUBMISSION OF COMMENTS**

This notice and all Demonstration extension documents are available online at: <https://hhs.iowa.gov/public-notice/2024-04-17/ihawp-extension>. To reach all stakeholders, non-electronic copies will also be made available for review at HHS Field Offices. A full list of HHS Field Office locations is available at <https://hhs.iowa.gov/about/hhs-office-locations>.

Written comments may be addressed to Jeanette Brandner, Department of Health and Human Services, Iowa Medicaid, 1305 East Walnut, Des Moines, IA 50319-0114. Comments may also be sent via electronic mail to the attention of HHS, Iowa Health and Wellness Plan at: [jbrandn@dhs.state.ia.us](mailto:jbrandn@dhs.state.ia.us) through May 17, 2024 at 4:30 p.m. After the comment period has ended, a summary of comments received will be made available at: <https://hhs.iowa.gov/public-notice/2024-04-17/ihawp-extension>.

Submitted by:  
Elizabeth Matney  
Medicaid Director  
Iowa Department of Health and Human Services

## Appendix E4: Public Notice – Second Comment Period

### NOTICE OF IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES

## PUBLIC COMMENT PERIOD FOR IOWA HEALTH AND WELLNESS PLAN EXTENSION

Notice is hereby given that the Iowa Department of Health and Human Services (HHS) is extending its public comment period on the renewal of the §1115 Iowa Health and Wellness Plan Demonstration (Demonstration), which is set to expire December 31, 2024. HHS intends to request extension of the Demonstration for an additional five years pursuant to §1115(a) and §1915(h)(2) of the Social Security Act with no modifications to current program operations. The initial 30-day public comment period was set to close May 17, 2024 at 4:30 p.m. The comment period will now close on June 17, 2024 at 4:30 p.m.

In addition to extending the public comment period, the following updates have been made to this public notice:

- Added Table 2 to provide an overview of anticipated annual enrollment and expenditures over the five year renewal period.
- Added the waiver authorities the State will be requesting during the renewal period.
- Provided further description of covered benefits.
- Updated Table 3 to include the dental-related hypotheses and research questions currently contained in the CMS-approved evaluation plan.
- Provided the link to the CMS website where all Demonstration materials are also available.

In addition to the two public hearings already held on the Demonstration extension, a third public hearing will be held as follows:

DATE: May 16, 2024

TIME: 1 p.m. to 4 p.m. CST

LOCATION: Medical Assistance Advisory Council (MAAC) Meeting  
[https://www.zoomgov.com/j/1\\_605445705](https://www.zoomgov.com/j/1_605445705)

Meeting ID: 160 544 5705

Or call in by Phone 669-254-5252



## **GOALS AND OBJECTIVES**

The Iowa Health and Wellness Plan (IHAWP) seeks to further the objectives of Medicaid by:

1. Improving enrollee health and wellness through the encouragement of healthy behaviors and use of preventive services.
2. Increasing enrollee engagement and accountability in their health care.
3. Increasing enrollee's access to dental care.

Additionally, the Dental Wellness Plan (DWP) seeks to achieve the following goals related to dental services:

1. Ensure member access to and quality of dental services.
2. Allow for the seamless delivery of services by providers.
3. Improve the oral health of DWP enrollees by encouraging engagement in preventive services and compliance with treatment goals.
4. Encourage linkage to a dental home.

## **DEMONSTRATION ELIGIBILITY**

No changes are proposed to program eligibility. During the extension period, the Demonstration will continue to target individuals who are eligible in the adult group under the State Plan.

*Table 1: IHAWP Eligibility*

<b>Eligibility Group Name</b>	<b>Social Security Act and CFR Citations</b>	<b>Income Level</b>
The Adult Group	§1902(a)(10)(A)(i)(VIII) 42 CFR §435.119	0 – 133% Federal Poverty Level (FPL)

Iowa Medicaid enrollees who do not meet one of the following exclusions, will continue to be enrolled in the DWP portion of the Demonstration during the extension: (i) enrollment in the Program of All-Inclusive Care for the Elderly (PACE); (ii) enrollment in the Health Insurance Premium Payment Program (HIPP); (iii) presumptively eligible; (iv) nonqualified immigrants receiving time-limited coverage of certain emergency medical conditions; (v) persons eligible only for the Medicare Savings Program; (vi) medically needy; and (vii) enrollees during periods of retroactive eligibility.

## **ENROLLMENT AND FISCAL PROJECTIONS**

Annual enrollment and aggregate annual expenditures are not expected to increase or decrease as a result of the extension of this Demonstration. The State is not seeking any expenditure authorities under this Demonstration and CMS has previously determined that this Demonstration is budget neutral as documented in CMS' June 24, 2021 approval. Table 2 provides an overview of anticipated annual enrollment and expenditures over the five year renewal period.

Table 2: Demonstration Enrollment and Expenditures

	DEMONSTRATION YEARS					TOTAL
	2025	2026	2027	2028	2029	
Adult Group Enrollees	192,545	194,470	196,415	198,379	200,363	982,171
DWP Enrollees	659,701	666,298	672,961	679,691	686,488	3,365,138
Demonstration Expenditures	\$ 2,089,073,341	\$ 2,143,082,820	\$ 2,197,547,213	\$ 2,260,603,249	\$ 2,308,788,235	\$ 10,999,094,858

## **BENEFITS**

The Demonstration extension will not modify current covered benefits, which are fully described in the IHAWP alternative benefit plan (ABP). IHAWP benefits are comprehensive and include doctor visits, prescription drugs, preventive health services, mental health services, inpatient care, emergency care, and more. Dental benefits also remain unchanged under this extension, with members no longer required to complete two dental healthy behavior activities annually or pay a monthly dental contribution to receive full dental coverage in accordance with the State's December 2021 Demonstration amendment.

## **COST SHARING**

Current cost sharing will remain unchanged by this extension. All IHAWP members have no cost-sharing during their first year of enrollment. During the second year, enrollees at or above 50% FPL who do not complete required healthy behaviors (i.e., health risk assessment and annual exam) during their first year of enrollment will be required to pay a monthly premium during the subsequent enrollment year, subject to a 30-day healthy behavior grace period. Individuals below 50% of the FPL, medically frail and members in the Health Insurance Premium Payment (HIPP) population, and all individuals who self-attest to a financial hardship are exempt from the required premium payment.

Monthly premium amounts will not exceed \$5 per month for nonexempt households from 50% up to 100% of FPL, and \$10 per month for nonexempt households between 100% and 133% of FPL. Enrollees are allowed a 90-day premium grace period, and enrollees under 100% FPL cannot be disenrolled for nonpayment of a premium, nor can an individual be denied an opportunity to re-enroll due to nonpayment of a premium. Individuals over 100% may be disenrolled for nonpayment but they can reapply. After 90 days, unpaid premiums may be considered a collectible debt owed to the State. Finally, the State will impose an \$8 copayment for non-emergency use of the emergency room consistent with Iowa's Medicaid State Plan and with all federal requirements.

## **DELIVERY SYSTEM**

Managed care organizations (MCOs) will continue to be responsible for delivering all IHAWP covered benefits, with the exception of dental benefits, which are carved out and delivered to enrollees through a prepaid ambulatory health plan (PAHP).

Enrollment of Demonstration participants in managed care and the program is mandatory, with the exception of certain populations described in the State's §1915(b) Iowa High Quality Healthcare Initiative Waiver, and Alaskan Natives and American Indians are enrolled voluntarily. Excepted populations continue to receive services through the fee-for-service delivery system outlined in Iowa's Medicaid State Plan.

## **WAIVER AUTHORITY**

The State requests continuation of the currently approved federal waivers, as described below. This includes technical changes to remove waiver authorities associated with the former DWP Healthy Behaviors program, which was discontinued in December 2021.

### **1. Premiums** **Section 1902(a)(14) insofar as it incorporates Section 1916**

To the extent necessary to enable the state to charge premiums beyond applicable Medicaid limits to the Iowa Wellness Plan demonstration populations above 50 percent of the federal poverty level. Combined premiums and cost-sharing is subject to a quarterly aggregate cap of 5 percent of family income.

### **2. Methods of Administration** **Section 1902(a)(4) insofar as it incorporates 42 CFR 431.53**

To the extent necessary to relieve the state of the responsibility to assure transportation to and from providers for individuals in the demonstration for the new adult group beneficiaries. Medically frail beneficiaries and those eligible for EPSDT services are exempt from this waiver of NEMT.

### **3. Comparability** **Section 1902(a)(17)**

To the extent necessary to permit the state to provide reduced cost sharing for the newly eligible population through an \$8 copay for non-emergency use of the emergency department. This copay will not apply to other Medicaid populations; copays applied to other Medicaid populations will not be imposed on this population.

### **4. Proper and Efficient Administration** **Section 1902(a)(17)**

To the extent necessary to permit the state to contract with a single dental benefit plan administrator to provide dental services to beneficiaries affected by the Iowa Wellness Plan section 1115 demonstration.

### **5. Freedom of Choice** **Section 1902(a)(23)(A)**

To the extent necessary to permit the state to require enrollees to receive dental services through a carved-out contracted dental benefit with no access to other providers.

### **6. Amount, Duration, and Scope of Services** **Section 1902(a)(10)(B)**

To the extent necessary to enable the state to provide benefit packages to demonstration populations that differ from the state plan benefit package.

### **7. Retroactive Eligibility** **Section 1902(a)(10) and (a)(34)**

To the extent necessary to enable the state not to provide three months of retroactive eligibility for state plan populations. The waiver of retroactive eligibility does not apply to pregnant women (and during the 60-day period beginning on the last day of the pregnancy), infants under age 1, and children under 19 years of age.

The waiver of retroactive eligibility also does not apply to applicants who are eligible for nursing facility services based on level of care, who had been a resident of a nursing facility



in any of the three months prior to an application, and who are otherwise eligible for Medicaid. For persons who are exempted from the waiver due to eligibility for nursing facility services, retroactive eligibility would be provided for any particular months in which the applicant was a nursing facility resident.

#### **EXPENDITURE AUTHORITY**

There are currently no expenditure authorities required to operate the Demonstration and the State is not requesting any federal expenditure authorities with this extension.

#### **EVALUATION**

The State proposes to continue the evaluation of the Demonstration during the extension term in accordance with the current CMS-approved evaluation plan. Table 3 outlines the hypotheses and research questions that will continue during the extension.

Table 3: Evaluation Hypotheses and Research Questions During Demonstration Extension

Hypothesis	Research Questions
<b>Healthy Behaviors Program</b>	
1. The proportion of members who complete a wellness exam, health risk assessment (HRA), or both will vary.	<ul style="list-style-type: none"> <li>• What proportion of members complete a wellness exam in a given year?</li> <li>• What proportion of members complete an HRA in a given year?</li> <li>• What proportion of members complete both required activities in a given year?</li> </ul>
2. The proportion of members completing a wellness exam, health risk assessment, or both will change over time and by income level.	<ul style="list-style-type: none"> <li>• Has the proportion of members completing a wellness exam decreased among lower-income members and increased among higher-income members?</li> <li>• Has the proportion of members completing an HRA decreased among lower-income members and increased among higher-income members?</li> <li>• Has the proportion of members completing both required activities decreased among lower-income members and increased among higher-income members?</li> </ul>
3. Member characteristics are associated with the likelihood of completing both required HBI activities.	<ul style="list-style-type: none"> <li>• Are older, non-Hispanic white females living in metropolitan counties more likely to complete both required activities?</li> <li>• Are members assigned to some MCOs more likely than members assigned to other MCOs to complete both required activities?</li> <li>• Is the length of time in the program positively associated with the likelihood of completing both required activities?</li> </ul>
4. Completing HBI requirements is associated with a member's use of the emergency department (ED).	<ul style="list-style-type: none"> <li>• Are members who complete the HBI requirements equally likely to have an ED visit?</li> <li>• Do members who complete the HBI requirements have fewer total ED visits annually?</li> <li>• Are members who complete the HBI requirements less likely to have a non-emergent ED visit?</li> <li>• Do members who complete the HBI requirements have fewer total nonemergent ED visits annually?</li> <li>• Are members who complete the HBI requirements less likely to have a 3-</li> </ul>



Hypothesis	Research Questions
	<p>day, 7-day, or 30-day return ED visit?</p> <ul style="list-style-type: none"> <li>Do members who complete the HBI requirements have fewer total 3day, 7-day, or 30-day return ED visits annually?</li> </ul>
5. Completing Healthy Behavior Incentive (HBI) requirements is associated with a member's use of hospital observation stays.	<ul style="list-style-type: none"> <li>Are members who complete the HBI requirements equally likely to have a hospital observation stay?</li> <li>Do members who complete the HBI requirements have fewer total hospital observation stays annually?</li> </ul>
6. Completing HBI requirements is associated with a member's use of inpatient hospital care.	<ul style="list-style-type: none"> <li>Are members who complete the HBI requirements equally likely to be hospitalized?</li> <li>Do members who complete the HBI requirements have fewer total hospitalizations annually?</li> <li>Are members who complete the HBI requirements less likely to have a potentially preventable hospitalization?</li> <li>Do members who complete the HBI requirements have fewer total potentially preventable hospitalizations annually?</li> <li>Are members who complete the HBI requirements less likely to have a 30-day all-cause readmission?</li> <li>Do members who complete the HBI requirements have fewer total 30- day all-cause readmissions annually?</li> </ul>
7. Completing HBI requirements is associated with shifts in patterns of member's health care utilization.	<ul style="list-style-type: none"> <li>Do members who complete the HBI requirements have fewer potentially preventable hospitalizations as a proportion of total hospitalizations?</li> <li>Do members who complete the HBI requirements have fewer non-emergent ED visits as a proportion of total ED visits?</li> <li>Do members who complete the HBI requirements have more primary care visits as a proportion of total outpatient visits?</li> </ul>
8. Completing HBI requirements is associated with a member's health care expenditures.	<ul style="list-style-type: none"> <li>Do members who complete the HBI requirements have lower spending in all categories?</li> </ul>
9. Disparities exist in the relationships between HBI completion and outcomes.	<ul style="list-style-type: none"> <li>Do disparities exist in the following populations- high utilizers, individuals with multiple chronic conditions, individuals with OUD, individuals from racial and ethnic groups, rural individuals, and by sex?</li> </ul>



Hypothesis	Research Questions
10. Members who have been enrolled longer are more aware of the HBI program than those who have been enrolled a shorter period of time.	<ul style="list-style-type: none"> <li>• What is the level of awareness about the HBI program among members?</li> <li>• How long are members enrolled in the program?</li> <li>• Is there a relationship between length of enrollment and awareness of the HBI program?</li> </ul>
11. Members who have been enrolled longer have more knowledge about the HBI program than those who have been enrolled a shorter period of time.	<ul style="list-style-type: none"> <li>• What specific knowledge about the HBI program do members report?</li> <li>• Do members understand incentive/disincentive part of the HBI program?</li> <li>• Do members know they need to pay a premium monthly?</li> <li>• Do members know about the hardship waiver?</li> <li>• How long have members been enrolled?</li> </ul>
12. Those who are aware of the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those who are not aware.	<ul style="list-style-type: none"> <li>• What is the level of awareness of the HBI program?</li> <li>• What is the level of completion of the HRA and well exam?</li> </ul>
13. Those who have more knowledge about the HBI program are more likely to complete the behaviors (HRA and well exam) than those with less knowledge.	<ul style="list-style-type: none"> <li>• What is the level of knowledge about the HBI program?</li> <li>• What is the level of completion of the HRA and well exam?</li> </ul>
14. Member socio-demographic characteristics and perceptions/attitudes are associated with awareness of the HBI program.	<ul style="list-style-type: none"> <li>• What is the level awareness of the HBI program?</li> <li>• What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>• What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?</li> </ul>
15. Member socio-demographic characteristics and perceptions/attitudes are associated with knowledge of the HBI program.	<ul style="list-style-type: none"> <li>• What is the level knowledge of the HBI program?</li> <li>• What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>• What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?</li> </ul>
16. Member socio-demographic	<ul style="list-style-type: none"> <li>• What is the level of completion of the HRA and well exam?</li> </ul>



Hypothesis	Research Questions
characteristics and perceptions/attitudes are associated with completion of the HRA and well exam.	<ul style="list-style-type: none"> <li>Research Question 16.2: What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?</li> <li>Research Question 16.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?</li> </ul>
17. Members are most likely to hear about the HBI program from their MCO.	<ul style="list-style-type: none"> <li>Where are members learning about the HBI program and HBI program components?</li> </ul>
18. Members report challenges in using hardship waiver.	<ul style="list-style-type: none"> <li>What are the perceptions of the ease of use of the hardship waiver?</li> <li>What are the challenges members report in using the hardship waiver?</li> </ul>
19. Members who do not complete the HRA and wellness exam, report barriers to completing the behaviors.	<ul style="list-style-type: none"> <li>What are the barriers to completing the HRA and wellness exam as reported by the members?</li> </ul>
20. Disenrolled members report no knowledge of the HBI program.	<ul style="list-style-type: none"> <li>What is the level of HBI program knowledge among disenrolled members?</li> </ul>
21. Disenrolled members describe confusion around the disenrollment process.	<ul style="list-style-type: none"> <li>How do disenrolled members describe the process of learning about their disenrollment?</li> </ul>
22. Disenrolled members report consequences to their disenrollment.	<ul style="list-style-type: none"> <li>What happens after members are disenrolled for non-payment?</li> <li>Will disenrolled members be able to reenroll to health insurance coverage?</li> <li>Do the consequences change over time?</li> </ul>
23. Higher levels of awareness and perceived ability to comply with requirements will be associated with receiving a dental wellness exam.	<ul style="list-style-type: none"> <li>What level of awareness do members have of a dental wellness exam qualifying as a HB?</li> <li>What are the barriers to receiving a dental wellness exam in order to meet the HB requirements?</li> <li>What member characteristics are associated with awareness that dental wellness exams qualify for HB requirements?</li> <li>How are members learning that receiving a dental wellness exam qualifies for HB requirements?</li> <li>Do members view receiving a dental wellness exam as a favorable</li> </ul>



Hypothesis	Research Questions
	alternative to monthly premiums?
24. IHAWP members will have equal or greater access to a dental wellness exam and other dental services because dental wellness exams qualify as a healthy behavior.	<ul style="list-style-type: none"> <li>What proportion of IHAWP members receive a dental wellness exam annually?</li> <li>Are adults in the IHAWP more likely to have had a dental wellness exam than other adults in Medicaid?</li> <li>Are IHAWP members able to find a dental home where they can receive a dental wellness exam?</li> <li>Are adults in the IHAWP less likely to visit the ED for non-traumatic dental conditions (NTDCs) than other adults in Medicaid?</li> </ul>
25. The oral health status of IHAWP members who receive a dental wellness exam will improve over time.	<ul style="list-style-type: none"> <li>How do members who have received a dental wellness exam in the past year rate their oral health as compared to those that did not?</li> </ul>
<b>Waiver of Retroactive Eligibility</b>	
1. Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.	<ul style="list-style-type: none"> <li>Are people subject to the waiver of retroactive eligibility more likely to enroll in Medicaid relative to members in the same programs prior to the waiver?</li> <li>Do people subject to the waiver of retroactive eligibility have increased enrollment continuity relative to members in the same programs prior to the waiver?</li> </ul>
2. Eliminating retroactive eligibility will not increase negative financial impacts on members.	<ul style="list-style-type: none"> <li>Are there any negative financial impacts on consumers because of the waiver of retroactive eligibility relative to members in the same programs prior to the waiver?</li> </ul>
3. Eliminating retroactive eligibility will improve member health.	<ul style="list-style-type: none"> <li>Do people who are subject to waiver of retroactive eligibility have better health outcomes?</li> </ul>
4. Eliminating retroactive eligibility will reduce the annual Medicaid services budget.	<ul style="list-style-type: none"> <li>What are the effects on the Medicaid services budget?</li> </ul>
5. Providers will increase initiation of Medicaid applications for eligible patients/clients	<ul style="list-style-type: none"> <li>Have health care providers increased the initiation of Medicaid applications for eligible patients/clients?</li> </ul>
<b>Cost Sharing</b>	



Hypothesis	Research Questions
1. Members understand the \$8 copayment for non-emergent use of the ER.	<ul style="list-style-type: none"> <li>Do members understand the \$8 copayment for non-emergent use of the ER?</li> </ul>
2. Cost sharing improves member understanding of appropriate ER use.	<ul style="list-style-type: none"> <li>Do members subject to an \$8 copayment understand appropriate use of the ER better than members who are not subject to the copay?</li> <li>Do members subject to an \$8 copayment understand cost of the ER better than members who are not subject to the copay?</li> <li>Are members subject to an \$8 copayment for non-emergent use of the ER less likely to use the ER for non-emergent care?</li> <li>Are members subject to an \$8 copayment for non-emergent use of the ER more likely to use the primary care providers for non-emergent care?</li> </ul>
3. Members subject to cost sharing are more likely to establish and utilize a regular source of care as compared to members not subject to cost sharing.	<ul style="list-style-type: none"> <li>Are members who are subject to the \$8 copayment for non-emergent ER use more likely to have a regular source of care than those not subject to the copayment?</li> <li>Are members who are subject to the \$8 copayment for non-emergent ER use more likely to receive preventive care and chronic care monitoring than those not subject to the copayment?</li> </ul>
4. Cost sharing improves long-term health care outcomes.	<ul style="list-style-type: none"> <li>Do members who are subject to the \$8 copayment for non-emergent ER use have more favorable long-term health care outcomes?</li> </ul>
<b>Cost and Sustainability</b>	
1. Ongoing administrative costs will increase due to implementation of IHAWP.	<ul style="list-style-type: none"> <li>What are the administrative costs associated with IHAWP?</li> </ul>
2. IHAWP will result in short-term outcomes supporting a sustainable program.	<ul style="list-style-type: none"> <li>What are the changes in revenue streams as a result of IHAWP?</li> </ul>
3. IHAWP results in intermediate outcomes supporting a sustainable program.	<ul style="list-style-type: none"> <li>How does IHAWP change healthcare expenditures?</li> <li>How does IHAWP change healthcare utilization?</li> </ul>
4. IHAWP results in long-term outcomes supporting a sustainable program.	<ul style="list-style-type: none"> <li>What are the long-term, state-wide changes resulting from IHAWP?</li> </ul>
<b>Waiver of NEMT</b>	



Hypothesis	Research Questions
<p>1. Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.</p>	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to report barriers to care due to transportation than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to report transportation-related barriers to complete HBI requirements than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>• Are adults in the IHAWP less likely to report barriers to care for chronic condition management due to transportation than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>• Are adults in the IHAWP less likely to report unmet need for transportation to health care visits than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>• Are adults in the IHAWP less likely to report worry about the ability to pay for cost of transportation than other adults in Medicaid who report awareness of the NEMT benefit?</li> <li>• Are IHAWP members less likely to have transportation-related barriers to dental care than other adult Medicaid members who are eligible for NEMT benefits?</li> </ul>
<p>2. Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.</p>	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to report transportation-related missed appointments than other adults in Medicaid who receive the NEMT benefit?</li> </ul>
<p>3. Wellness Plan members without a non-emergency transportation benefit will report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.</p>	<ul style="list-style-type: none"> <li>• Do adults in the IHAWP less frequently report that their health care plan provides non-emergency transportation than other adults in Medicaid who receive the NEMT benefit?</li> </ul>
<p>4. Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability</p>	<ul style="list-style-type: none"> <li>• Do adults in the IHAWP who live in rural areas report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?</li> <li>• Do adults in the IHAWP who have limitations to activities of daily living report similar experiences with health-care related transportation as other</li> </ul>



Hypothesis	Research Questions
status.	adults in Medicaid who receive the NEMT benefit?
<b>Member Experiences</b>	
1. Wellness Plan members will have equal or greater access to primary care and specialty services.	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to have had an ambulatory or preventive care visit than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to report greater access to urgent care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report greater access to routine care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to get timely appointments, answers to questions, and have less time in waiting room than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to know what to do to obtain care after regular office hours than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report greater access to specialist care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report greater access to prescription medication than other adults in national estimates from National CAHPS Benchmarking Database?</li> </ul>
2. Wellness Plan members will have equal or greater access to preventive care services.	<ul style="list-style-type: none"> <li>• Are women aged 50-64 in the IHAWP more likely to have had a breast cancer screening than other adults in Medicaid?</li> <li>• Are women aged 21-64 in the IHAWP more likely to have had a cervical cancer screening than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to have had a flu shot in the past year than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults with diabetes in the IHAWP more likely to have had Hemoglobin A1c testing than other adults with diabetes in Medicaid?</li> </ul>



Hypothesis	Research Questions
	<ul style="list-style-type: none"> <li>Are adults in the IHAWP more likely to report greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database?</li> </ul>
3. Wellness Plan members will have equal or greater access to mental and behavioral health services.	<ul style="list-style-type: none"> <li>Research Question 1.3.1: Are adults in IHAWP with major depressive disorder more likely to have higher anti-depressant medication management than other adults with major depressive disorder in Medicaid?</li> <li>Research Question 1.3.2: Are adults in the IHAWP more likely to utilize mental health services than other adults in Medicaid?</li> </ul>
4. Wellness Plan members will have equal or greater access to care, resulting in equal or lower use of emergency department services for non-emergent care.	<ul style="list-style-type: none"> <li>Are adults in the IHAWP more likely to have fewer non-emergent ED visits than other adults in Medicaid?</li> <li>Are adults in the IHAWP more likely to have fewer follow-up ED visits than other adults in Medicaid?</li> <li>Are adults in the IHAWP more likely to utilize ambulatory care than other adults in Medicaid?</li> <li>What other circumstances are associated with overutilization of ED?</li> </ul>
5. Wellness Plan members will experience equal or less churning.	<ul style="list-style-type: none"> <li>Are adults in the IHAWP less likely to have gaps in health insurance coverage over the past 12 months than other adults in Medicaid?</li> <li>Are adults in the IHAWP more likely to have higher rates of consecutive coverage than other adults in Medicaid?</li> <li>Are adults in the IHAWP less likely to change plans or lose eligibility during the year than other adults in Medicaid?</li> </ul>
6. Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.	<ul style="list-style-type: none"> <li>Are adults in the IHAWP more likely to have a personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>Are adults in the IHAWP more likely to have an easier time changing personal doctor/PCP than other adults in Medicaid/(than in prior years)?</li> <li></li> </ul>
7. Wellness Plan members will have equal or better quality of care.	<ul style="list-style-type: none"> <li>Are adults in the IHAWP less likely to receive antibiotic treatment for acute bronchitis than other adults in Medicaid?</li> <li>Are adults aged 40-64 with COPD in IHAWP more likely to have</li> </ul>



Hypothesis	Research Questions
	<p>pharmacotherapeutic management of COPD exacerbation than other adults in Medicaid?</p> <ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to self-report receipt of flu shot than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to report visiting the ED for non-emergent care than other adults in Medicaid?</li> </ul>
<p>8. Wellness Plan members will have equal or lower rates of hospital admissions.</p>	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP less likely to have hospital admissions for COPD, diabetes short-term complications, CHF or asthma than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to utilize general hospital/acute care than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to have an acute readmission within 30 days of being discharged for acute inpatient stay than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to have a self-reported hospitalization in the previous 6 months than other adults in Medicaid?</li> <li>• Are adults in the IHAWP less likely to have a self-reported 30-day hospital readmission in the previous 6 months than other adults in Medicaid?</li> </ul>
<p>9. Wellness Plan members will report equal or greater satisfaction with the care provided.</p>	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to report that their personal doctor communicated well with them during office visits than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report that their provider supported them in taking care of their own health than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to report that their provider paid attention to their mental or emotional health than other adults in Medicaid?</li> <li>• Are adults in the IHAWP more likely to report that their provider paid attention to the care they received from other providers than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report higher ratings of their personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?</li> </ul>

Hypothesis	Research Questions
	<ul style="list-style-type: none"> <li>• Are adults in the IHAWP more likely to report higher ratings of their overall care than other adults in national estimates from National CAHPS Benchmarking Database?</li> <li>• Are adults in the IHAWP more likely to report higher ratings of their MCO health plan than other adults in national estimates from National CAHPS Benchmarking Database?</li> </ul>



## **SUBMISSION OF COMMENTS**

This notice and all Demonstration extension documents are available online at: <https://hhs.iowa.gov/public-notice/2024-04-17/ihawp-extension>. To reach all stakeholders, non-electronic copies will also be made available for review at HHS Field Offices. A full list of HHS Field Office locations is available at <https://hhs.iowa.gov/about/hhs-office-locations>. Additionally, all historical documents associated with the Demonstration are available on the CMS website at <https://www.medicaid.gov/medicaid/section-1115-demo/demonstration-and-waiver-list/81706>. Upon the State's submission of the Demonstration extension application to CMS, this page will also be updated to permit submission of comments during the federal comment period.

Written comments may be addressed to Jeanette Brandner, Department of Health and Human Services, Iowa Medicaid, 1305 East Walnut, Des Moines, IA 50319-0114. Comments may also be sent via electronic mail to the attention of HHS, Iowa Health and Wellness Plan at: [jbrandn@dhs.state.ia.us](mailto:jbrandn@dhs.state.ia.us) through June 17, 2024 at 4:30 p.m. After the comment period has ended, a summary of comments received will be made available at: <https://hhs.iowa.gov/public-notice/2024-04-17/ihawp-extension>.

Submitted by:  
Elizabeth Matney  
Medicaid Director  
Iowa Department of Health and Human Services

## **Brandner, Jeanette [HHS]**

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**From:** Casey, Christy  
**Sent:** Monday, March 18, 2024 3:37 PM  
**To:** DuPuis-Cheatham, Gail (Kickapoo Tribe in Kansas; Faausuusu, Yolanda (IHS/ABR/CTC; Gordon, Kathaleen (IHS/ABR/AAO; James Bower; Jan Colwell (Ponca Tribe Admin.; John Hallgren; Julie Paulsen; Papakee, Rudy ( [REDACTED]; Rhodd, Tim; Rios, Nancy (HRSA; Roger Trudell [REDACTED]; [REDACTED]; Suniga, Lisa; Swalley, Vietta (IHS/ABR/SAN; Housman, Taylor (IHS/ABR/CTC; Mary Miller; Appleton, Crystal (IHS/ABR/CTC; [REDACTED]; [REDACTED]  
**Cc:** Steenblock, Jennifer; Curtiss, Rebecca; Oestreich, Kera; Brandner, Jeanette; Johnson, Sabrina  
**Subject:** Tribal Notice Denal Benefits 1115 Renewal  
**Attachments:** IHAWP Fast Track Appendices (3.1.24) V003.docx; Tribal Notice Hearing 3.14.24 V002.docx

Notice is hereby given to all federally recognized tribes, Indian Health Programs and Urban Indian Organizations within the State of Iowa that the Iowa Department of Health and Human Services (HHS) will be submitting a request to the Centers for Medicare and Medicaid Services (CMS) to extend the §1115 Iowa Health and Wellness Plan Demonstration (Demonstration), which is set to expire December 31, 2024. HHS is proposing to extend the Demonstration for an additional five years pursuant to §1115(a) and §1915(h)(2) of the Social Security Act.

### **TRIBAL IMPACT**

American Indian and Alaskan Native (AI/AN) populations located in the State of Iowa will continue to receive services through the Iowa Health and Wellness Plan and will be able to voluntarily enroll in the managed care delivery system. Dental benefits will continue to be delivered to Demonstration enrollees through a prepaid ambulatory health plan (PAHP). Additionally, AI/AN enrollees will continue to have coverage with no cost sharing or premium obligation. To address AI/AN members and providers who voluntarily elect to participate in managed care, HHS contracts with participating MCOs and PAHPs include protections for Indian health care providers participating in Medicaid as required pursuant to Section 5006(d) of the American Recovery and Reinvestment Act of 2009 (AARA).

Comments may also be sent via electronic mail to [ccasey@dhs.state.ia.us](mailto:ccasey@dhs.state.ia.us). Please include the phrase "1115 Renewal" in the subject line. HHS would be happy to schedule a phone or in-person consultation to discuss the amendments in further detail. All comments must be received by May 17, 2024, at 4:30pm CST.

**Christy Casey**  
**LTSS Policy Program Manager, Tribal Liaison**  
Iowa Medicaid  
Iowa Department of Health and Human Services  
1305 E Walnut St., Des Moines, IA 50319  
515-630-9649 mobile  
[ccasey@dhs.state.ia.us](mailto:ccasey@dhs.state.ia.us)  
[HHS.iowa.gov](http://HHS.iowa.gov)



*THIS MESSAGE CONTAINS CONFIDENTIAL INFORMATION FOR THE IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES. UNAUTHORIZED USE OR DISCLOSURE IS PROHIBITED.*

# Appendix E5: Tribal Notice - March 18, 2024

## NOTICE OF IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES

### TRIBAL COMMENT PERIOD FOR IOWA HEALTH AND WELLNESS PLAN EXTENSION

Notice is hereby given to all federally recognized tribes, Indian Health Programs and Urban Indian Organizations within the State of Iowa that the Iowa Department of Health and Human Services (HHS) will be submitting a request to the Centers for Medicare and Medicaid Services (CMS) to extend the §1115 Iowa Health and Wellness Plan Demonstration (Demonstration), which is set to expire December 31, 2024. HHS is proposing to extend the Demonstration for an additional five years pursuant to §1115(a) and §1915(h)(2) of the Social Security Act.

#### **PROPOSAL**

The Iowa Health and Wellness Plan is a Medicaid program that was created to provide comprehensive health care coverage to low-income, uninsured Iowans ages 19 to 64. HHS is seeking to extend the Demonstration for another five years with no substantive changes.

#### **TRIBAL IMPACT**

American Indian and Alaskan Native (AI/AN) populations located in the State of Iowa will continue to receive services through the Iowa Health and Wellness Plan and will be able to voluntarily enroll in the managed care delivery system. Dental benefits will continue to be delivered to Demonstration enrollees through a prepaid ambulatory health plan (PAHP). Additionally, AI/AN enrollees will continue to have coverage with no cost sharing or premium obligation. To address AI/AN members and providers who voluntarily elect to participate in managed care, HHS contracts with participating MCOs and PAHPs include protections for Indian health care providers participating in Medicaid as required pursuant to Section 5006(d) of the American Recovery and Reinvestment Act of 2009 (AARA).

#### **SUBMISSION OF COMMENTS**

A copy of the Demonstration extension request and relevant attachments are included with this notice. Written comments may be addressed to Christy Casey, Department of Health and Human Services, Iowa Medicaid, 1305 East Walnut, Des Moines, IA 50319-0114. Comments may also be sent via electronic mail to [ccasey@dhs.state.ia.us](mailto:ccasey@dhs.state.ia.us). Please include the phrase "1115 Renewal" in the subject line. HHS would be happy to schedule a phone or in-person consultation to discuss the amendments in further detail. All comments must be received by May 17, 2024, at 4:30pm CST.

Submitted by:



Elizabeth Matney  
Medicaid Director  
Iowa Department of Health and Human Services

## Brandner, Jeanette [HHS]

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**From:** Casey, Christy [HHS]  
**Sent:** Tuesday, July 9, 2024 4:02 PM  
**To:** Brandner, Jeanette [HHS]  
**Subject:** FW: Tribal Notice IHAWP Extended Public Comment Period  
**Attachments:** Second Tribal Notice 5.13.24.docx; IHAWP Fast Track Extension.docx; IHAWP Fast Track Appendices (5.15.24).docx; IHAWP Certification Statement (05.10.24).docx

You didn't get it because apparently I didn't cc you, sorry

**Christy Casey**  
**LTSS Policy Program Manager, Tribal Liaison**  
Iowa Medicaid  
Iowa Department of Health and Human Services  
1305 E Walnut St., Des Moines, IA 50319  
515-630-9649 mobile  
[ccasey@dhs.state.ia.us](mailto:ccasey@dhs.state.ia.us)  
[HHS.iowa.gov](http://HHS.iowa.gov)



*THIS MESSAGE CONTAINS CONFIDENTIAL INFORMATION FOR THE IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES. UNAUTHORIZED USE OR DISCLOSURE IS PROHIBITED.*

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**From:** Casey, Christy [HHS]  
**Sent:** Thursday, May 16, 2024 12:04 PM  
**To:** DuPuis-Cheatham, Gail ( [REDACTED] >; Faausuusu, Yolanda (IHS/ABR/CTC [REDACTED] >; Gordon, Kathaleen [REDACTED] James Bower [REDACTED] >; Jan Colwell (Ponca Tribe Admin [REDACTED] g>; John Hallgren [REDACTED] >; Julie Paulsen < [REDACTED] >; Papakee, Rudy ( [REDACTED] >; Rhodd, Tim [REDACTED] >; Rios, Nancy ( [REDACTED] >; Roger Trudell (Santee Sioux Tribe [REDACTED] >; Suniga, Lisa < [REDACTED] >; Swalley, Vietta (IHS/ABR/SAN < [REDACTED] >; Housman, Taylor (IHS/ABR/CTC [REDACTED] >; Appleton, Crystal (IHS/ABR/CTC [REDACTED] >; [REDACTED] >; Magpie, Samantha [HHS] < [REDACTED] >  
**Cc:** Steenblock, Jennifer [HHS] < [REDACTED] >; Motsinger, Paula [HHS] < [REDACTED] >; Moskowitz, LeAnn [HHS] < [REDACTED] >; Carter, Janae [HHS] < [REDACTED] >; Curtiss, Rebecca [HHS] < [REDACTED] >; Oestreich, Kera [HHS] < [REDACTED] >  
**Subject:** Tribal Notice IHAWP Extended Public Comment Period

In follow-up to the initial notice issued on March 18, 2024, notice is hereby given to all federally recognized tribes, Indian Health Programs, and Urban Indian Organizations within the State of Iowa that the Iowa Department of Health and Human Services (HHS) has posted updated documentation regarding the extension of the \$1115 Iowa Health and Wellness Plan Demonstration (Demonstration).

To view the notice online please click the link below.

HHS has made the following non-substantive updates to the Demonstration application materials, which are not anticipated to have a tribal impact.

All comments must be received by June 17, 2024, at 4:30pm CST.

**Christy Casey**  
**LTSS Policy Program Manager, Tribal Liaison**

Iowa Medicaid

Iowa Department of Health and Human Services

1305 E Walnut St., Des Moines, IA 50319

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# Appendix E6: Tribal Notice – May 16, 2024

## NOTICE OF IOWA DEPARTMENT OF HEALTH AND HUMAN SERVICES

### TRIBAL COMMENT PERIOD FOR IOWA HEALTH AND WELLNESS PLAN EXTENSION

In follow-up to the initial notice issued on March 18, 2024, notice is hereby given to all federally recognized tribes, Indian Health Programs, and Urban Indian Organizations within the State of Iowa that the Iowa Department of Health and Human Services (HHS) has posted updated documentation regarding the extension of the §1115 Iowa Health and Wellness Plan Demonstration (Demonstration). HHS has made the following non-substantive updates to the Demonstration application materials, which are not anticipated to have a tribal impact:

- Added an overview of anticipated annual enrollment and expenditures over the five year renewal period.
- Added the waiver authorities the State will be requesting during the renewal period.
- Provided further description of covered benefits.
- Updated dental-related hypotheses and research questions to align with those currently contained in the CMS-approved evaluation plan.
- Provided the link to the CMS website where all Demonstration materials are also available.

In alignment with these updated documents, HHS will be extending the public comment period, initially set to close May 17, 2024 at 4:30 p.m. The comment period will now close on June 17, 2024 at 4:30 p.m.

#### **SUBMISSION OF COMMENTS**

A copy of the updated Demonstration extension request and relevant attachments are included with this notice. Written comments may be addressed to Christy Casey, Department of Health and Human Services, Iowa Medicaid, 1305 East Walnut, Des Moines, IA 50319-0114. Comments may also be sent via electronic mail to [ccasey@dhs.state.ia.us](mailto:ccasey@dhs.state.ia.us). Please include the phrase “1115 Renewal” in the subject line. HHS would be happy to schedule a phone or in-person consultation to discuss the amendments in further detail. All comments must be received by June 17, 2024, at 4:30pm CST.

Submitted by:

Elizabeth Matney  
Medicaid Director  
Iowa Department of Health and Human Services

# **IOWA**

## **Interim Report**

## **Iowa Wellness Plan Evaluation**

## **Supplemental Materials**

November 2023

The University of Iowa

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## COVID-19 flexibilities for all Medicaid programs



### Medicaid Flexibilities Requests in Response to COVID-19 Emergency

July 9, 2021

The Department has made the following requests to the Centers for Medicare and Medicaid Services (CMS) to continue serving Medicaid members during the COVID-19 emergency. *\*The Department is doing a gradual return to regular processes. The federal flexibilities will remain in place and can be used should a member have a documented need. CMS will provide the Department with a 60-day notice prior to the official end of the public health emergency, and at that time, further clarification on the ending of flexibilities will be communicated.*

Request	Start Date	Expected End Date*
<b>Provision of Services in Alternative Settings</b> <ul style="list-style-type: none"> <li>Allow for the provision of services in alternative settings when a licensed facility is unavailable due to the COVID-19 emergency</li> </ul>	March 1, 2020	End of Federal Public Health Emergency (PHE) (July 14, 2021)
<b>CHIP/Hawki Age-out</b> <ul style="list-style-type: none"> <li>Continued eligibility for Children's Health Insurance Program (CHIP) enrollees who turn 19 years old during the national emergency and who are otherwise ineligible for Medicaid due to income above 133% of the federal poverty level (FPL).</li> </ul>	March 1, 2020	End of Federal PHE + 60 Days (September 12, 2021)
<b>CHIP/Hawki Eligibility</b> <ul style="list-style-type: none"> <li>Extend eligibility to CHIP members beyond their certification period.</li> <li>Provide CHIP members additional time to submit renewal or verification materials.</li> </ul>	March 1, 2020	End of Federal PHE (July 14, 2021)
<b>Continuous Eligibility</b> <ul style="list-style-type: none"> <li>Establish up to 12-months of continuous eligibility for all Medicaid enrollees age 19 and over (already in place for those under age 19).</li> </ul>	March 1, 2020	End of the Month in which Federal PHE Ends (July 31, 2021)
<b>Cost Sharing Suspended</b> <p>Suspend cost-sharing for all members and suspend premiums for:</p> <ul style="list-style-type: none"> <li>Medicaid for Employed People with Disabilities (MEPD)</li> <li>Iowa Health and Wellness Plan (IHAWP)</li> <li>Dental Wellness Plan (DWP)</li> <li>Healthy and Well Kids in Iowa (Hawki)</li> <li>Client participation is not suspended.</li> </ul>	March 1, 2020	Premiums could resume: End of Federal PHE (July 14, 2021) Disenrollment for non-payment could resume: End of the quarter in which Federal PHE Ends; (October 1, 2021)
<b>Coverage for Uninsured</b> <ul style="list-style-type: none"> <li>Cover COVID-19 testing and related visits for uninsured individuals during the emergency, as allowed under the Families First Coronavirus Response Act.</li> </ul>	June 1, 2020	End of Federal PHE (July 14, 2021)

1305 E. Walnut Street, Des Moines, IA 50319-0114

Request	Start Date	Expected End Date*
<b>Fair Hearing Flexibilities</b> <ul style="list-style-type: none"> <li>Suspend adverse actions for individuals for whom the state has completed a determination but either: (1) has not yet sent the notice; or (2) who the state believes likely did not receive the notice.</li> <li>Delay scheduling fair hearings and issuing fair hearing decisions under 42 C.F.R. 431.244(f)(4)(i)(B).</li> <li>Hold fair hearings via video conferencing or telephone, provided the state adheres to other fair hearing requirements (42 C.F.R. part 431, subpart E), including ensuring that the hearing system is accessible to persons who are limited English proficient and persons who have disabilities (see 42 C.F.R. § 431.205(e) and 435.905(b)).</li> <li>Reinstate services or eligibility if discontinued because the beneficiary's whereabouts were unknown due to displacement, after the beneficiary's whereabouts become known (if still eligible), consistent with 42 C.F.R. 431.231(d).</li> </ul>	March 13, 2020	End of Federal PHE (July 14, 2021)
<b>Home Delivered Meals</b> <ul style="list-style-type: none"> <li>Provide home delivered meals, subject to prior authorization, for Medicaid enrollees <b>who are not enrolled in a 1915(c) waiver</b>, and are homebound due to the national emergency.</li> </ul>	March 13, 2020	End of Federal PHE (July 14, 2021)
<b>Home Delivered Meals</b> <ul style="list-style-type: none"> <li>Provide home delivered meals for members receiving habilitation services.</li> </ul>	March 13, 2020	End of Federal PHE (July 14, 2021)
<b>Home Delivered Meals</b> <ul style="list-style-type: none"> <li>Provide home delivered meals for all 1915(c) enrollees who are homebound due to the national public health emergency. (Members receiving Home- and Community-Based HCBS waiver services.)</li> </ul>	January 27, 2020	End of Federal PHE + 6 Months* (January 20, 2022)
<b>Additional Services</b> <ul style="list-style-type: none"> <li>For Non-HCBS Population/Non-Habilitation <ul style="list-style-type: none"> <li>Companion services</li> <li>Homemaker services</li> </ul> </li> </ul>	March 13, 2020	End of Federal PHE (July 14, 2021)
<b>Additional Services</b> <ul style="list-style-type: none"> <li>For HCBS Population <ul style="list-style-type: none"> <li>Companion services <ul style="list-style-type: none"> <li>Includes the alternative for companion services to replace supported community living, and consumer directed attendant care services that are unavailable if there is a shortage of providers or providers are not able to deliver goal directed service due to the COVID-19 emergency.</li> </ul> </li> </ul> </li> </ul>	January 27, 2020	End of Federal PHE + 6 Months* (January 20, 2022)



Request	Start Date	Expected End Date*
<ul style="list-style-type: none"> <li>Homemaker services</li> <li>Allow self-direction of the added services</li> </ul>		
<b>Additional Services</b> <ul style="list-style-type: none"> <li><b>Habilitation Population</b> <ul style="list-style-type: none"> <li>Companion services                             <ul style="list-style-type: none"> <li>Includes the alternative for companion services to replace habilitation services that are unavailable if there is a shortage of providers or providers are not able to deliver goal directed service due to the COVID-19 emergency.</li> </ul> </li> <li>Homemaker services</li> <li>Allow self-direction of the added services</li> </ul> </li> </ul>	March 13, 2020	End of Federal PHE (July 14, 2021)
<b>Hospital 24-Hour Nursing Flexibility</b> <ul style="list-style-type: none"> <li>Waive the 24-hour nursing requirement, which will permit a nurse to cover more than one ward in the event of staffing shortages caused by the COVID-19 emergency.</li> </ul>	March 1, 2020	End of Federal PHE (July 14, 2021)
<b>Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) Flexibilities</b> <ul style="list-style-type: none"> <li>Waive the requirement for direct care residential living unit staff, which will allow changes to direct care staff numbers, if necessary, due to the COVID-19 emergency.</li> <li>Waive the continuous active treatment program requirement, which will allow the health and safety needs of residents to be met if sufficient staff are unavailable to implement continuous active treatment due to the COVID-19 emergency.</li> </ul>	March 1, 2020	End of Federal PHE (July 14, 2021)
<b>Nursing Facility COVID-19 Relief Rate (CRR)</b> <ul style="list-style-type: none"> <li>CRR payments are available to Medicaid certified skilled nursing facilities (SNF) and nursing facilities (NF) during the period of the federal public health emergency who meet the requirements in <a href="#">IL 2145-MC-FFS-CVD</a>.</li> </ul>	March 13, 2020	End of Federal PHE (July 14, 2021)
<b>Preadmission Screening and Resident Review (PASRR)</b> <ul style="list-style-type: none"> <li>Waive the PASRR, which will allow a nursing home to continue admission of an individual who has not had an assessment completed if there is a workforce disruption or hospitals reduce or limit outside contact in their facilities.</li> </ul>	March 1, 2020	End of Federal PHE (July 14, 2021)

Request	Start Date	Expected End Date*
<b>Provider Enrollment</b> <ul style="list-style-type: none"> <li>Waive payment of application fee to temporarily enroll a provider</li> <li>Waive site visits to temporarily enroll a provider</li> <li>Waive requirements that physicians and other health care professionals be licensed in the state in which they are providing services, so long as they have equivalent licensing in another state</li> </ul>	March 1, 2020	End of Federal PHE + 6 Months (January 20, 2022)
<b>Provider Enrollment</b> <ul style="list-style-type: none"> <li>Permit providers located out-of-state/territory to provide care to an emergency State's Medicaid enrollee and be reimbursed for that service</li> <li>Postpone deadlines for revalidation of providers who are located in the state or otherwise directly impacted by the emergency</li> <li>Waive conditions of participation or conditions for coverage for existing providers for facilities for providing services in alternative settings, including using an unlicensed facility, if the provider's licensed facility has been evacuated</li> <li>Temporarily delay or suspend onsite re-certification and revisit surveys, and enforcement actions, and allow additional time for facilities to submit plans of correction.</li> </ul>	March 1, 2020	End of Federal PHE (July 14, 2021)
<b>Long Term Service and Supports (LTSS)</b> <ul style="list-style-type: none"> <li>Extend minimum data set (MDS) authorizations for nursing facility and skilled nursing facility residents</li> <li>Modify deadlines for OASIS (HHA) assessments and transmission</li> </ul>	March 1, 2020	End of Federal PHE (July 14, 2021)
<b>Reporting and Oversight</b> <ul style="list-style-type: none"> <li>Suspend 2-week aide supervision requirement by a registered nurse for home health agencies</li> <li>Suspend supervision of hospice aides by a registered nurse every 14 days' requirement for hospice agencies</li> </ul>	March 1, 2020	End of Federal PHE (July 14, 2021)
<b>Residency</b> <ul style="list-style-type: none"> <li>Consider beneficiaries evacuated from the state temporarily absent and maintain enrollment in their home state (for home state where disaster occurred or public health emergency exists)</li> </ul>	March 13, 2020	End of Federal PHE (July 14, 2021)
<b>Telehealth</b> <ul style="list-style-type: none"> <li>Allow telehealth for any Medicaid service for which it is appropriate, regardless of member location.</li> </ul>	March 13, 2020	End of Federal PHE (July 14, 2021)

Request	Start Date	Expected End Date*
<b>Allow case management companies to provide direct services in order to address potential personnel crisis for:</b> <ul style="list-style-type: none"> <li>• HCBS Population</li> <li>• Habilitation Population</li> </ul>	January 27, 2020 March 1, 2020	HCBS: End of Federal PHE + 6 Months* <i>(January 20, 2022)</i> Habilitation: End of Federal PHE <i>(July 14, 2021)</i>
<b>Exceed Respite Service Limitations</b> <ul style="list-style-type: none"> <li>• Remove the annual cost limit for respite services on the Intellectual Disabilities (ID) Waiver.</li> <li>• Remove the limitation on respite being provided for children while parents, or primary caregivers, are working from home in order to relieve pressure created by work, school and daycare closures during the emergency. <b>(HCBS Population)</b></li> </ul>	January 27, 2020	End of Federal PHE + 6 Months* <i>(January 20, 2022)</i>
<b>HCBS Regulations</b> <ul style="list-style-type: none"> <li>• Not comply with the HCBS settings requirement at 42 CFR 441.301(c)(4)(vi)(D) that individuals are able to have visitors of their choosing at any time, for settings added after March 17, 2014, to minimize the spread of infection during the COVID-19 pandemic.               <ul style="list-style-type: none"> <li>◦ HCBS Population</li> <li>◦ Habilitation Population</li> </ul> </li> </ul>	January 27, 2020 March 1, 2020	HCBS: End of Federal PHE + 6 Months* <i>(January 20, 2022)</i> Habilitation: End of Federal PHE <i>(July 14, 2021)</i>
<b>Out-of-State Background Checks</b> <ul style="list-style-type: none"> <li>• Temporarily waive out-of-state background checks for Consumer Directed Attendant Care (CDAC) providers. The State will continue to conduct Iowa background checks during the emergency.</li> </ul>	March 1, 2020	End of Federal PHE <i>(July 14, 2021)</i>
<b>Parents and Family Members</b> <ul style="list-style-type: none"> <li>• Allow parents and family members to provide direct services.               <ul style="list-style-type: none"> <li>◦ Services allowed include: home based habilitation services, supported community living, CDAC, and meals                   <ul style="list-style-type: none"> <li>▪ HCBS Population</li> <li>▪ Habilitation Population</li> </ul> </li> </ul> </li> </ul>	January 27, 2020 March 1, 2020	HCBS: End of Federal PHE + 6 Months* <i>(January 20, 2022)</i> Habilitation: End of Federal PHE <i>(July 14, 2021)</i>
<b>Use of Legally Responsible Individuals to Render Personal Care Services (Early Periodic Screening, Diagnosis and Treatment, EPSDT)</b> <ul style="list-style-type: none"> <li>• For 1905(a) personal care services to be rendered by legally responsible individuals, including legally responsible family caregivers</li> </ul>	March 1, 2020	End of Federal PHE <i>(July 14, 2021)</i>
<b>Processes</b> <ul style="list-style-type: none"> <li>• Allow an extension for reassessments and reevaluations for up to one year past the due date.</li> <li>• Allow the option to conduct evaluations, assessments, and person-centered service planning meetings virtually/remotely in lieu of face-to-face meetings.</li> <li>• Adjust prior approval/authorization elements approved in waiver.</li> <li>• Adjust assessment requirements.</li> </ul>		



Request	Start Date	Expected End Date*
<ul style="list-style-type: none"> <li>Add an electronic method of signing off on required documents such as the person-centered service plan. <ul style="list-style-type: none"> <li>HCBS Population</li> <li>Habilitation Population</li> </ul> </li> </ul>	<p>January 27, 2020 March 1, 2020</p>	<p>HCBS: End of Federal PHE + 6 Months* (January 20, 2022) Habilitation: End of Federal PHE (July 14, 2021)</p>
<p><b>Retainer Payments</b> Option for the State to make retainer payments to providers when a member is unable to receive normally authorized and scheduled services due to hospitalization, short term facility stay, isolation, or closure of a service line for any of the services listed below of no more than 30 days related to the COVID-19 emergency:</p> <ul style="list-style-type: none"> <li><b>HCBS Population</b> <ul style="list-style-type: none"> <li>Adult Day Care (AIDS, ID, and BI)</li> <li>Consumer Directed Attendant Care (AIDS, PD, ID, BI)</li> <li>Day Habilitation (ID)</li> <li>Prevocational Services (ID, BI)</li> <li>Supported Employment (ID, BI)</li> </ul> </li> <li><b>Habilitation Population</b> <ul style="list-style-type: none"> <li>Day Habilitation</li> <li>Prevocational Services</li> <li>Supported Employment</li> </ul> </li> </ul>	<p>January 27, 2020          March 13, 2020</p>	<p>HCBS: End of Federal PHE + 6 Months* (January 20, 2022)          End of Federal PHE (July 14, 2021)</p>
<p><b>Settings for HCBS expanded, if necessary and appropriate</b></p> <ul style="list-style-type: none"> <li>Allow services to be provided in ICF/ID or other facility settings</li> <li>Allow direct care provider's homes to be authorized settings – subject to IME approval through an exception to policy request after all other options have been exhausted</li> <li>Allow direct care providers to move into member's homes – subject to IME approval through an exception to policy request after all other options have been exhausted</li> <li>Lift the existing limitation on five person homes to no longer designate an upper limit; providers allowed to consolidate members into homes, with this allowance limited by the home's capacity. <ul style="list-style-type: none"> <li>HCBS Population</li> <li>Habilitation Population</li> </ul> </li> </ul>	<p>January 27, 2020 March 1, 2020</p>	<p>HCBS: End of Federal PHE + 6 Months* (January 20, 2022) Habilitation: End of Federal PHE (July 14, 2021)</p>

Request	Start Date	Expected End Date*
<b>Typically Face-to-Face Processes</b> <ul style="list-style-type: none"> <li>Level of care and need based assessment evaluations and reevaluations</li> <li>Service plan reviews</li> <li>Interim service plan changes based on member's change in needs</li> <li>Quarterly face to face case manager contacts               <ul style="list-style-type: none"> <li>HCBS Population</li> <li>Habilitation Population</li> </ul> </li> </ul>	January 27, 2020 March 1, 2020	HCBS: End of Federal PHE + 6 Months* <i>(January 20, 2022)</i> Habilitation: End of Federal PHE <i>(July 14, 2021)</i>
<b>Dental Relief Payment</b> <ul style="list-style-type: none"> <li>Allowed a temporary enhanced payment to dental providers to help address facility and safety upgrades in accordance with <a href="#">IL 2148-FFS-D-CVD</a>.</li> </ul>	May 1, 2020	August 31, 2020
<b>Provider Relief</b> <ul style="list-style-type: none"> <li>Allowed the distribution of \$50 million in grants to specific providers in accordance with <a href="#">IL 2173-MC-FFS-CVD</a>. This money was provided to the State under the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act.</li> </ul>	March 1, 2020	June 30, 2021
<b>Grants to Nursing Facilities</b> <ul style="list-style-type: none"> <li>Allow civil money penalty (CMP) funds to be distributed as grants to nursing facilities to purchase communicative technology during COVID-19 in accordance with <a href="#">IL 2133-MC-FFS-CVD</a>.</li> <li>Allow CMP funds to be distributed as grants to nursing facilities for In-Person Visitation Aids.</li> </ul>	March 1, 2020  October 26, 2020	Technology: End of Federal PHE <i>(July 14, 2021)</i> In-Person Visitation Aids: End of Federal PHE <i>(July 14, 2021)</i>
<b>E-Learning</b> <ul style="list-style-type: none"> <li>Allow e-learning for Supported Community Living (SCL) members living outside the family home. (HCBS Population)</li> <li>Allow e-learning for home based Habilitation members living outside the family home. (Habilitation Population)</li> </ul>	January 27, 2020 March 1, 2020	HCBS: End of Federal PHE + 6 Months* <i>(January 20, 2022)</i> Habilitation: End of Federal PHE <i>(July 14, 2021)</i>
<b>Provider Relief</b> <ul style="list-style-type: none"> <li>Allowed the distribution of \$24 million in grants to specific providers in accordance with <a href="#">IL 2194-MC-FFS-CVD</a>. This money was provided to the State under the federal Coronavirus Aid, Relief, and Economic Security (CARES) Act.</li> </ul>	March 1, 2020	June 30, 2021

\* Pending CMS approval.

Blanket waivers announced by CMS, applicable to all states without need to specifically waive:  
<https://www.cms.gov/files/document/covid19-emergency-declaration-health-care-providers-fact-sheet.pdf>

COVID-19 Waivers for Health Facilities announced by the Department of Internal Inspections:  
<https://dia.iowa.gov/document/covid-19-waivers-health-facilities>

## Telehealth Billing



**INFORMATIONAL LETTER NO. 2126-MC-FFS-D-CVD**

**DATE:** April 2, 2020

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS), Dental (D)  
Coronavirus Disease (CVD)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid  
Enterprise (IME)

**RE:** Update to Billing Services for Telehealth related to Coronavirus and  
COVID-19

**EFFECTIVE:** Immediately

The purpose of this Informational Letter is to provide additional guidance related to telehealth billing for covered services during the public health COVID-19 emergency. The billing requirements will return to normal when the public health emergency is lifted.

During this interim period, the expanded list of telehealth services is billable by multiple provider types including, but not limited to, physicians, physician assistants, dentists, physical therapists, occupational therapists, speech therapists, home health, hospice, behavioral health and home and community-based services (HCBS) providers. Generally speaking, the IME will allow services that by definition are direct contact services and are typically rendered in person to be rendered via telehealth when clinically appropriate. It is permissible for both the member and the provider to be located in their homes during the provision of telehealth services through video or telephonic conferencing.

In addition to the information provided in [Informational Letter No. 2115-MC-FFS<sup>1</sup>](#), and [Informational Letter No. 2119-MC-FFS-CVD<sup>2</sup>](#), the IME will provide ongoing support through a [Provider Frequently Asked Questions<sup>3</sup>](#) page on our website. Please refer to this for the most up-to-date information.

<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/2115-MC-FFS\\_Billing\\_related\\_to\\_COVID-19.pdf](https://dhs.iowa.gov/sites/default/files/2115-MC-FFS_Billing_related_to_COVID-19.pdf)

<sup>2</sup> [https://dhs.iowa.gov/sites/default/files/2119-MC-FFS-CVD\\_Telehealth\\_and\\_Pharmacy\\_Billing\\_COVID19\\_2.pdf](https://dhs.iowa.gov/sites/default/files/2119-MC-FFS-CVD_Telehealth_and_Pharmacy_Billing_COVID19_2.pdf)

<sup>3</sup> <https://dhs.iowa.gov/ime/providers/faqs/covid19>

All Informational Letters are sent to the Managed Care Organizations  
Iowa Medicaid Enterprise – 611 Fifth Avenue, Des Moines, IA 50309

Although IME has expanded the telehealth benefits, providers should be aware that services provided to Medicaid members via telehealth must be clinically appropriate and within the providers scope of practice. Providers are required to obtain the member's consent prior to the delivery of services. In addition, providers are required to ensure appropriate documentation to substantiate the provision of services is maintained and available for post-payment review. The documentation must indicate the services were rendered via telehealth and clearly identify the location of both the provider and the member.

Please submit telehealth billing questions to [IMECOVID19@dhs.state.ia.us](mailto:IMECOVID19@dhs.state.ia.us).

## Medicaid Informational Letters: Waiver of Retroactive Eligibility



**Iowa Department of Human Services**Kim Reynolds  
GovernorAdam Gregg  
Lt. GovernorJerry R. Foxhoven  
Director**INFORMATIONAL LETTER NO. 1808-MC-FFS-D**

**DATE:** June 30, 2017

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS), Dental (D)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Retroactive Medicaid Coverage

**EFFECTIVE:** October 1, 2017

The state fiscal year (SFY) 2018/19 Human Services appropriations bill (House File 653), included a number of legislatively mandated cost-containment initiatives. One such initiative was to eliminate retroactive benefits for all Iowa Medicaid eligibility groups currently eligible to receive up to three months of retroactive coverage.

Medicaid applications that are received by DHS on or before September 30, 2017, will still be eligible for retroactive Medicaid benefits, if all other eligibility factors are met. The effective date of coverage for Medicaid remains unchanged and begins on the first of the month in which the application is received.

The elimination of retroactive coverage does NOT impact presumptive eligibility, annual renewals/reviews, or the 90-day reconsideration period.

If you have questions, please contact the Iowa Medicaid Provider Services Unit at 1-800-338-7909, Monday- Friday, from 7:30 a.m. to 4:30 p.m., or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

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All Informational Letters are sent to the Managed Care Organizations  
Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315



## Iowa Department of Human Services

Kim Reynolds  
Governor

Adam Gregg  
Lt. Governor

Jerry R. Foxhoven  
Director

### INFORMATIONAL LETTER NO.1841-MC-FFS-D

**DATE:** October 26, 2017

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS) and Dental (D)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Retroactive Medicaid Coverage

**EFFECTIVE:** Upon Receipt

The state fiscal year (SFY) 2018/19 Human Services appropriations bill (House File 653), included a number of legislatively mandated cost-containment initiatives. One such initiative was to eliminate retroactive benefits for all Iowa Medicaid eligibility groups currently eligible to receive up to three months of retroactive coverage. This was announced in Informational Letter [1808-MC-FFS-D](#)<sup>1</sup>.

This change requires approval from the Centers for Medicare and Medicaid Services (CMS). The department has not yet received approval from CMS on the elimination of retroactive benefits, and these changes will not be implemented until an approval has been received. Further information and details will be shared once final decisions are made and DHS is ready to implement. **Until that time, retroactive benefits continue as they have in the past.**

If you have questions, please contact the IME Provider Services Unit at 1-800-338- 7909, Monday- Friday, from 7:30 a.m. to 4:30 p.m., or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

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<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/1808-MC-FFS-D\\_RetroactiveMedicaidCoverage.pdf](https://dhs.iowa.gov/sites/default/files/1808-MC-FFS-D_RetroactiveMedicaidCoverage.pdf)

All Informational Letters are sent to the Managed Care Organizations  
Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315

**Iowa Department of Human Services**Kim Reynolds  
GovernorAdam Gregg  
Lt. GovernorJerry R. Foxhoven  
Director**INFORMATIONAL LETTER NO.1847-MC-FFS-D**

**DATE:** October 30, 2017

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS), Dental (D)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Retroactive Medicaid Coverage

**EFFECTIVE:** November 1, 2017

On August 2, 2017, Iowa, as directed by the legislature, submitted a request to the Centers for Medicare and Medicaid Services (CMS) to eliminate retroactive eligibility for all Medicaid applicants.

CMS has approved Iowa's request to eliminate the three month retroactive eligibility period, except for pregnant women (and during the 60-day period beginning on the last day of the pregnancy) and infants under one year of age, for applications filed on or after November 1, 2017. This includes initial applications and applications to add new household members.

Medicaid applications that are received by DHS on or before October 31, 2017, will still be eligible for retroactive Medicaid benefits, if all other eligibility factors are met. The effective date of coverage for Medicaid remains unchanged and begins on the first of the month in which the application is received.

The elimination of retroactive coverage does **not** impact presumptive eligibility, annual renewals/reviews, or the 90-day reconsideration period.

If you have questions, please contact the IME Provider Services Unit at 1-800-338- 7909, Monday- Friday, from 7:30 a.m. to 4:30 p.m., or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

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Iowa Medicaid Enterprise – 100 Army Post Road – Des Moines, IA 50315





## Iowa Department of Human Services

### INFORMATIONAL LETTER NO. 1955-MC-FFS-D

**DATE:** September 28, 2018

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS), Dental (D)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Retroactive Medicaid Coverage

**EFFECTIVE:** July 1, 2018

#### **Reinstatement of Retroactive Coverage for Individuals Residing in a Nursing Facility at Application**

In 2017, consistent with the state fiscal year (SFY) 2018/19 Human Services appropriations bill (House File 653), DHS requested to eliminate retroactive benefits for all Iowa Medicaid eligibility groups that were previously eligible to receive up to three months of retroactive coverage. The Centers for Medicare and Medicaid Services (CMS) approved this request, with an exception for pregnant women and during the 60-day period beginning on the last day of the pregnancy and infants under one year of age, who continue to receive the 3-month retroactive eligibility period.

Today, in accordance with Senate File 2418 passed by the Iowa Legislature during the 2018 session, DHS is revising its policy and will reinstate a 3-month retroactive Medicaid coverage benefit for applicants who are residents of a nursing facility at the time of application and are otherwise Medicaid-eligible.

This revised policy is effective for new Medicaid applications filed on or after July 1, 2018. System changes in alignment with this policy revision will be made effective October 1, 2018. Providers who are assisting applicants impacted by this policy change with applications filed between July 1, 2018, and the effective date of the system changes should have the applicant, the applicant's Power of Attorney (POA), or the applicant's authorized representative contact the Centralized Facility Eligibility Unit (CFEU) to request that retroactive eligibility be determined for the application previously submitted during the effected time frame. The request can be made by phone, email, or mail to CFEU:

Phone: 1-877-344-9628  
Email: [facilities@dhs.state.ia.us](mailto:facilities@dhs.state.ia.us)  
Mail: CFEU  
Imaging Center #1  
417 E. Kanesville Blvd.  
Council Bluffs, IA 51503

If you have questions, please contact the Iowa Medicaid Provider Services Unit at 1-800-338-7909, Monday - Friday, from 7:30 a.m. to 4:30 p.m., or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

**INFORMATIONAL LETTER NO. 2085-MC-FFS-D**

**DATE:** January 3, 2020

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS), Dental (D)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Retroactive Medicaid Coverage

**EFFECTIVE:** January 1, 2020

**Reinstatement of Retroactive Coverage for Children at Application**

Upon review and approval of the state's request to extend the Iowa Wellness Plan waiver demonstration, the Centers of Medicare and Medicaid Services (CMS) has updated the waiver of retroactive coverage to exempt children under 19 years of age.

A 3-month retroactive Medicaid coverage period will be available to children under age 19 at the time of application and who are otherwise Medicaid eligible. The earliest that a retroactive eligibility can begin is January 1, 2020, for applications filed on or after January 1, 2020.

A 3-month retroactive Medicaid coverage period will continue for pregnant women (and during the 60-day period beginning on the last day of the pregnancy), infants under one year of age and applicants who are residents of a nursing facility at the time of application.

The effective date of coverage for Medicaid remains unchanged and begins on the first of the month in which the application is received.

If you have questions, please contact the Iowa Medicaid Provider Services Unit at 1-800-338-7909, Monday – Friday, from 7:30 a.m. to 4:30 p.m., or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

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All Informational Letters are sent to the Managed Care Organizations  
Iowa Medicaid Enterprise—611 Fifth Avenue - Des Moines, IA 50315

## New Enrollee Surveys



## New Enrollee Survey (Adults)

### QUESTIONNAIRE INTRODUCTION/CONSENT

Hello! My name is [Interviewer Name] and I am with the University of Iowa. May I please speak with [First Name, Last Name]?

We are calling to ask you to be a part of a survey of new [PLAN NAME] members that is being done by researchers at the University of Iowa. Hopefully you received a gold and blue postcard letting you know that we would be calling you?

We got your name from the Iowa Department of Human and Human Services (DHHS) as a person who recently joined [PLAN NAME]. We would like to ask you a few questions about your experiences with the plan and about joining the plan. To thank you for your time, we will mail you \$20 after you complete the survey.

The questions should take around 20 minutes to answer. You can skip any questions that you don't want to answer. The survey is voluntary. You do not have to take part if you do not want to. If you choose not to, it will not affect the benefits you qualify for, including [PLAN NAME].

Your answers will be combined with answers from other people in the program and included in a report that will be given to both the Iowa and US Departments of Health and Human Services (DHHS). They will use the information to better understand how the program works in Iowa and help other states learn from Iowa's program. Your individual responses will not be shared.

Do you have any questions about the survey?

[ENTER PLAN THEY ARE ON BELOW]

1. Iowa Health and Wellness Plan
2. Iowa Wellness Plan
3. Marketplace Choice
4. TFMP
5. TANF
6. FIP
7. OTHER (FILL IN)

C1. Are you willing to complete this phone survey?

1. YES [CONTINUE TO SCREENING]
2. NO [IF NO: END SURVEY]

### CALLBACK

What day and time would be best for us to call back?

***SURVEY QUESTIONS***

Great! The survey will ask about your personal coverage only. First, I will ask you a few questions about joining [PLAN NAME]. There are also questions about insurance coverage, your health, your opinions, and a few questions that help describe you. If there is a question you don't want to answer, let me know and, we can skip it. Throughout the survey, please tell me if you have questions or if anything is not clear.

***Enrollment Experience***

Q1. First, I'm going to read a list of reasons why people may apply to receive health care coverage through [PLAN NAME]. Please tell me if any of these were a reason why YOU applied for [PLAN NAME]. You can answer yes or no.

1. You [OR YOUR SPOUSE] lost employer-based insurance.
2. Your doctor's office or hospital told you to apply.
3. Your caseworker told you to apply.
4. Your health got worse.
5. Your family situation changed (such as a divorce).
6. You are required to have health insurance.
7. You recently moved to Iowa.
8. You were no longer covered by your parents' insurance. [TURNED 26]
9. Is there a different reason you applied? Please describe\_\_\_\_\_
77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

Q2. Did you have any help signing up for [PLAN NAME]?

1. YES
2. NO [SKIP TO Q4]
77. NOT APPLICABLE [SKIP TO Q4]
88. DON'T KNOW [SKIP TO Q4]
99. REFUSED [SKIP TO Q4]

[IF Q2=1]

Q3. Who helped you sign up? (Field code the answers)

1. FAMILY MEMBER
2. FRIEND
3. A HEALTH CARE PROVIDER/STAFF
4. A CASE WORKER
5. SOMEONE ON THE PHONE – MEDICAID HELP LINE, 1-800 number
6. OTHER\_\_\_\_\_
77. NOT APPLICABLE
88. DON'T KNOW

99. REFUSED

Q4. How easy or difficult was it to apply for [PLAN NAME]? Would you say it was:

1. Very easy [SKIP TO Q6]
2. Somewhat Easy [SKIP TO Q6]
3. Somewhat Difficult
4. Very difficult

77. NOT APPLICABLE

88. DON'T KNOW [SKIP TO Q6]

99. REFUSED [SKIP TO Q6]

[IF Q4=3 or 4]

Q5. What difficulties did you have when applying?

1. YOU COULDN'T UNDERSTAND THE FORMS.
2. THE PROCESS WAS TOO COMPLICATED.
3. YOU HAD NO TRANSPORTATION TO APPOINTMENT.
4. YOU DID NOT KNOW WHERE TO GO TO GET HELP.
5. YOU DID NOT HAVE ALL THE NEEDED DOCUMENTS.
6. YOU HAD NO ONE TO HELP YOU FILL OUT THE FORMS.
7. YOU COULD NOT ACCESS THE ONLINE FORMS.

8. OTHER \_\_\_\_\_

77. NOT APPLICABLE

88. DON'T KNOW

99. REFUSED

### ***Coverage/enrollment Gap***

Q6. In the year prior to joining [PLAN NAME], so since [CURRENT MONTH] [CURRENT YEAR-1], were you covered by any kind of health insurance?

1. YES
  2. NO [SKIP TO Q9]
77. NOT APPLICABLE [SKIP TO Q9]
88. DON'T KNOW [SKIP TO Q9]
99. REFUSED [SKIP TO Q9]

[IF Q6=1]

Q7. Was the most recent insurance private insurance? (Private means you or your family got it through an employer or individually purchased it?)

1. YES [SKIP TO Q8]
  2. NO
77. NOT APPLICABLE [SKIP TO Q8]
88. DON'T KNOW [SKIP TO Q8]
99. REFUSED [SKIP TO Q8]

Q7.1 [IF NO] What [public] insurance did you use prior to applying for [PLAN NAME]

1. Medicare
2. Medicaid



3. Children's Health Insurance Program (CHIP)/Hawki
4. Military related health care: TRICARE (CHAMPUS) / VA health care / CHAMP-VA
5. Indian Health Service
6. State-sponsored health plan
7. OR WAS IT ANOTHER government program? \_\_\_\_ [INCLUDE TEXT] \_\_\_\_\_
77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

[IF Q6=1]

Q8. In which year did that earlier coverage end?

1. 2022
2. 2023
3. 2024
77. NOT APPLICABLE [SKIP TO Q9]
88. DON'T KNOW [SKIP TO Q9]
99. REFUSED [SKIP TO Q9]

Q8.1. In which month in [display year answer from previous question] did that earlier coverage end?

1. January
2. February
3. March
4. April
5. May
6. June
7. July
8. August
9. September
10. October
11. November
12. December
77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

Q9. Thinking about your recent application to [PLAN NAME], how long ago did you start thinking about applying.

\_\_\_\_ # MONTHS or

\_\_\_\_ # WEEKS

77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

Q10. For some people, [PLAN NAME] may pay the costs of medical care they received before joining the plan. When you applied for [PLAN NAME], did you think that the plan would pay for any of the medical care you received BEFORE joining?

1. YES
2. NO [SKP to Q12]

77. NOT APPLICABLE [SKP TO Q12]

88. DON'T KNOW [SKP TO Q12]

99. REFUSED [SKP TO Q12]

[IF Q10=1]

Q11. How far back did you think the program would pay for the medical care you received before joining [PLAN NAME]?

Did you think the program would pay for care back

1. TO THE FIRST OF THE APPLICATION MONTH--ONLY SELECT IF R EXPLICITLY STATES THIS

2. 1-DAY TO ONE MONTH (1-30 DAYS)

3. >1 MONTH TO 2 MONTHS (31-60 DAYS)

4. >2 MONTHS TO 3 MONTHS (61-90 DAYS)

5. MORE THAN 3 MONTHS (>93 DAYS)

6. OR SOMETHING DIFFERENT: [OPEN TEXT]

77. NOT APPLICABLE

88. DON'T KNOW

99. REFUSED

Q12. Everyone has their own opinion about health insurance: What about you? Would you say that, for you, having health insurance coverage is...?

1. Very important

2. Somewhat important

3. Not very important or

4. Not at all important

77. NOT APPLICABLE

88. DON'T KNOW

99. REFUSED

### **Medical Debt**

Q17. In the last 3 months [or in the past x months – calculated from the coverage gap time if fewer than 3 months], did you have any health care bills? Include bills such as from doctors, dentists, hospitals, therapists, and pharmacies etc.

1. YES

2. NO [SKIP TO Q20]

77. NOT APPLICABLE

88. DON'T KNOW [SKIP TO Q20]

99. REFUSED [SKIP TO Q20]

Q18. Did you have any difficulty paying these bills?

1. YES

2. NO

77. NOT APPLICABLE

88. DON'T KNOW

99. REFUSED

Q19. Were these bills for any of the following types of services?

1. Medical care? Y/N

- 2. Dental care? Y/N
- 3. Prescription medication? Y/N
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q20. The next questions focus on the affordability of health care for you [IF DOV\_FAMSIZE>1] and your family. We're interested in your immediate family, which would include you, a spouse or partner (if applicable), and any of your children or stepchildren under 19 who live with you].

For this question, think about your [IF DOV\_FAMSIZE>1: and your family's] health care experiences over the past 12 months, that is, since [CURRENT MONTH] [CURRENT YEAR-1]. Did you [IF DOV\_FAMSIZE>1: or anyone in your family] have problems paying any medical bills? Include bills for doctors, dentists, hospitals, therapists, medication, equipment, nursing home, or home care.

- 1. YES
- 2. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q20\_A. Do you [IF DOV\_FAMSIZE>1: or anyone in your family] currently have any medical bills that are being paid off over time? This could include medical bills being paid off with a credit card, through personal loans, or bill paying arrangements with hospitals, doctors, or other health care providers. The bills can be from earlier years as well as this year.

- 1. YES
- 2. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q21. Do you [IF DOV\_FAMSIZE>1: or anyone in your family] currently have any unpaid medical bills that are past due? Include bills for doctors, dentists, hospitals, therapists, medication, equipment, nursing home, or home care. This could include medical bills owed directly to health care providers or paid with a credit card or personal loan. The bills can be from earlier years as well as this year.

- 1. YES
- 2. NO [SKIP TO Q23]
- 77. NOT APPLICABLE
- 88. DON'T KNOW [SKIP TO Q23]
- 99. REFUSED [SKIP TO Q23]

[IF Q21=1]

Q22. About how much do you [IF DOV\_FAMSIZE>1: or your family] currently owe for medical bills that are past due? Exclude bills that will likely be paid by an insurance company. Your best estimate is fine.

- 1. LESS THAN \$500
- 2. \$500 TO LESS THAN \$1,000
- 3. \$1,000 TO LESS THAN \$2,500
- 4. \$2,500 TO LESS THAN \$5,000
- 5. \$5,000 TO LESS THAN \$10,000
- 6. \$10,000 OR MORE



- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

***Place for Health Care***

23. A personal doctor is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?

- 1. YES
- 2. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

24. A regular dentist is one you would go to for check-ups and cleanings or when you have a cavity or tooth pain. Do you currently have a regular dentist?

- 1. YES
- 2. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

25. Next I'm going to ask you about the use of emergency rooms. How easy or hard is it for you to decide whether to use the emergency room?

- 1. Very easy
- 2. Easy
- 3. Hard or
- 4. Very hard
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

26. Next, I will ask what you would do if you experience the following symptoms during a normal business day.

26.1 Shortness of breath lasting more than 15 minutes. Would you:	Stay home	Go to a doctor's office	To Urgent Care	To an Emergency Room	N/A	DK	RF
26.2 Low grade fever (under 102) lasting for more than a day	1	2	3	4	7	8	9
26.3 Severe stomach pain lasting more than 15 minutes	1	2	3	4	7	8	9
26.4 A sore throat lasting more than 2 days	1	2	3	4	7	8	9
26.5 A possible broken bone	1	2	3	4	7	8	9
26.6 A severe headache lasting more than 3 hours	1	2	3	4	7	8	9

**Health and Well-being**

Q27. In general, how would you rate your physical health now? Would you say it is...

1. Excellent
2. Very good
3. Good
4. Fair or
5. Poor
77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

Q28. In general, how would you rate your overall mental and behavioral health now?

1. Excellent
2. Very good
3. Good
4. Fair or
5. Poor
77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

Q29. In general, how would you rate your overall dental health now?

1. Excellent
2. Very good
3. Good
4. Fair or
5. Poor
77. NOT APPLICABLE
88. DON'T KNOW

99. REFUSED

The next set of questions ask about issues related to your financial situation.

Q30. Which of the following best describes your financial situation? Do you see yourself as...

1. Very financially secure
2. Somewhat financially secure
3. Not very financially secure or
4. Not at all financially secure
77. NOT APPLICABLE
88. DON'T KNOW/NOT SURE
99. REFUSED

Q31. How difficult is it for you to live on your household income right now? Is it...

1. Not at all difficult
2. Somewhat difficult
3. Very difficult or
4. Extremely difficult
77. NOT APPLICABLE
88. DON'T KNOW/NOT SURE
99. REFUSED

Q32. How confident are you that you could come up with \$2,000 if an unexpected expense arose within the next month? Would you say...

1. Very confident
2. Somewhat confident
3. Not too confident or
4. Not at all confident
77. NOT APPLICABLE
88. DON'T KNOW/NOT SURE
99. REFUSED

Next, I'm going to read you two statements that people have made about their food situation.

Q33. Within the past 30 days, we worried whether our food would run out before we got money to buy more. Would you say that was often true, sometimes true, or never true?

1. OFTEN TRUE
2. SOMETIMES TRUE
3. NEVER TRUE
77. NOT APPLICABLE
88. DON'T KNOW/NOT SURE
99. REFUSED

Q34. Within the past 30 days, the food we bought just didn't last and we didn't have enough money to get more. Would you say that was often true, sometimes true, or never true?

1. OFTEN TRUE
2. SOMETIMES TRUE
3. NEVER TRUE
77. NOT APPLICABLE
88. DON'T KNOW/NOT SURE



## 99. REFUSED

The next questions ask you about your utilities.

Q35. In the last 30 days, did you ever not pay the full amount of a utility bill, including water, gas, oil, or electricity at the time it was due?

- 1. YES
- 2. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

Q36. In the last 30 days, was your cellphone or telephone service ever disconnected, or did you ever run out of minutes because there wasn't enough money?

- 1. YES
- 2. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

***Demographics***

Q37. Are you Hispanic or Latino/a?

- 1. HISPANIC OR LATINO
- 2. NOT HISPANIC OR LATINO
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q38. How would you describe your race? [SELECT ALL THAT APPLY]

- 1. American Indian/Alaskan native
- 2. Asian
- 3. Black/African American
- 4. Middle eastern/North African
- 5. Native Hawaiian or other Pacific islander
- 6. White
- 7. Other race or ethnicity [open text]:
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q39. What is the highest grade level of school that you have completed?

[MAY BE FIELD CODED IF RESPONDENT DOES NOT NEED PROMPTING]

- 1. 8<sup>th</sup> grade or less
- 2. Some high school, did not graduate.

3. High school graduate or GED
4. Some college or 2-year degree
5. 4-year college degree
6. More than 4-year college degree
77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

QComments.

And finally, do you have any comments about [PLAN NAME] program that you would like to share?  
[OPEN TEXT].

#### **DEBRIEFING/CLOSING**

Those are all the questions we have for you. Thank you so much for taking the time to talk with me today. We'd like to thank you for participating by sending you twenty dollars. I will just need to confirm your mailing address so we can send that to you. **[CONFIRM MAILING ADDRESS; IF DIFFERENT, UPDATE ADDRESS]**

**[ONCE CONFIRMED]** We will be sending that out in the order interviews are completed, so you should expect it in the mail within the next four to six weeks. If you have any questions or concerns or if you have not received your gift card within a reasonable amount of time, feel free to call us at 855-204-4692. Thank you again for your help. Have a great day/night. Goodbye.

#### **END SURVEY**

Thank you for your time.

## New Enrollee Survey (Children)

### QUESTIONNAIRE INTRODUCTION/CONSENT

Hello! My name is [Interviewer Name] and I am with the University of Iowa. May I please speak with [First Name, Last Name]?

We are calling to ask you to be a part of a survey of new [PLAN NAME] members being done by researchers at the University of Iowa. [CHILDNAME] is on our list of new enrollees in that plan. Hopefully you received a gold and blue postcard letting you know that we would be calling you?

We got this child's name from the Iowa Department of Health and Human Services (DHHS) as a part of a list of new plan members. We would like to ask you a few questions about your experiences with the plan and about joining the plan. To thank you for your time, we will mail you \$20 after you complete the survey.

The questions should take around 20 minutes to answer. You can skip any questions that you don't want to answer. The survey is voluntary. You do not have to take part if you do not want to. If you choose not to, it will not affect the benefits you qualify for, including [PLAN NAME].

Your answers will be combined with answers from other people in the program and included in a report that will be given to both the Iowa and US Departments of Health and Human Services (DHHS). They will use the information to better understand how the program works in Iowa and help other states learn from Iowa's program. Your individual responses will not be shared.

Do you have any questions about the survey?

[ENTER PLAN THEY ARE ON BELOW]

8. Iowa Health and Wellness Plan
9. Iowa Wellness Plan
10. Marketplace Choice
11. TFMP
12. TANF
13. FIP
14. OTHER (FILL IN)

C1. Are you willing to complete this phone survey?

3. YES [CONTINUE TO SCREENING]
4. NO [IF NO: END SURVEY]



CALLBACK

What day and time would be best for us to call back?

**SURVEY QUESTIONS**

Great! Throughout the interview, is there another name you prefer us to use to talk about [display child's first name]?

Sounds great! First, I will ask you a few questions about [display child preferred name] joining [PLAN NAME]. There are also questions about insurance coverage, [display child preferred name]'s health, your opinions, and a few questions that help describe [display child preferred name]. If there is a question you don't want to answer, let me know and, we can skip it. Throughout the survey, please tell me if you have questions or if anything is not clear.

**Enrollment Experience**

Q1. First, I am going to ask about why you applied for [PLAN NAME] for [display child preferred name]. I'm going to read a list of reasons why people may apply to [PLAN NAME]. Please tell me if any of these were a reason why YOU applied. You can answer yes or no.

- 10. You [or your spouse] lost employer-based insurance, and [display child preferred name] lost the coverage.
- 11. Your doctor's office or hospital told you to apply.
- 12. Your caseworker told you to apply.
- 13. [display child preferred name]'s health got worse.
- 14. Your family situation changed (such as a divorce).
- 15. [display child preferred name] is required to have health insurance.
- 16. You recently moved to Iowa.
- 17. You were no longer covered by your parents' insurance. [TURNED 26]
- 18. Is there a different reason you applied? Please describe \_\_\_\_
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q2. Did you have any help signing up [display child preferred name] for [PLAN NAME]?

- 3. YES
- 4. NO [SKIP TO Q4]
- 78. NOT APPLICABLE [SKIP TO Q4]
- 88. DON'T KNOW [SKIP TO Q4]
- 99. REFUSED [SKIP TO Q4]

[IF Q2=1]

Q3. Who helped you sign up? (Field code the answers)

- 7. FAMILY MEMBER
- 8. FRIEND
- 9. A HEALTH CARE PROVIDER/STAFF

- 10. A CASE WORKER
- 11. SOMEONE ON THE PHONE – MEDICAID HELP LINE, 1-800 number
- 12. OTHER \_\_\_\_\_
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q4. How easy or difficult was it to apply for [PLAN NAME]? Would you say it was:

- 5. Very easy [SKIP TO Q6]
- 6. Somewhat Easy [SKIP TO Q6]
- 7. Somewhat Difficult
- 8. Very difficult
- 78. NOT APPLICABLE
- 88. DON'T KNOW [SKIP TO Q6]
- 100. REFUSED [SKIP TO Q6]

[IF Q4=3 or 4]

Q5. What difficulties did you have when applying?

- 9. YOU COULDN'T UNDERSTAND THE FORMS.
- 10. THE PROCESS WAS TOO COMPLICATED.
- 11. YOU HAD NO TRANSPORTATION TO APPOINTMENT.
- 12. YOU DID NOT KNOW WHERE TO GO TO GET HELP.
- 13. YOU DID NOT HAVE ALL THE NEEDED DOCUMENTS.
- 14. YOU HAD NO ONE TO HELP YOU FILL OUT THE FORMS.
- 15. YOU COULD NOT ACCESS THE ONLINE FORMS.
- 16. OTHER \_\_\_\_\_
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

### ***Coverage/enrollment Gap***

Q6. In the year prior to joining [PLAN NAME], so since [CURRENT MONTH] [CURRENT YEAR-1], was [display child preferred name] covered by any kind of health insurance?

- 3. YES
- 4. NO [SKIP TO Q9]
- 77. NOT APPLICABLE [SKIP TO Q9]
- 88. DON'T KNOW [SKIP TO Q9]
- 99. REFUSED [SKIP TO Q9]

[IF Q6=1]

Q7. Was the most recent insurance private insurance? (Private means you or your family got it through an employer or individually purchased it?)

- 1. YES [SKIP TO Q8]
- 2. NO

77. NOT APPLICABLE [SKIP TO Q8]

88. DON'T KNOW [SKIP TO Q8]

99. REFUSED [SKIP TO Q8]

Q7.1 [IF NO] What [public] insurance did you use prior to applying for [PLAN NAME]

1. Medicare

2. Medicaid

3. Children's Health Insurance Program (CHIP)/Hawki

4. Military related health care: TRICARE (CHAMPUS) / VA health care / CHAMP-VA

5. Indian Health Service

6. State-sponsored health plan

7. OR WAS IT ANOTHER government program? \_\_\_\_ [INCLUDE TEXT] \_\_\_\_\_

77. NOT APPLICABLE

88. DON'T KNOW

99. REFUSED

[IF Q6=1]

Q8. In which year did that earlier coverage end?

4. 2022

5. 2023

6. 2024

77. NOT APPLICABLE [SKIP TO Q9]

88. DON'T KNOW [SKIP TO Q9]

99. REFUSED [SKIP TO Q9]

Q8.1. In which month in [display year answer from previous question] did that earlier coverage end?

13. January

14. February

15. March

16. April

17. May

18. June

19. July

20. August

21. September

22. October

23. November

24. December

77. NOT APPLICABLE

88. DON'T KNOW

99. REFUSED

Q9. Thinking about [display child preferred name]'s recent application to [PLAN NAME], how long ago did you start thinking about applying?

\_\_\_\_ # MONTHS or

\_\_\_\_ # WEEKS

77. NOT APPLICABLE

88. DON'T KNOW



## 99. REFUSED

Q10. For some people, [PLAN NAME] may pay the costs of medical care they received before joining the plan. When you applied for [PLAN NAME]. Did you think that the program would pay for any of the medical care received BEFORE [display child preferred name] joined?

- 3. YES
- 4. NO [SKP to Q12]
- 77. NOT APPLICABLE [SKP TO Q12]
- 88. DON'T KNOW [SKP to Q12]
- 99. REFUSED [SKP to Q12]

[IF Q10=1]

Q11. How far back did you think the program would pay for medical care [display child preferred name] received before joining [PLAN NAME]?

Did you think the program would pay for care back

- 7. TO THE FIRST OF THE APPLICATION MONTH--ONLY SELECT IF R EXPLICITLY STATES THIS
- 8. 1-DAY TO ONE MONTH (1-30 DAYS)
- 9. >1 MONTH TO 2 MONTHS (31-60 DAYS)
- 10. >2 MONTHS TO 3 MONTHS (61-90 DAYS)
- 11. MORE THAN 3 MONTHS (>93 DAYS)
- 12. OR SOMETHING DIFFERENT: [OPEN TEXT]
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 100. REFUSED

Q12. Everyone has their own opinion about health insurance: some think that having health insurance is important and some think that having health insurance is not important. What about you? Would you say that, having health insurance coverage for [display child preferred name] is...?

- 5. Very important
- 6. Somewhat important
- 7. Not very important or
- 8. Not at all important
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 100. REFUSED

Next, I'm going to ask you about YOUR OWN health care coverage.

Q13. Are you currently on Medicaid?

- 1. YES
- 2. NO [SKIP TO Q16]
- 77. NOT APPLICABLE [SKIP TO Q16]
- 88. DON'T KNOW [SKIP TO Q16]
- 99. REFUSED [SKIP TO Q16]

[IF Q13=1]

Q14. For some people, [PLAN NAME] may pay the costs of medical care they received before joining the plan. When you applied for Medicaid, did you think that the program would pay for any of the medical care received BEFORE joining?

1. YES
2. NO [SKIP TO Q16]
77. NOT APPLICABLE [SKIP TO Q16]
88. DON'T KNOW [SKIP TO Q16]
99. REFUSED [SKIP TO Q16]

[IF Q14=1]

Q15. How far back did you think the program would pay for medical care you received before joining Medicaid?

Did you think the program would pay for care back ...

1. TO THE FIRST OF THE APPLICATION MONTH--ONLY SELECT IF R EXPLICITLY STATES THIS
2. 1-DAY TO ONE MONTH (1-30 DAYS)
3. >1 MONTH TO 2 MONTHS (31-60 DAYS)
4. >2 MONTHS TO 3 MONTHS (61-90 DAYS)
5. MORE THAN 3 MONTHS (>93 DAYS)
6. OR SOMETHING DIFFERENT: [OPEN TEXT]
77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

Q16. Everyone has their own opinion about health insurance: some think that having health insurance is important and some think that having health insurance is not important. What about you? Would you say that, for you, having health insurance coverage is...?

1. Very important
2. Somewhat important
3. Not very important
4. Not at all important
77. NOT APPLICABLE
88. DON'T KNOW
99. REFUSED

### ***Medical Debt***

Q17. In the last 3 months [or during the past x months – calculated from the coverage gap time if fewer than 3 months], did [display child preferred name] have any health care bills? Include bills such as from doctors, dentists, hospitals, therapists, and pharmacies.

3. YES
4. NO [SKIP TO Q20]
78. NOT APPLICABLE
88. DON'T KNOW [SKIP TO Q20]
100. REFUSED [SKIP TO Q20]

Q18. Did you have any difficulty paying these bills?

3. YES
4. NO
78. NOT APPLICABLE
88. DON'T KNOW
100. REFUSED

Q19. Were these bills for any of the following types of services?

- 4. Medical care? Y/N
- 5. Dental care? Y/N
- 6. Prescription medication? Y/N
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 100. REFUSED

Q20. The next questions focus on the affordability of health care for you [IF DOV\_FAMSIZE>1] and your family. We're interested in your immediate family, which would include you, a spouse or partner (if applicable), and any of your children or stepchildren under 19 who live with you].

For this question, think about your [IF DOV\_FAMSIZE>1: and your family's] health care experiences over the past 12 months, that is, since [CURRENT MONTH] [CURRENT YEAR-1]. Did you [IF DOV\_FAMSIZE>1: or anyone in your family] have problems paying any medical bills? Include bills for doctors, dentists, hospitals, therapists, medication, equipment, nursing home, or home care.

- 1. YES
- 2. NO
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 100. REFUSED

Q20\_A. Do you [IF DOV\_FAMSIZE>1: or anyone in your family] currently have any medical bills that are being paid off over time? This could include medical bills being paid off with a credit card, through personal loans, or bill paying arrangements with hospitals, doctors, or other health care providers. The bills can be from earlier years as well as this year.

- 3. YES
- 4. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q21. Do you [IF DOV\_FAMSIZE>1: or anyone in your family] currently have any unpaid medical bills that are past due? Include bills for doctors, dentists, hospitals, therapists, medication, equipment, nursing home, or home care. This could include medical bills owed directly to health care providers or paid with a credit card or personal loan. The bills can be from earlier years as well as this year.

- 3. YES
- 4. NO [SKIP TO Q23]
- 78. NOT APPLICABLE
- 88. DON'T KNOW [SKIP TO Q23]
- 100. REFUSED [SKIP TO Q23]

[IF Q21=1]

Q22. About how much do you [IF DOV\_FAMSIZE>1: or your family] currently owe for medical bills that are past due? Exclude bills that will likely be paid by an insurance company. Your best estimate is fine.

- 1. LESS THAN \$500
- 2. \$500 TO LESS THAN \$1,000
- 3. \$1,000 TO LESS THAN \$2,500
- 4. \$2,500 TO LESS THAN \$5,000



- 5. \$5,000 TO LESS THAN \$10,000
- 6. \$10,000 OR MORE
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

***Place for Health Care***

23. A personal doctor is the person [display child preferred name] would see if they need a check-up, want advice about a health problem, or get sick or hurt. Does [display child preferred name] have a personal doctor?

- 3. YES
- 4. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

24. A regular dentist is one [display child preferred name] would go to for check-ups and cleanings or when they have a cavity or tooth pain. Does [display child preferred name] currently have a regular dentist?

- 3. YES
- 4. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

25. Next I'm going to ask you about the use of emergency rooms. How easy or hard has it been for you to decide whether to use the emergency room when [display child preferred name] has been sick or injured?

- 5. Very easy
- 6. Easy
- 7. Hard or
- 8. Very hard
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

26. Next, I will ask what you would do if [CHILD NAME] experiences the following symptoms during a normal business day.

26.1 Shortness of breath lasting more than 15 minutes. Would you:	Stay home	Go to a doctor's office	To Urgent Care	To an Emergency Room	N/A	DK	RF
26.2 Low grade fever (under 102) lasting for more than a day	1	2	3	4	7	8	9
26.3 Severe stomach pain lasting more than 15 minutes	1	2	3	4	7	8	9
26.4 A sore throat lasting more than 2 days	1	2	3	4	7	8	9
26.5 A possible broken bone	1	2	3	4	7	8	9
26.6 A severe headache lasting more than 3 hours	1	2	3	4	7	8	9

**Health and Well-being**

Q27. In general, how would you rate [display child preferred name]'s physical health now? Would you say it is...

- 6. Excellent
- 7. Very good
- 8. Good
- 9. Fair or
- 10. Poor
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q28. In general, how would you rate [display child preferred name]'s overall mental and behavioral health now?

- 6. Excellent
- 7. Very good
- 8. Good
- 9. Fair or
- 10. Poor
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 100. REFUSED

Q29. In general, how would you rate [display child preferred name]'s overall dental health now?

- 6. Excellent
- 7. Very good
- 8. Good
- 9. Fair or

- 10. Poor
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 100. REFUSED

The next set of questions ask about issues related to your financial situation.

Q30. Which of the following best describes your financial situation? Do you see yourself as...

- 5. Very financially secure
- 6. Somewhat financially secure
- 7. Not very financially secure or
- 8. Not at all financially secure
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

Q31. How difficult is it for you to live on your household income right now? Is it...

- 1. Not at all difficult
- 2. Somewhat difficult
- 3. Very difficult or
- 4. Extremely difficult
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

Q32. How confident are you that you could come up with \$2,000 if an unexpected expense arose within the next month? Would you say...

- 5. Very confident
- 6. Somewhat confident
- 7. Not too confident or
- 8. Not at all confident
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

Next, I'm going to read you two statements that people have made about their food situation.

Q33. Within the past 30 days, we worried whether our food would run out before we got money to buy more. Would you say that was often true, sometimes true, or never true?

- 4. OFTEN TRUE
- 5. SOMETIMES TRUE
- 6. NEVER TRUE
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

Q34. Within the past 30 days, the food we bought just didn't last and we didn't have enough money to get more. Would you say that was often true, sometimes true, or never true?

- 4. OFTEN TRUE
- 5. SOMETIMES TRUE



- 6. NEVER TRUE
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

The next questions ask you about your utilities.

Q35. In the last 30 days, did you ever not pay the full amount of a utility bill, including water, gas, oil, or electricity at the time it was due?

- 3. YES
- 4. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

Q36. In the last 30 days, was your cellphone or telephone service ever disconnected, or did you ever run out of minutes because there wasn't enough money?

- 3. YES
- 4. NO
- 77. NOT APPLICABLE
- 88. DON'T KNOW/NOT SURE
- 99. REFUSED

### *Demographics*

Q37. Is [display child preferred name] Hispanic or Latino/a?

- 1. Hispanic or Latino
- 2. Not Hispanic or Latino
- 77. NOT APPLICABLE
- 88. DON'T KNOW
- 99. REFUSED

Q38. How would you describe [display child preferred name]'s race? [SELECT ALL THAT APPLY]

- 8. American Indian/Alaskan native
- 9. Asian
- 10. Black/African American
- 11. Middle eastern/North African
- 12. Native Hawaiian or other Pacific islander
- 13. White
- 14. Other race or ethnicity [open text]:
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 100. REFUSED

Q39. What is the highest grade level of school that you have completed?

- 7. 8<sup>th</sup> grade or less
- 8. Some high school, did not graduate.
- 9. High school graduate or GED
- 10. Some college or 2-year degree
- 11. 4-year college degree
- 12. More than 4-year college degree
- 78. NOT APPLICABLE
- 88. DON'T KNOW
- 100. REFUSED

QComments.

And finally, do you have any comments about [PLAN NAME] program that you would like to share?  
[OPEN TEXT].

#### **DEBRIEFING/CLOSING**

Those are all the questions we have for you. Thank you so much for taking the time to talk with me today. We'd like to thank you for participating by sending you twenty dollars. I will just need to confirm your mailing address so we can send that to you. **[CONFIRM MAILING ADDRESS; IF DIFFERENT, UPDATE ADDRESS]**

**[ONCE CONFIRMED]** We will be sending that out in the order interviews are completed, so you should expect it in the mail within the next four to six weeks. If you have any questions or concerns or if you have not received your gift card within a reasonable amount of time, feel free to call us at 855-204-4692. Thank you again for your help. Have a great day/night. Goodbye.

#### **END SURVEY**

Thank you for your time.

## Encuesta para miembros nuevos (adultos)

### **PRESENTACIÓN DEL CUESTIONARIO Y CONSENTIMIENTO**

¡Hola! Mi nombre es [Interviewer Name] y me comunico con usted de parte de University of Iowa.  
¿Podría hablar con [First Name, Last Name]?

Le estamos llamando para ofrecerle la posibilidad de participar en una encuesta dirigida a miembros nuevos del plan [PLAN NAME]. La encuesta está a cargo de investigadores de University of Iowa.

Con suerte, habrá recibido una tarjeta azul y dorada en la que le avisábamos de esta llamada.

Obtuvimos su nombre del Departamento de Salud y Servicios Humanos de Iowa, dado que acaba de inscribirse en el plan [PLAN NAME]. Nos gustaría hacerle algunas preguntas sobre su experiencia con el plan y con el proceso de inscripción. En agradecimiento por su tiempo, le enviaremos \$20 por correo postal después de que complete la encuesta.

Responder las preguntas no debería tomarle más de 20 minutos. Puede saltar cualquier pregunta que no quiera responder. La encuesta es voluntaria. No tiene la obligación de participar si no quiere hacerlo. Si decide no participar, no se verán afectados los beneficios que le corresponden, incluido el plan [PLAN NAME].

Sus respuestas se combinarán con las de otras personas del programa y se incluirán en un informe que se entregará a los Departamentos de Salud y Servicios Humanos de Iowa y de Estados Unidos. La información se usará para comprender mejor cómo funciona el programa en Iowa y para que otros estados aprendan de esta experiencia. No se compartirán las respuestas personales, a menos que lo exija la ley.

¿Tiene alguna duda sobre la encuesta?

ACLARE LAS DUDAS O DIRÍJALAS AL SUPERVISOR/GERENTE DE PROYECTO O A LA JUNTA DE REVISIÓN INSTITUCIONAL, O BIEN, PROGRAME UNA NUEVA LLAMADA.

C1. ¿Está de acuerdo en completar esta encuesta telefónica?

1. SÍ [CONTINUE TO SCREENING]
2. NO [IF NO: END

SURVEY] NUEVA LLAMADA

¿Qué día y a qué hora le convendría recibir una nueva llamada?



**PREGUNTAS DE LA ENCUESTA**

¡Excelente! La encuesta solo incluye preguntas sobre su cobertura personal. Primero, le haré algunas preguntas sobre el proceso de inscripción en el plan [PLAN NAME]. También habrá preguntas sobre la cobertura del seguro, su salud, sus opiniones y algunas otras preguntas que nos permitan describirle. Si hubiera alguna pregunta que preferiría no responder, dígamelo y la saltaremos. Por favor, si tiene dudas o hay algo que no le queda claro en cualquier momento de la encuesta, dígamelo.

**Experiencia de inscripción**

P1. Para empezar, le voy a leer una lista de motivos por los que las personas solicitan la cobertura de atención de salud a través del plan [PLAN NAME]. Por favor, indique si USTED solicitó inscribirse en el plan [PLAN NAME] por alguno de estos motivos. Puede responder “sí” o “no”.

1. Usted [O SU CÓNYUGE] perdió el seguro que tenía con su empleador.
2. Usted siguió la recomendación del consultorio u hospital donde trabaja su médico.
3. Usted siguió la recomendación de su asistente social.
4. Empeoró su salud.
5. Cambió la situación familiar (por ejemplo, un divorcio).
6. Usted tiene la obligación de contar con un seguro de salud.
7. Se mudó a Iowa recientemente.
8. Usted ya no tenía cobertura del seguro de sus padres [CUMPLIÓ 26 AÑOS].
9. ¿Su solicitud de cobertura se debió a algún otro motivo? Por favor, explique. \_\_\_\_\_
77. DON'T KNOW
99. REFUSED

P2. ¿Le ayudó alguien a inscribirse en el plan [PLAN NAME]?

1. SÍ
2. NO [SKIP TO P4]
77. DON'T KNOW [SKIP TO Q4]
99. REFUSED [SKIP TO Q4]

[IF Q2=1]

P3. ¿Quién le ayudó? (Field code the answers)

1. FAMILIAR
2. AMIGO(A)
3. PROVEEDOR/PERSONAL DE ATENCIÓN DE SALUD
4. ASISTENTE SOCIAL
5. ALGUIEN CON QUIEN HABLÓ POR TELÉFONO [la línea de ayuda de Medicaid, un número “1-800”]
6. OTRO \_\_\_\_\_
77. DON'T KNOW
99. REFUSED

P4. ¿Qué tan fácil o difícil le resultó solicitar la inscripción en el plan [PLAN NAME]? Diría que fue:

1. Muy fácil [SKIP TO P6]
2. Bastante fácil [SKIP TO P6]



- 3. Bastante difícil
- 4. Muy difícil
- 77. DON'T KNOW [SKIP TO Q6]
- 99. REFUSED [SKIP TO Q6]

[IF Q4=3 or 4]

P5. ¿Qué dificultades tuvo al solicitar la inscripción?

[PROBE UNTIL NO NEW RESPONSES] ¿Tuvo alguna otra dificultad?

[DO NOT READ - SELECT ALL THAT APPLY]

- 1. Tuvo problemas para entender los formularios.
- 2. El proceso fue demasiado complicado.
- 3. No tenía quién le llevara a la cita.
- 4. No sabía a quién acudir para pedir ayuda.
- 5. No tenía todos los documentos necesarios.
- 6. No tenía a nadie que le ayudara a completar los formularios.
- 7. No podía acceder a los formularios en internet.
- 8. Otro \_\_\_\_\_
- 77. DON'T KNOW
- 99. REFUSED

#### *Intervalo entre otra cobertura y la inscripción*

P6. En el año anterior a su inscripción en el plan [PLAN NAME], es decir, desde [CURRENT MONTH] de [CURRENT YEAR-1], ¿tuvo usted alguna clase de seguro de salud?

- 1. SÍ
- 2. NO [SKIP TO P9]
- 77. DON'T KNOW [SKIP TO Q9]
- 99. REFUSED [SKIP TO Q9]

[IF Q6=1]

P7. ¿Era un seguro privado? ("Privado" significa que usted o su familia tenían la cobertura a través de un empleador o por compra personal).

- 1. SÍ [SKIP TO P8]
- 2. NO
- 77. DON'T KNOW [SKIP TO Q8]
- 99. REFUSED [SKIP TO Q8]

P7.1. [IF NO] ¿Qué seguro [público] tenía antes de solicitar la inscripción en el plan [PLAN NAME]?

- 1. Medicare
- 2. Medicaid
- 3. Programa de Seguro Médico para Niños (CHIP)/Programa Hawki
- 4. Atención de salud asociada a las Fuerzas Armadas: TRICARE (CHAMPUS)/Atención de salud para veteranos/CHAMP-VA
- 5. Servicio de Salud para Pueblos Indígenas
- 6. Plan de salud patrocinado por el estado



7. O BIEN, ¿CONTABA CON OTRO programa del gobierno? \_\_\_\_ [INCLUDE TEXT] \_\_\_\_

77. DON'T KNOW

99. REFUSED





[IF Q6=1]

P8. ¿En qué año finalizó la cobertura que tenía?

1. 2022
2. 2023
77. DON'T KNOW [SKIP TO Q9]
99. REFUSED [SKIP TO Q9]

P8.1. ¿En qué mes del año [display year answer from previous question] finalizó esa cobertura que tenía?

1. Enero
2. Febrero
3. Marzo
4. Abril
5. Mayo
6. Junio
7. Julio
8. Agosto
9. Septiembre
10. Octubre
11. Noviembre
12. Diciembre
77. DON'T KNOW
99. REFUSED

P9. Teniendo en cuenta su reciente solicitud de inscripción en el plan [PLAN NAME], ¿cuánto hace que comenzó a evaluar esta posibilidad?

- \_\_\_\_\_ MESES
77. DON'T KNOW
99. REFUSED

P10. Para algunas personas, el plan [PLAN NAME] podría cubrir los gastos de la atención médica recibida antes de inscribirse. Cuando solicitó inscribirse en el plan [PLAN NAME], ¿pensó que le cubriría los gastos de la atención médica recibida ANTES de inscribirse?

1. SÍ
2. NO [SKIP to P12]
77. DON'T KNOW [SKP to Q12]
99. REFUSED [SKP to Q12]

[IF Q10=1]

P11. ¿Con cuánta retroactividad pensó que el programa le pagaría la atención médica recibida antes de inscribirse en el plan [PLAN NAME]?

Usted pensó que el programa pagaría la atención recibida con esta retroactividad:

1. HASTA EL PRIMER DÍA DEL MES DE SOLICITUD (SELECCIONE UNA OPCIÓN SOLO SI LA PERSONA ENCUESTADA LO AFIRMA EXPLÍCITAMENTE)
2. DE 1 DÍA A UN MES (DE 1 A 30 DÍAS)
3. DE MÁS DE 1 MES A 2 MESES (DE 31 A 60 DÍAS)
4. DE MÁS DE 2 MESES A 3 MESES (DE 61 A 90 DÍAS)



- 5. MÁS DE 3 MESES (MÁS DE 93 DÍAS)
- 6. UN PERIODO DIFERENTE: [OPEN TEXT]
- 77. DON'T KNOW
- 99. REFUSED



P12. Cada persona tiene su propia opinión sobre el seguro de salud: algunas consideran que es importante tenerlo, mientras que otras no lo ven de la misma manera. Y usted, ¿qué opina? Para usted, ¿cuál de las siguientes opciones describe mejor su opinión acerca de tener la cobertura de un seguro de salud?

1. Es muy importante
2. Es bastante importante
3. No es muy importante
4. No es para nada importante
77. DON'T KNOW
99. REFUSED

### ***Deudas médicas***

P13. En los últimos 3 meses [Or: En los últimos x meses (calculated from the coverage gap time if fewer than 3 months)], ¿tuvo que pagar alguna factura de atención de salud? Incluya facturas de médicos, dentistas, hospitales, terapeutas, farmacias, etc.

1. SÍ
2. NO [SKIP TO P16]
77. DON'T KNOW [SKIP TO Q16]
99. REFUSED [SKIP TO Q16]

P14. ¿Tuvo complicaciones para pagar estas facturas?

1. SÍ
2. NO
77. DON'T KNOW
99. REFUSED

P15. ¿Qué clases de servicios pagó en estas facturas?

1. Atención médica                      Sí/No
2. Atención odontológica              Sí/No
3. Medicamentos recetados          Sí/No
77. DON'T KNOW
99. REFUSED

P16. Las siguientes preguntas se centran en su capacidad económica para pagar la atención de salud para usted [IF DOV\_FAMSIZE>1] y su familia. Nos interesa su familia inmediata, es decir, usted, un cónyuge o pareja (si corresponde) y cualquiera de sus hijos(as) o hijastros(as) menores de 19 años que vivan con usted.

Cuando responda esta pregunta, piense en las experiencias de atención de salud que tuvo [IF DOV\_FAMSIZE>1: y que tuvo su familia] en los últimos 12 meses, es decir, desde [CURRENT MONTH] de [CURRENT YEAR-1]. ¿Tuvo usted [IF DOV\_FAMSIZE>1: o cualquier integrante de su familia] complicaciones para pagar, o no pudo pagar, alguna factura médica? Incluya las facturas de médicos, dentistas, hospitales, terapeutas, medicamentos, equipos, centros de adultos mayores y personas con discapacidad, o cuidados en el hogar.

1. SÍ
2. NO





P16A. ¿Continúa usted [IF DOV\_FAMSIZE>1: o algún integrante de su familia] pagando alguna factura médica? Esto podría incluir facturas médicas que se están pagando con una tarjeta de crédito, con un préstamo personal o mediante un acuerdo de pago con hospitales, médicos u otros proveedores de atención de salud. Las facturas pueden ser de años anteriores o de este año.

1. SÍ
2. NO
77. DON'T KNOW
99. REFUSED

P17. ¿Tiene usted [IF DOV\_FAMSIZE>1: o algún integrante de su familia] alguna factura médica actualmente impaga, que haya vencido? Incluya las facturas de médicos, dentistas, hospitales, terapeutas, medicamentos, equipos, centros de adultos mayores y personas con discapacidad, o cuidados en el hogar. Esto podría incluir facturas médicas adeudadas directamente a proveedores de atención de salud o pagadas con una tarjeta de crédito o préstamo personal. Las facturas pueden ser de años anteriores o de este año.

1. SÍ
2. NO [SKIP TO P19]
77. DON'T KNOW [SKIP TO Q19]
99. REFUSED [SKIP TO Q19]

[IF Q17=1]

P18. Y, en la actualidad, ¿cuánto dinero debe usted [IF DOV\_FAMSIZE>1: o su familia] en concepto de facturas médicas vencidas? No incluya facturas que probablemente pague una compañía de seguros. Un cálculo estimativo estará bien.

1. MENOS DE \$500
2. DE \$500 A MENOS DE \$1,000
3. DE \$1,000 A MENOS DE \$2,500
4. DE \$2,500 A MENOS DE \$5,000
5. DE \$5,000 A MENOS DE \$10,000
6. \$10,000 O MÁS
77. DON'T KNOW
99. REFUSED

### ***Dónde obtiene atención de salud***

19. Un médico de cabecera es la persona a la que usted acudiría si necesitara hacerse un control, quisiera consejos sobre un problema de salud, se enfermara o lesionara. ¿Tiene médico de cabecera?

1. SÍ
2. NO
77. DON'T KNOW
99. REFUSED



20. Un dentista de cabecera es el profesional al que usted acudiría para controles y limpiezas, o si tuviese una caries o dolor en los dientes o las muelas. ¿Tiene actualmente dentista de cabecera?

1. Sí
2. NO
77. DON'T KNOW
99. REFUSED

21. A continuación, le haré preguntas sobre el uso de las salas de emergencias. ¿Qué tan fácil o difícil le resulta tomar la decisión de ir a una sala de emergencias?

1. Muy fácil
2. Fácil
3. Difícil
4. Muy difícil
77. DON'T KNOW
99. REFUSED

22. Ahora, le voy a preguntar qué haría si tuviera estos síntomas en un día hábil normal./Ahora, le voy a preguntar qué haría si [CHILD NAME] tuviera estos síntomas en un día hábil normal.

22.1 Problemas para respirar durante más de 15 minutos. ¿Qué haría?:	Quedarse en casa	Ir al consultorio del médico	Ir a un centro de atención de urgencias	Ir a una sala de emergencias
22.2 Fiebre baja (menos de 102 °F) durante más de un día	1	2	3	4
22.3 Dolor intenso de estómago durante más de 15 minutos	1	2	3	4
22.4 Dolor de garganta durante más de 2 días	1	2	3	4
22.5 Una posible fractura	1	2	3	4
22.6 Dolor de cabeza intenso durante más de 3 horas	1	2	3	4

### Salud y bienestar

P23. En general, ¿cómo clasificaría su salud física en estos momentos? Diría que es...

1. Excelente
2. Muy buena
3. Buena



- 4. Regular
- 5. Mala
- 77. DON'T KNOW
- 99. REFUSED

P24. En general, ¿cómo clasificaría su salud mental y conductual global en estos momentos?

- 1. Excelente
- 2. Muy buena
- 3. Buena
- 4. Regular
- 5. Mala
- 77. DON'T KNOW
- 99. REFUSED





P25. En general, ¿cómo clasificaría su salud dental global en estos momentos?

1. Excelente
2. Muy buena
3. Buena
4. Regular
5. Mala
77. DON'T KNOW
99. REFUSED

Las siguientes preguntas se refieren a problemas relacionados con su situación económica.

P26. ¿Cuál de las siguientes afirmaciones describe mejor su situación económica? Usted se ve...

[READ 1-4 -SELECT ONLY ONE]

1. Con mucha seguridad económica
2. Con bastante seguridad económica
3. Sin mucha seguridad económica
4. Sin nada de seguridad económica
77. DON'T KNOW/NOT SURE
99. REFUSED

P27. ¿Qué tan difícil es vivir con los ingresos de su familia en estos momentos? Diría que...

[READ 1-4 - SELECT ONLY ONE]

1. Para nada difícil
2. Bastante difícil
3. Muy difícil
4. Extremadamente difícil
77. DON'T KNOW/NOT SURE
99. REFUSED

P28. Si el mes próximo surgiera un gasto inesperado, ¿cuánta confianza se tiene para conseguir \$2,000? Diría que...

[READ 1-4 - SELECT ONLY ONE]

1. Tiene mucha confianza
2. Tiene bastante confianza
3. No tiene demasiada confianza
4. No tiene nada de confianza
77. DON'T KNOW/NOT SURE
99. REFUSED

A continuación, voy a leerle dos afirmaciones expresadas por personas sobre la situación alimentaria. Para cada afirmación, por favor dígame si fue a menudo verdadera, a veces verdadera o nunca verdadera para su familia en los últimos 30 días.



P29. En los últimos 30 días, nos preocupó quedarnos sin comida antes de tener dinero para comprar más. ¿Diría que esta situación fue a menudo verdadera, a veces verdadera o nunca verdadera?

[DO NOT READ - SELECT ONLY ONE]

- 1. A MENUDO VERDADERA
- 2. A VECES VERDADERA
- 3. NUNCA VERDADERA
- 77. DON'T KNOW/NOT SURE
- 99. REFUSED

P30. En los últimos 30 días, la comida que compramos simplemente no alcanzaba y no teníamos dinero para comprar más. ¿Diría que esta situación fue a menudo verdadera, a veces verdadera o nunca verdadera?

[DO NOT READ - SELECT ONLY ONE]

- 1. A MENUDO VERDADERA
- 2. A VECES VERDADERA
- 3. NUNCA VERDADERA
- 77. DON'T KNOW/NOT SURE
- 99. REFUSED

Las siguientes preguntas se refieren a los servicios públicos.

P31. En los últimos 30 días, ¿alguna vez no pudo pagar el monto total de la factura de un servicio público, por ejemplo, agua, gas, combustible o electricidad, en el momento de su vencimiento?

[DO NOT READ - SELECT ONLY ONE]

- 1. SÍ
- 2. NO
- 77. DON'T KNOW/NOT SURE
- 99. REFUSED

P32. En los últimos 30 días, ¿le desconectaron alguna vez el teléfono fijo o celular, o se le agotaron los minutos porque no había suficiente dinero?

- 1. SÍ
- 2. NO
- 77. DON'T KNOW/NOT SURE
- 99. REFUSED

### ***Datos demográficos***

¡Gracias por sus respuestas! Estamos a punto de terminar la encuesta. Solo me quedan algunas preguntas sobre usted y finalizaremos. Recuerde que sus respuestas se combinarán con las de otras personas y no se compartirá la información identificatoria.

P33. ¿Es usted de raza hispana o latina?

- 1. HISPANA O LATINA
- 2. NI HISPANA NI LATINA
- 77. DON'T KNOW



99. REFUSED



## P34. ¿Cómo describiría su raza? [SELECT ALL THAT APPLY]

1. Indoamericana o nativo(a) de Alaska
2. Asiática
3. Negra o afroamericana
4. Del Medio Oriente o Norte de África
5. Nativo(a) de Hawái o de otra isla del Pacífico
6. Blanca
7. Otra raza u origen étnico [open text]:
77. DON'T KNOW
99. REFUSED

## P35. ¿Cuál es el nivel de educación más alto que ha completado?

[MAY BE FIELD CODED IF RESPONDENT DOES NOT NEED PROMPTING]

1. 8.º grado o menos
2. Algo de preparatoria, sin título
3. Título de preparatoria o GED
4. Algo de estudios universitarios o título de 2 años
5. Título de carrera universitaria de 4 años
6. Título de carrera universitaria de más de 4 años
77. DON'T KNOW
99. REFUSED

## Comentarios

Por último, ¿tiene algún comentario sobre el programa [PLAN NAME] que quisiera compartir con nosotros? [OPEN TEXT].

**RECAPITULACIÓN Y CIERRE**

Esas son todas las preguntas que tengo para hacerle. Muchas gracias por dedicar tiempo a conversar conmigo hoy. Quisiéramos enviarle veinte dólares en agradecimiento por su participación. Solo necesito confirmar su dirección postal para que podamos hacer ese envío.

[CONFIRM MAILING ADDRESS; IF DIFFERENT, UPDATE ADDRESS]

[ONCE CONFIRMED] Enviaremos el dinero por orden de realización de las encuestas, por lo que debería recibirlo en la correspondencia dentro de las próximas cuatro a seis semanas. Si tiene preguntas o inquietudes, o si no recibe la tarjeta de obsequio dentro de un plazo razonable, no dude en llamarnos al 855-204-4692.

Gracias nuevamente por su ayuda. Que tenga buen día/buenas noches. Adiós.

**FIN DE LA ENCUESTA**

¡Gracias por su tiempo!

## Encuesta para miembros nuevos (niños)

### PRESENTACIÓN DEL CUESTIONARIO Y CONSENTIMIENTO

¡Hola! Mi nombre es [Interviewer Name] y me comunico con usted de parte de University of Iowa.  
¿Podría hablar con [First Name, Last Name]?

Le estamos llamando para ofrecerle la posibilidad de participar en una encuesta dirigida a miembros nuevos del plan [PLAN NAME] en el que se ha inscrito [First Name, Last Name]. Este estudio está a cargo de University of Iowa. Con suerte, habrá recibido una tarjeta azul y dorada en la que le avisábamos de esta llamada.

Le pedimos su ayuda porque [First Name, Last Name] fue inscrito recientemente en el plan [PLAN NAME]. Obtuvimos su nombre de una lista de nuevos miembros del plan [PLAN NAME]

extendida por el Departamento de Salud y Servicios Humanos de Iowa. Nos gustaría hacerle algunas preguntas sobre la experiencia de [First Name, Last Name] con el plan y con el proceso de inscripción.

En agradecimiento por su tiempo, le enviaremos \$20 por correo postal después de que complete la encuesta.

Responder las preguntas no debería tomarle más de 20 minutos. Puede saltar cualquier pregunta que no quiera responder. La encuesta es voluntaria. No tiene la obligación de participar si no quiere hacerlo. Si decide no participar, no se verán afectados los beneficios que le corresponden a [First Name, Last Name], incluido el plan [PLAN NAME].

Sus respuestas se combinarán con las de otras personas del programa y se incluirán en un informe que se entregará a los Departamentos de Salud y Servicios Humanos de Iowa y de Estados Unidos. La información se usará para comprender mejor cómo funciona el programa en Iowa y para que otros estados aprendan de esta experiencia. No se compartirán las respuestas personales, a menos que lo exija la ley.

¿Tiene alguna duda sobre la encuesta?

ACLARE LAS DUDAS O DIRÍJALAS AL SUPERVISOR/GERENTE DE PROYECTO O A LA JUNTA DE REVISIÓN INSTITUCIONAL, O BIEN, PROGRAME UNA NUEVA LLAMADA.

C1. ¿Está de acuerdo en completar esta encuesta telefónica?

1. SÍ [CONTINUE TO SCREENING]
2. NO [IF NO: END

SURVEY] NUEVA LLAMADA

¿Qué día y a qué hora le convendría recibir una nueva llamada?

**PREGUNTAS DE LA ENCUESTA**

¡Excelente! ¿Hay algún otro nombre que prefiere que usemos para referirnos a [display child's first name] durante la encuesta?

¡Perfecto! Primero, le haré algunas preguntas sobre el proceso de inscripción de [display child preferred name] en el plan [PLAN NAME]. También habrá preguntas sobre la cobertura del seguro, la salud de [display child preferred name], sus opiniones y algunas otras preguntas que nos permitan describir a [display child preferred name]. Si hubiera alguna pregunta que preferiría no responder, dígamelo y la saltaremos. Por favor, si tiene dudas o hay algo que no le queda claro en cualquier momento de la encuesta, dígamelo.

**Experiencia de inscripción**

P1. Para empezar, le voy a preguntar por qué solicitó la inscripción de [display child preferred name] en el plan [PLAN NAME]. Voy a leerle una lista de motivos por los que las personas solicitan la inscripción en el plan [PLAN NAME]. Por favor, indique si USTED solicitó la inscripción por alguno de estos motivos. Puede responder "sí" o "no".

1. Usted [o su cónyuge] perdió el seguro que tenía con su empleador y [display child preferred name] se quedó sin cobertura. Usted siguió la recomendación del consultorio u hospital donde trabaja el médico.
2. Usted siguió la recomendación del asistente social.
3. Empeoró la salud de [display child preferred name].
4. Cambió la situación familiar (por ejemplo, un divorcio).
5. [display child preferred name] tiene la obligación de contar con un seguro de salud.
6. Se mudó a Iowa recientemente.
7. ¿Su solicitud de cobertura se debió a algún otro motivo? Por favor, explique. \_\_\_\_
77. DON'T KNOW
99. REFUSED

P2. ¿Le ayudó alguien a inscribir a [display child preferred name] en el plan [PLAN NAME]?

1. SÍ
2. NO [SKIP TO P4]
77. DON'T KNOW [SKIP TO Q4]
99. REFUSED [SKIP TO Q4]

[IF Q2=1]

P3. ¿Quién le ayudó?

1. FAMILIAR
2. AMIGO(A)
3. PROVEEDOR/PERSONAL DE ATENCIÓN DE SALUD
4. ASISTENTE SOCIAL
5. ALGUIEN CON QUIEN HABLÓ POR TELÉFONO [la línea de ayuda de Medicaid, un número "1-800"]
6. OTRO \_\_\_\_\_



77. DON'T KNOW

99. REFUSED

P4. ¿Qué tan fácil o difícil le resultó solicitar la inscripción en el plan [PLAN NAME]? Diría que fue:

1. Muy fácil [SKIP TO P6]
2. Bastante fácil [SKIP TO P6]
3. Bastante difícil
4. Muy difícil
77. DON'T KNOW [SKIP TO Q6]
99. REFUSED [SKIP TO Q6]

[IF Q4=3 or 4]

P5. ¿Qué dificultades tuvo al solicitar la inscripción?

1. Tuvo problemas para entender los formularios.
2. El proceso fue demasiado complicado.
3. No tenía quién le llevara a la cita.
4. No sabía a quién acudir para pedir ayuda.
5. No tenía todos los documentos necesarios.
6. No tenía a nadie que le ayudara a completar los formularios.
7. Otro \_\_\_\_\_
77. DON'T KNOW
99. REFUSED

#### *Intervalo entre otra cobertura y la inscripción*

P6. En el año anterior a la inscripción en el plan [PLAN NAME], es decir, desde [CURRENT MONTH] de [CURRENT YEAR-1], ¿tuvo [display child preferred name] alguna clase de seguro de salud?

1. SÍ
2. NO [SKIP TO P9]
77. DON'T KNOW [SKIP TO Q9]
99. REFUSED [SKIP TO Q9]

[IF Q6=1]

P7. ¿Era un seguro privado? ("Privado" significa que usted o su familia tenían la cobertura a través de un empleador o por compra personal).

1. SÍ [SKIP TO P8]
2. NO
77. DON'T KNOW [SKIP TO Q8]
99. REFUSED [SKIP TO Q8]

[IF Q7=2]

P7.1. ¿Qué seguro [público] tenía antes de solicitar la inscripción en el plan [PLAN]?

1. Medicare
2. Medicaid
3. Programa de Seguro Médico para Niños (CHIP)/Programa Hawki
4. Atención de salud asociada a las Fuerzas Armadas: TRICARE (CHAMPUS)/Atención de salud para veteranos/CHAMP-VA
5. Servicio de Salud para Pueblos Indígenas

6. Plan de salud patrocinado por el estado

7. O BIEN, ¿CONTABA CON OTRO programa del gobierno? \_\_\_\_\_ [INCLUDE TEXT] \_\_\_\_\_



[IF Q6=1]

P8. ¿En qué año finalizó la cobertura que tenía?

1. 2022
2. 2023
77. DON'T KNOW [SKIP TO Q9]
99. REFUSED [SKIP TO Q9]

P8.1. ¿En qué mes del año [display year answer from previous question] finalizó esa cobertura que tenía?

1. Enero
2. Febrero
3. Marzo
4. Abril
5. Mayo
6. Junio
7. Julio
8. Agosto
9. Septiembre
10. Octubre
11. Noviembre
12. Diciembre
77. DON'T KNOW
99. REFUSED

P9. Teniendo en cuenta la reciente solicitud de inscripción de [display child preferred name] en el plan [PLAN NAME], ¿cuánto hace que comenzó usted a evaluar esta posibilidad?

- \_\_\_\_\_ MESES
77. DON'T KNOW
99. REFUSED

P10. Para algunas personas, el plan [PLAN NAME] podría cubrir los gastos de la atención médica recibida antes de inscribirse. Cuando solicitó la inscripción en el plan [PLAN NAME], ¿pensó que el programa pagaría la atención médica recibida por [display child preferred name] ANTES de inscribirse?

1. SÍ
2. NO [SKIP to P12]
77. DON'T KNOW [SKP to Q12]
99. REFUSED [SKP to Q12]

[IF Q10=1]

P11. ¿Con cuánta retroactividad pensó que el programa pagaría la atención médica recibida por [display child preferred name] antes de inscribirse en el plan [PLAN NAME]?

Usted pensó que el programa pagaría la atención recibida con esta retroactividad:

1. HASTA EL PRIMER DÍA DEL MES DE SOLICITUD (SELECCIONE UNA OPCIÓN SOLO SI LA PERSONA ENCUESTADA LO AFIRMA EXPLÍCITAMENTE)
2. DE 1 DÍA A UN MES (DE 1 A 30 DÍAS)

3. DE MÁS DE 1 MES A 2 MESES (DE 31 A 60 DÍAS)
4. DE MÁS DE 2 MESES A 3 MESES (DE 61 A 90 DÍAS)
5. MÁS DE 3 MESES (MÁS DE 93 DÍAS)
6. UN PERIODO DIFERENTE: [OPEN TEXT]



P12. Cada persona tiene su propia opinión sobre el seguro de salud: algunas consideran que es importante tenerlo, mientras que otras no lo ven de la misma manera. Y usted, ¿qué opina? Para usted, ¿cuál de las siguientes opciones describe mejor su opinión acerca de que [display child preferred name] tenga la cobertura de un seguro de salud?

1. Es muy importante
2. Es bastante importante
3. No es muy importante
4. No es para nada importante
77. DON'T KNOW
99. REFUSED

A continuación, voy a hacerle preguntas sobre SU PROPIA cobertura de atención de salud.

P13. ¿Tiene Medicaid actualmente?

1. SÍ
2. NO [SKIP TO P16]
77. DON'T KNOW [SKIP TO Q16]
99. REFUSED [SKIP TO Q16]

[IF Q13=1]

P14. Para algunas personas, el plan [PLAN NAME] podría cubrir los gastos de la atención médica recibida antes de inscribirse. Cuando solicitó inscribirse en Medicaid, ¿pensó que el programa le cubriría los gastos de cualquier parte de la atención médica recibida ANTES de inscribirse?

1. SÍ
2. NO [SKIP P16]
77. DON'T KNOW [SKIP Q16]
99. REFUSED [SKIP Q16]

[IF Q14=1]

P15. ¿Con cuánta retroactividad pensó que el programa le pagaría la atención médica recibida antes de inscribirse en Medicaid?

Usted pensó que el programa pagaría la atención recibida con esta retroactividad:

1. HASTA EL PRIMER DÍA DEL MES DE SOLICITUD (SELECCIONE UNA OPCIÓN SOLO SI LA PERSONA ENCUESTADA LO AFIRMA EXPLÍCITAMENTE)
2. DE 1 DÍA A UN MES (DE 1 A 30 DÍAS)
3. DE MÁS DE 1 MES A 2 MESES (DE 31 A 60 DÍAS)
4. DE MÁS DE 2 MESES A 3 MESES (DE 61 A 90 DÍAS)
5. MÁS DE 3 MESES (MÁS DE 93 DÍAS)
6. UN PERIODO DIFERENTE: [OPEN TEXT]
77. DON'T KNOW
99. REFUSED





P16. Cada persona tiene su propia opinión sobre el seguro de salud: algunas consideran que es importante tenerlo, mientras que otras no lo ven de la misma manera. Y usted, ¿qué opina? Para usted, ¿cuál de las siguientes opciones describe mejor su opinión acerca de tener la cobertura de un seguro de salud?

1. Es muy importante
2. Es bastante importante
3. No es muy importante
4. No es para nada importante
77. DON'T KNOW
99. REFUSED

#### ***Deudas médicas***

P17. En los últimos 3 meses [Or: En los últimos x meses (calculated from the coverage gap time if fewer than 3 months)], ¿tuvo que pagar alguna factura de atención de salud de [display child preferred name]?

Incluya facturas de médicos, dentistas, hospitales, terapeutas y farmacias.

1. SÍ
2. NO [SKIP TO P20]
77. DON'T KNOW [SKIP TO Q20]
99. REFUSED [SKIP TO Q20]

P18. ¿Tuvo complicaciones para pagar estas facturas?

1. SÍ
2. NO
77. DON'T KNOW
99. REFUSED

P19. ¿Qué clases de servicios pagó en estas facturas? [Select all that apply]

1. Atención médica Sí/No
2. Atención odontológica Sí/No
3. Medicamentos recetados Sí/No
77. NO SABE
99. SE NIEGA A CONTESTAR

P20. Las siguientes preguntas se centran en su capacidad económica para pagar la atención de salud para usted [IF DOV\_FAMSIZE>1] y su familia. Nos interesa su familia inmediata, es decir, usted, un cónyuge o pareja (si corresponde) y cualquiera de sus hijos(as) o hijastros(as) menores de 19 años que vivan con usted. Cuando responda esta pregunta, piense en las experiencias de atención de salud que tuvo [IF DOV\_FAMSIZE>1: y que tuvo su familia] en los últimos 12 meses, es decir, desde [CURRENT MONTH] de [CURRENT YEAR-1]. ¿Tuvo usted [IF DOV\_FAMSIZE>1: o cualquier integrante de su familia] complicaciones para pagar, o no pudo pagar, alguna factura médica? Incluya las facturas de médicos, dentistas, hospitales, terapeutas, medicamentos, equipos, centros de adultos mayores y personas con discapacidad, o cuidados en el hogar.

1. SÍ
2. NO



[IF DOV\_FAMSIZE>1 AND Q20=1]

P20B. ¿Estuvo alguna de esas facturas médicas relacionada con la atención de salud que recibió [display child preferred name]?

1. SÍ
2. NO

P20A. ¿Continúa usted [IF DOV\_FAMSIZE>1: o algún integrante de su familia] pagando alguna factura médica? Esto podría incluir facturas médicas que se están pagando con una tarjeta de crédito, con un préstamo personal o mediante un acuerdo de pago con hospitales, médicos u otros proveedores de atención de salud. Las facturas pueden ser de años anteriores o de este año.

1. SÍ
2. NO
77. DON'T KNOW
99. REFUSED

P21. ¿Tiene usted [IF DOV\_FAMSIZE>1: o algún integrante de su familia] alguna factura médica actualmente impaga, que haya vencido? Incluya las facturas de médicos, dentistas, hospitales, terapeutas, medicamentos, equipos, centros de adultos mayores y personas con discapacidad, o cuidados en el hogar. Esto podría incluir facturas médicas adeudadas directamente a proveedores de atención de salud o pagadas con una tarjeta de crédito o préstamo personal. Las facturas pueden ser de años anteriores o de este año.

1. SÍ
2. NO [SKIP TO P23]
77. DON'T KNOW [SKIP TO Q23]
99. REFUSED [SKIP TO Q23]

[IF Q21=1]

P22. Y, en la actualidad, ¿cuánto dinero debe usted [IF DOV\_FAMSIZE>1: o su familia] en concepto de facturas médicas vencidas? No incluya facturas que probablemente pague una compañía de seguros. Un cálculo estimativo estará bien.

1. MENOS DE \$500
2. DE \$500 A MENOS DE \$1,000
3. DE \$1,000 A MENOS DE \$2,500
4. DE \$2,500 A MENOS DE \$5,000
5. DE \$5,000 A MENOS DE \$10,000
6. \$10,000 O MÁS
77. DON'T KNOW
99. REFUSED

### ***Dónde obtiene atención de salud***

23. Un médico de cabecera es la persona a la que [display child preferred name] acudiría si necesitara hacerse un control, quisiera consejos sobre un problema de salud, se enfermara o lesionara.

¿Tiene [display child preferred name] médico de cabecera?



1. Sí
2. NO





24. Un dentista de cabecera es el profesional al que [display child preferred name] acudiría para controles y limpiezas, o si tuviese una caries o dolor en los dientes o las muelas.

¿Tiene [display child preferred name] actualmente dentista de cabecera?

1. SÍ
2. NO
77. DON'T KNOW
99. REFUSED

25. A continuación, le haré preguntas sobre el uso de las salas de emergencias. ¿Qué tan fácil o difícil le resulta tomar la decisión de ir a una sala de emergencias cuando [display child preferred name] se enferma o lesiona?

1. Muy fácil
2. Fácil
3. Difícil
4. Muy difícil
77. DON'T KNOW
99. REFUSED

26. Ahora, le voy a preguntar qué haría si tuviera estos síntomas en un día hábil normal./Ahora, le voy a preguntar qué haría si [CHILD NAME] tuviera estos síntomas en un día hábil normal.

26.1 Problemas para respirar durante más de 15 minutos. ¿Qué haría?:	Quedarse en casa	Ir al consultorio del médico	Ir a un centro de atención de urgencias	Ir a una sala de emergencias
26.2 Fiebre baja (menos de 102 °F) durante más de un día	1	2	3	4
26.3 Dolor intenso de estómago durante más de 15 minutos	1	2	3	4
26.4 Dolor de garganta durante más de 2 días	1	2	3	4
26.5 Una posible fractura	1	2	3	4
26.6 Dolor de cabeza intenso durante más de 3 horas	1	2	3	4

### Salud y bienestar



P27. En general, ¿cómo clasificaría la salud física de [display child preferred name] en estos momentos?

Diría que es...

1. Excelente
2. Muy buena
3. Buena
4. Regular
5. Mala
77. DON'T KNOW
99. REFUSED

P28. En general, ¿cómo clasificaría la salud mental y conductual global de [display child preferred name] en estos momentos?

1. Excelente
2. Muy buena
3. Buena
4. Regular
5. Mala



P29. En general, ¿cómo clasificaría la salud dental global de [display child preferred name] en estos momentos?

1. Excelente
2. Muy buena
3. Buena
4. Regular
5. Mala
77. DON'T KNOW
99. REFUSED

Las siguientes preguntas se refieren a problemas relacionados con su situación económica.

P30. ¿Cuál de las siguientes afirmaciones describe mejor su situación económica? Usted se ve...

[READ 1-4 - SELECT ONLY ONE]

1. Con mucha seguridad económica
2. Con bastante seguridad económica
3. Sin mucha seguridad económica
4. Sin nada de seguridad económica
77. DON'T KNOW/NOT SURE
99. REFUSED

P31. ¿Qué tan difícil es vivir con los ingresos de su familia en estos momentos? Diría que...

[READ 1-4 - SELECT ONLY ONE]

1. Para nada difícil
2. Bastante difícil
3. Muy difícil
4. Extremadamente difícil
77. DON'T KNOW/NOT SURE
99. REFUSED

P32. Si el mes próximo surgiera un gasto inesperado, ¿cuánta confianza se tiene para conseguir \$2,000? Diría que...

[READ 1-4 - SELECT ONLY ONE]

1. Tiene mucha confianza
2. Tiene bastante confianza
3. No tiene demasiada confianza
4. No tiene nada de confianza
77. DON'T KNOW/NOT SURE
99. REFUSED

A continuación, voy a leerle dos afirmaciones expresadas por personas sobre la situación alimentaria. Para cada afirmación, por favor dígame si fue a menudo verdadera, a veces verdadera o nunca





verdadera para su familia en los últimos 30 días.

P33. En los últimos 30 días, nos preocupó quedarnos sin comida antes de tener dinero para comprar más. ¿Diría que esta situación fue a menudo verdadera, a veces verdadera o nunca verdadera?

[DO NOT READ - SELECT ONLY ONE]

- 1. A MENUDO VERDADERA
- 2. A VECES VERDADERA
- 3. NUNCA VERDADERA
- 77. DON'T KNOW/NOT SURE
- 99. REFUSED

P34. En los últimos 30 días, la comida que compramos simplemente no alcanzaba y no teníamos dinero para comprar más. ¿Diría que esta situación fue a menudo verdadera, a veces verdadera o nunca verdadera?

[DO NOT READ - SELECT ONLY ONE]

- 1. A MENUDO VERDADERA
- 2. A VECES VERDADERA
- 3. NUNCA VERDADERA
- 77. DON'T KNOW/NOT SURE
- 99. REFUSED

Las siguientes preguntas se refieren a los servicios públicos.

P35. En los últimos 30 días, ¿alguna vez no pudo pagar el monto total de la factura de un servicio público, por ejemplo, agua, gas, combustible o electricidad, en el momento de su vencimiento?

[DO NOT READ - SELECT ONLY ONE]

- 1. SÍ
- 2. NO
- 77. DON'T KNOW/NOT SURE
- 99. REFUSED

P36. En los últimos 30 días, ¿le desconectaron alguna vez el teléfono fijo o celular, o se le agotaron los minutos porque no había suficiente dinero?

- 1. SÍ
- 2. NO
- 77. DON'T KNOW/NOT SURE
- 99. REFUSED

**Datos demográficos**

¡Gracias por sus respuestas! Estamos a punto de terminar la encuesta. Solo me quedan algunas preguntas sobre usted y finalizaremos. Recuerde que sus respuestas se combinarán con las de otras personas y se eliminará la información identificatoria.

P37. ¿Es [display child preferred name] de raza hispana o latina?

1. HISPANA O LATINA
2. NI HISPANA NI LATINA
77. DON'T KNOW

P38. ¿Cómo describiría la raza de [display child preferred name]? [SELECT ALL THAT APPLY]

1. Indoamericana o nativo(a) de Alaska
2. Asiática
3. Negra o afroamericana
4. Del Medio Oriente o Norte de África
5. Nativo(a) de Hawái o de otra isla del Pacífico
6. Blanca
7. Otra raza u origen étnico [open text]:
77. DON'T KNOW
99. REFUSED

**Comentarios**

Por último, ¿tiene algún comentario sobre el programa [PLAN NAME] que quisiera compartir con nosotros? [OPEN TEXT].

**RECAPITULACIÓN Y CIERRE**

Esas son todas las preguntas que tengo para hacerle. Muchas gracias por dedicar tiempo a conversar conmigo hoy. Quisiéramos enviarle veinte dólares en agradecimiento por su participación. Solo necesito confirmar su dirección postal para que podamos hacer ese envío. [CONFIRM MAILING ADDRESS; IF DIFFERENT, UPDATE ADDRESS]

[ONCE CONFIRMED] Enviaremos el dinero por orden de realización de las encuestas, por lo que debería recibirlo en la correspondencia dentro de las próximas cuatro a seis semanas.

Si tiene preguntas o inquietudes, o si no recibe la tarjeta de obsequio dentro de un plazo razonable, no dude en llamarnos al 855-204-4692.

Gracias nuevamente por su ayuda. Que tenga buen día/buenas noches. Adiós.

**FIN DE LA ENCUESTA**

¡Gracias por su tiempo!



## Postcards

**Your answers  
are important.**

**We'd like to hear about your  
NEW health plan! In the next  
30 days, we may call you to ask  
questions over the phone. It should  
take about 20 minutes. As a thank you,  
we will give you \$20.**

**IOWA****IOWA**

605 E. Jefferson Street  
Public Policy Research Building  
Iowa City, IA 52242

Researchers at the University of Iowa are working with your new health plan to find out about members' experience with getting on the plan. We may call inviting you to take part in the telephone survey that will take about 20 minutes to complete. We will send you \$20 as a thank you once you complete the survey. This survey is voluntary. We will group your answers with others to protect your privacy. If you don't want us to contact you, or if you have questions, call us toll free at 1-855-204-4692.

**Sus respuestas  
son importantes.**

**Nos gustaría saber acerca de  
su NUEVO plan de salud.  
En los próximos 30 días, podríamos  
comunicarnos con usted para hacerle  
algunas preguntas por teléfono.  
Esta conversación debería llevar unos  
20 minutos. A modo de agradecimiento,  
le enviaremos \$20.**

**IOWA**

**IOWA**

605 E. Jefferson Street  
Public Policy Research Building  
Iowa City, IA 52242

Los investigadores de la Universidad de Iowa están trabajando junto con los responsables de su nuevo plan de salud para obtener información sobre la experiencia de los miembros al comenzar el plan. Podríamos comunicarnos con usted para solicitarle que participe en la encuesta telefónica, la cual llevará unos 20 minutos. Tras completarla, le enviaremos \$20 a modo de agradecimiento. Esta encuesta es voluntaria. Agruparemos sus respuestas con las de otros encuestados para proteger su privacidad. Si no desea que nos comuniquemos con usted o si tiene alguna pregunta, llámenos sin cargo al 1-855-204-4692.

## Medicaid Informational Letters: Cost Sharing





## Iowa Department of Human Services

Terry E. Branstad  
GovernorKim Reynolds  
Lt. GovernorCharles M. Palmer  
Director

## INFORMATIONAL LETTER NO. 1025

**DATE:** July 29, 2011

**TO:** Iowa Medicaid Hospitals (Excluding Indian Health Service Providers)

**ISSUED BY:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

**RE:** Emergency Room (ER) Visits: Copayment and Reimbursement Changes

**EFFECTIVE:** September 1, 2011

**Copayment in the ER** - Effective September 1, 2011, Medicaid members (Including those on IowaCare) must pay a \$3 copayment for each visit to a hospital ER for treatment of a non-emergent\*\* medical condition. The \$3 copayment does not apply if the visit to the ER is for an emergent condition and/or results in a hospital admission. The exclusions applicable to all copayments still apply. The most common examples are: members under age 21; members who are pregnant; members presenting with an emergent condition; or members receiving family planning services. See 441 Iowa Administrative Code 79.1(13).

**Changes to reimbursement of non-emergent\*\* ER services** – Also effective September 1, 2011, if the ER visit does not result in an inpatient hospital admission and does not involve any emergent\*\* condition, the payment depends on the referral (if any) and whether or not the member is participating in either the MediPASS or Lock-in program (note: these changes do not apply to members on IowaCare):

1. **Payment is made at 75 percent of the usual APC amount:**
  - a. For members not participating in the MediPASS or Lock-in program who were referred to the ER by appropriate medical personnel (UB04 form locator 76++) or
  - b. For members participating in the MediPASS or Lock-in program referred to the ER by their MediPASS or Lock-in primary care physician (UB04 form locator 79++).
2. **Payment is made at 50 percent of the usual APC amount** for members not participating in the MediPASS or Lock-in program who were not referred to the ER by appropriate medical personnel.
3. **No payment will be made** for members participating in the MediPASS or Lock-in program who were not referred to the ER by their MediPASS or Lock-in primary care physician.

The copayment amount (when applicable) will be deducted after the payment reductions have been applied.

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Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315

**No change to reimbursement of ER services** - If the ER visit results in an inpatient hospital admission, the visit continues to be paid as part of the inpatient claim. If the ER visit does not result in an inpatient hospital admission but involved an emergent\*\* condition, the ER claim is still paid at the full APC. Triage/assessment codes for any Medicaid member in an ER also continue to reimburse at the full (100%) fee schedule amount in all cases.

**\*\*A list of the diagnosis codes considered emergent** is posted on the IME website and updated frequently (<http://www.ime.state.ia.us/docs/EmergencyDiagnosisCodes.pdf>).

**++Claim form instructions** are posted on the IME website at:  
[http://www.ime.state.ia.us/docs/UB04\\_BillingInstructions.pdf](http://www.ime.state.ia.us/docs/UB04_BillingInstructions.pdf).

If you have any questions, please contact the IME Provider Services Unit, 1-800-338-7909, locally 515-256-4609 or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).



## Iowa Department of Human Services

Terry E. Branstad  
GovernorKim Reynolds  
Lt. GovernorCharles M. Palmer  
Director

## INFORMATIONAL LETTER NO.1753-MC-FFS

**DATE:** December 23, 2016

**TO:** Iowa Medicaid Hospitals (excluding Indian Health Service Providers)

**APPLIES TO:** Managed Care, Fee-for-Service

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Reimbursement of Emergency Room (ER) Visits

**EFFECTIVE:** April 1, 2016

[Informational Letter 1025](#)<sup>1</sup> issued on July 29, 2011, describes changes to the reimbursement of non-emergent ER services\*. As a reminder these changes continued with the transition to IA Health Link on April 1, 2016. The reimbursement for non-emergent ER services is as follows:

If the ER visit does not result in an inpatient hospital admission and does not involve any emergent\* condition, the payment depends on the referral (if any):

1. Payment is made at 75 percent of the usual Ambulatory Payment Classifications (APCs) amount for Medicaid members who were referred to the ER by appropriate medical personnel.
2. Payment is made at 50 percent of the usual APC amount for Medicaid members who were not referred to the ER by appropriate medical personnel.

If the ER visit results in an inpatient hospital admission, the visit continues to be paid as part of the inpatient claim. If the ER visit does **not** result in an inpatient hospital admission but involved an emergent\* condition, the ER claim will be paid at the full APC. Triage/assessment codes for any Medicaid member in an ER also continue to reimburse at the full (100%) fee schedule amount **in all cases**. Triage/assessment CPT codes are limited to 99211 and 99218.

***\*A list of the ICD-10 diagnosis codes considered emergent<sup>2</sup> is posted on the IME website and updated frequently.***

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

<sup>1</sup> [http://dhs.iowa.gov/sites/default/files/1025\\_EmergencyRoomVisitsCopaymentandReimbursementChanges.pdf](http://dhs.iowa.gov/sites/default/files/1025_EmergencyRoomVisitsCopaymentandReimbursementChanges.pdf)

<sup>2</sup> [https://dhs.iowa.gov/sites/default/files/Emergency\\_Dx.xlsx](https://dhs.iowa.gov/sites/default/files/Emergency_Dx.xlsx)

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Iowa Medicaid Enterprise – 100 Army Post Road – Des Moines, IA 50315





## Iowa Department of Human Services

Terry E. Branstad  
GovernorKim Reynolds  
Lt. GovernorCharles M. Palmer  
Director

## INFORMATIONAL LETTER NO.1758-MC-FFS

**DATE:** February 1, 2017

**TO:** Iowa Medicaid Hospitals (excluding Indian Health Service Providers)

**APPLIES TO:** Managed Care, Fee-for-Service

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Reimbursement of Emergency Room (ER) Visits – CLARIFICATION

**EFFECTIVE:** April 1, 2016

This Informational Letter (IL) is to provide additional clarification and guidance for [IL 1753-MC-FFS](#)<sup>1</sup> issued on December 23, 2016. This IL indicated that triage/assessment CPT codes for use by hospitals in the emergency room were 99211 and 99218. That was incorrect. The only allowable triage/assessment CPT code is 99211. CPT code 99218 is not used for billing triage/assessment services.

The non-emergent ER services reimbursement methodology applies to services provided by critical access hospitals (CAHs). CAHs are reimbursed for outpatient claim service lines using the cost-charge percentage methodology. That percentage is applied to all line items, except for CPT code 99211. Example:

Line #	Revenue Code	Procedure Code	Modifier	Covered Charges	Cost-to-Charge Percentage	Allowed Amount
1	270			\$ 20.00	40.00%	\$ 8.00
2	320	73080	RT	\$120.00	40.00%	\$ 48.00
3	320	73090	RT	\$ 95.00	40.00%	\$ 38.00
4	450	99211		\$ 12.00	40.00%	\$ 4.80
5	450	99283	25	\$300.00	40.00%	\$120.00
Total Allowed Amount						\$218.80
Less: Allowed Amount for Code 99211						\$ (4.80)
Amount Subject to Non-Emergent ER Reduction						\$214.00
Non-Emergent ER Claim Reduction Percentage						50.00%
Subtotal-Adjusted Allowed Amount						\$107.00
Add: Allowed Amount for Code 99211						\$ 4.80
Total-Adjusted Allowed Amount						\$111.80

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/1753-MC-FFS\\_EmergencyRoomVisits-Reimbursement.pdf](https://dhs.iowa.gov/sites/default/files/1753-MC-FFS_EmergencyRoomVisits-Reimbursement.pdf)





## Iowa Department of Human Services

Kim Reynolds  
GovernorAdam Gregg  
Lt. GovernorJerry R. Foxhoven  
Director

## INFORMATIONAL LETTER NO.1901- MC-FFS

**DATE:** April 23, 2018

**TO:** All Iowa Medicaid Providers (Excluding Indian Health Service)

**APPLIES TO:** Managed Care (MC) and Fee-for-Service (FFS)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Emergency Room (ER) Visits and Emergency Diagnosis Codes

**EFFECTIVE:** July 1, 2018

Informational Letter [1758-MC-FFS](#)<sup>1</sup> reminded providers about Medicaid's 2011 payment policy regarding services performed in the ER. The policy applies to payments made under FFS as well as MC. The conditions for payment of ER claims are described in the [Hospital Provider Manual](#)<sup>2</sup>, beginning on page 49. This includes a reference to the [list of diagnosis codes](#)<sup>3</sup> that are automatically recognized as emergent in nature. If a claim for an emergent service does not contain a diagnosis from that list, payment may be reduced as described in the Provider Manual.

The diagnosis codes listed on the claim should typically reflect whether the situation was an emergency medical condition. However, this may not always be the case when considering the fuller context of the underlying medical record. The process descriptions below indicate how providers can request reconsideration of ER claims if the payment does not match the full context of the specific encounter in the ER.

FFS: The process for further consideration of a reduced payment up to the emergent level is to send in a [Provider Inquiry](#)<sup>4</sup> along with related documentation supporting why the claim should be considered emergent in nature. The Provider Inquiry form and submission process is described in the [General Program Policies](#)<sup>5</sup> section of the Provider Manual on page 44. When such an inquiry is received, it is reviewed by Medical Services personnel for a potential payment adjustment to the full, emergent rate. Similarly, in any case where a claim is paid at the full amount but the service was not actually considered emergent (such as the presence of an emergent diagnosis that is "historical" and not directly related to the date of service on the claim); providers would be expected to pursue corrections to those claims as well.

UnitedHealthcare Plan of the River Valley, Inc. (UnitedHealthcare) has two processes in place for providers to request review of an ER claim not billed with an emergent diagnosis code for additional reimbursement:

1. If the ER claim is not billed with a defined emergent diagnosis code but meets the Emergency Medical Treatment and Labor Act (EMTALA) prudent layperson standards of an emergency

<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/1758-MC-FFS\\_EmergencyRoomVisits-Reimbursement-Clarification.pdf](https://dhs.iowa.gov/sites/default/files/1758-MC-FFS_EmergencyRoomVisits-Reimbursement-Clarification.pdf)

<sup>2</sup> <http://dhs.iowa.gov/sites/default/files/AHosp.pdf>

<sup>3</sup> [https://dhs.iowa.gov/sites/default/files/ICD-10\\_Emergency Dx\\_1.pdf](https://dhs.iowa.gov/sites/default/files/ICD-10_Emergency Dx_1.pdf)

<sup>4</sup> <http://dhs.iowa.gov/sites/default/files/470-3744.pdf>

<sup>5</sup> <http://dhs.iowa.gov/sites/default/files/All-I.pdf>

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medical condition, the member, member's authorized representative or provider on behalf of the member may submit an appeal to UnitedHealthcare (typically by mail, fax or calling into customer service). Documentation or an explanation of what presenting symptoms constituted an emergency medical condition in the judgment of a prudent layperson must be provided. Additional information on submitting appeals can be found in the [UnitedHealthcare Care Provider Manual](#)<sup>6</sup>, Chapter 4: Grievances, Appeals and State Fair Hearings.

2. UnitedHealthcare has a [Reimbursement Guidelines for Non-Emergent ER Visits](#)<sup>7</sup> bulletin available on the UnitedHealthcare website that outlines the process for providers to request a claim reconsideration to receive reimbursement at 75 percent rather than 50 percent, if the member was referred to the ER.

**Amerigroup Iowa, Inc. (Amerigroup):** The process for review of ER claims that did not have an emergent diagnosis code can follow one of the options below.

Amerigroup offers two different claim appeal processes, outlined in further detail in the [Amerigroup Provider Manual](#)<sup>8</sup>.

1. [The Prospective Review Process](#) is available for emergency department (ED) claims that do not have a defined emergent ICD-10 diagnosis code billed on the claim form. This process allows providers and facilities to have their claims and medical records reviewed for medical emergency determination prior to the claim being processed. The provider or facility may attach the complete ED medical record to the claim upon initial claim submission. The claim and records will be pended for clinical review to determine if the services provided are a valid emergency medical condition.
2. [The Retro-Prospective Review Process](#) is available for claims that have been filed and processed as not meeting emergency department criteria. This process allows providers and facilities to have their claims and medical records reviewed for medical emergency determination post claims adjudication. Facilities that have filed claims which have been processed and determined to be nonemergency may appeal the denial by using the appeal process. This process is outlined in the [Amerigroup manual](#)<sup>9</sup>. Timely filing guidelines will apply.

Please note the existing emergency diagnosis list is under a comprehensive review to remove some codes that are not actually considered emergent or no longer a valid diagnosis code and will be updated to reflect that change effective for claims processed on or after July 1, 2018. In addition, the timing of regular updates to the comprehensive list is also changing, from the current quarterly basis to annually. As such, the next regular update will be made on January 1, 2019, and annually thereafter.

The IME appreciates your continued partnership as we work to improve the claim processing service quality and accuracy. If you have questions, please contact the IME Provider Services Unit at 1-800-338-7909 or email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

<sup>6</sup> [https://www.uhccommunityplan.com/content/dam/communityplan/healthcareprofessionals/provider-admin-manual/IA-Admin/IA\\_UnitedHealthcare\\_Provider\\_Manual.pdf](https://www.uhccommunityplan.com/content/dam/communityplan/healthcareprofessionals/provider-admin-manual/IA-Admin/IA_UnitedHealthcare_Provider_Manual.pdf)

<sup>7</sup> <https://www.uhccommunityplan.com/content/dam/communityplan/healthcareprofessionals/Bulletins/IA-Bulletins/IA-Reimbursement-Guidelines-for-Non-Emergent-ER-Visits.pdf>

<sup>8</sup> [https://providers.amerigroup.com/ProviderDocuments/IA/IA\\_ProviderManual.pdf](https://providers.amerigroup.com/ProviderDocuments/IA/IA_ProviderManual.pdf)

<sup>9</sup> <https://providers.amerigroup.com/ia/Pages/ia.aspx>





## Iowa Department of Human Services

### INFORMATIONAL LETTER NO-1919 MC-FFS

**DATE:** July 6, 2018

**TO:** All Iowa Medicaid Providers Excluding Individual Consumer Directed Attendant Care (CDAC) Providers

**APPLIES TO:** Managed Care (MC) and Fee-for-Service (FFS)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Emergency Room (ER) Visits and Emergency Diagnosis Codes

**EFFECTIVE:** August 1, 2018

Effective for claims with date of service on or after August 1, 2018, a claim for an emergent service must contain an approved emergent diagnosis code in the primary (first) position to receive the full reimbursement amount on the claim. If the primary (first) diagnosis on the claim is not emergent, the member will be responsible for any applicable copay amounts.

Emergency Room claims must include all diagnostic services and diagnosis codes relevant to the emergency department visit and be billed at the appropriate Evaluation and Management (E/M) Level. Correct coding indicates that the primary diagnosis reflects the diagnosis, condition, problem, or other reason for the visit as shown in the medical record to be primarily responsible for the services provided. For example, if a patient presents at the emergency room with shortness of breath and it is determined the shortness of breath was the result of a heart attack, the diagnosis in the primary (first) position would reflect a heart attack. A list of the ICD-10 diagnosis codes considered emergent in nature are posted on the [DHS website](#)<sup>1</sup>.

As stated in Informational Letter [1901-MC-FFS](#)<sup>2</sup>, the next update to the approved list of emergent diagnosis codes will be made on January 1, 2019, and annually thereafter.

If you have questions, please contact the IME Provider Services Unit at 1-800-338-7909 or email questions to [IMEProviderServices@dhs.state.ia.us](mailto:IMEProviderServices@dhs.state.ia.us).

<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/ICD-10\\_Emergency\\_Dx\\_0.pdf](https://dhs.iowa.gov/sites/default/files/ICD-10_Emergency_Dx_0.pdf)

<sup>2</sup> [https://dhs.iowa.gov/sites/default/files/1901-MC-FFS\\_EmergencyRoomVisitsandEmergencyDiagnosisCodes.pdf](https://dhs.iowa.gov/sites/default/files/1901-MC-FFS_EmergencyRoomVisitsandEmergencyDiagnosisCodes.pdf)

All Informational Letters are sent to the Managed Care Organizations

Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315

**INFORMATIONAL LETTER NO. 2062-MC-FFS**

**DATE:** November 18, 2019

**TO:** All Iowa Medicaid Providers (Excluding Indian Health Service)

**Applies To:** Managed Care (MC), Fee-for-Service (FFS)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Emergency Room (ER) Visits and Emergency Diagnosis Codes

**EFFECTIVE:** July 1, 2018

This Letter clarifies [Informational Letter 1901-MC-FFS1](#)<sup>1</sup> that reminded providers about Medicaid's payment policy regarding services performed in the ER. The policy applies to payments made under FFS as well as MC. The intent of this letter is to clarify processes for providers in cases where the discharge diagnosis listed on a claim does *not* include code(s) from [the list](#)<sup>2</sup> automatically recognized as emergent in nature. In these cases, the claim can still be paid in full if the encounter appeared emergent under the Prudent Layperson Standard, when considering the fuller context of the underlying medical record. The process descriptions below indicate how providers can request this review as part of the original claim consideration.

**FFS:** The Provider Inquiry form and submission process is described in the General Program Policies section of the [Provider Manual](#)<sup>3</sup> on page 44. Such an inquiry should be sent along with related documentation supporting why the claim should be considered emergent in nature. When the claim is received, it is reviewed by Medical Services personnel for a potential payment at the full, emergent rate. *This inquiry process can be utilized as an original step of the claim submission; providers do not need to receive a payment cutback first before sending a claim inquiry in for this type of consideration.*

<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/1901-MC-FFS\\_EmergencyRoomVisitsandEmergencyDiagnosisCodes.pdf?110520191630](https://dhs.iowa.gov/sites/default/files/1901-MC-FFS_EmergencyRoomVisitsandEmergencyDiagnosisCodes.pdf?110520191630)  
<sup>2</sup> [https://dhs.iowa.gov/sites/default/files/ICD-10\\_Emergency\\_Dx\\_3.pdf?111520192253](https://dhs.iowa.gov/sites/default/files/ICD-10_Emergency_Dx_3.pdf?111520192253)  
<sup>3</sup> <https://dhs.iowa.gov/policy-manuals/medicaid-provider>

All Informational Letters are sent to the Managed Care Organizations  
Iowa Medicaid Enterprise – 611 Fifth Ave. - Des Moines, IA 50309



2. If the emergency room visit does not result in an inpatient hospital admission, but involves an emergent condition, reimbursement shall be made at the full Ambulatory Payment Classification (APC) payment for the treatment provided.
3. If the emergency room visit does not result in an inpatient hospital admission and does not involve an emergent condition, reimbursement depends on whether the member had a referral to the emergency room:
  - a. Payment shall be made at 75 percent of the usual APC amount for Medicaid members who were referred to the emergency room by appropriate medical personnel.
  - b. Payment shall be made at 50 percent of the usual APC amount for Medicaid members who were not referred to the emergency room by appropriate medical personnel.

A list of the ICD-10-CM diagnosis codes that are considered emergent in nature is available on the DHS website under the [Claims and Billing section](#)<sup>1</sup>.

If you have questions, please contact the appropriate managed care organization (MCO) or the IME Provider Services Unit at 1-800-338-7909 or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

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<sup>1</sup> <https://dhs.iowa.gov/ime/providers/claims-and-billing>

**INFORMATIONAL LETTER NO. 2259-MC-FFS**

**DATE:** August 10, 2021

**TO:** Iowa Medicaid Hospitals (Excluding Indian Health Service Providers)

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS)

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** Emergency Room Visits and Emergency Diagnosis Codes

**EFFECTIVE:** September 1, 2021

**\*\*\*\*This letter replaces previous guidance issued in Informational Letter (IL) 1919-MC-FFS.\*\*\*\***

IL 1919-MC-FFS informed providers that in order to receive the full reimbursement amount on a claim for an emergent service, the claim must contain an approved emergent diagnosis code in the primary (first) position only.

Effective for dates of service on or after September 1, 2021, a claim for an emergent service may include an approved emergent diagnosis code in the primary (first) **OR** secondary (second) position to receive the full reimbursement amount. If the primary (first) or secondary (second) diagnosis on the claim is not emergent, the member will be responsible for any applicable copay amounts.

Emergency room claims must include all diagnostic services and diagnosis codes relevant to the emergency department visit and be billed at the appropriate Evaluation and Management (E/M) Level. It is appropriate for the first-listed diagnosis to be the primary reason for the encounter/visit, and may be a symptom if a diagnosis has not been established (confirmed) by the physician or other qualified healthcare professional and if a definitive diagnosis has not been established by the end of the encounter.

As a reminder, the reimbursement of emergency room services is as follows:

1. If the emergency room visit results in an inpatient hospital admission, the visit is paid for as part of the inpatient claim.

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All Informational Letters are sent to the Managed Care Organizations  
Iowa Medicaid Enterprise – 1305 E Walnut St. – Des Moines, IA 50319

2. If the emergency room visit does not result in an inpatient hospital admission, but involves an emergent condition, reimbursement shall be made at the full Ambulatory Payment Classification (APC) payment for the treatment provided.
3. If the emergency room visit does not result in an inpatient hospital admission and does not involve an emergent condition, reimbursement depends on whether the member had a referral to the emergency room:
  - a. Payment shall be made at 75 percent of the usual APC amount for Medicaid members who were referred to the emergency room by appropriate medical personnel.
  - b. Payment shall be made at 50 percent of the usual APC amount for Medicaid members who were not referred to the emergency room by appropriate medical personnel.

A list of the ICD-10-CM diagnosis codes that are considered emergent in nature is available on the DHS website under the [Claims and Billing section](#)<sup>1</sup>.

If you have questions, please contact the appropriate managed care organization (MCO) or the IME Provider Services Unit at 1-800-338-7909 or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

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<sup>1</sup> <https://dhs.iowa.gov/ime/providers/claims-and-billing>

# **IOWA**

## **Interim Report Iowa Health and Wellness Plan Evaluation**

*November 2023*

*Revised June 2024*

*The University of Iowa*



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## Executive Summary

The University of Iowa serves as the independent evaluator for Iowa's 1115 Waiver: Iowa Health and Wellness Plan. The demonstration originally began on January 1, 2014. It is in the second 5-year extension which will end on December 31, 2024. IHAWP continues to change and evolve, as does the evaluation plan. There are currently seven key areas of investigation within the evaluation: Health Behaviors Incentive (HBI) program, Dental Wellness Plan (DWP), waiver of retroactive eligibility (WRE), cost sharing, cost and sustainability, waiver of non-emergency medical transportation (NEMT), and member experiences.

### Healthy Behaviors Incentive

Survey data indicated that those who were enrolled since 2015 have the highest level of awareness at 47%. Those enrolled before the pandemic began (March 2020) report awareness of the HBI program at 35%, while 27% of those who were only enrolled during the pandemic (when the program was on pause due to the public health emergency) were aware of the program. Additionally, adjusted results show higher awareness of the HBI program for White (37%) as compared to Black (26%) and Hispanic members (24%) and for those with a 4-year degree (44%) as compared to those with less education. Females also had higher adjusted rates than males.

As members spend more time in the IHAWP program, the likelihood of having a well-visit during the year increases. For example, 40% of members with eight years of enrollment reported having a well-visit compared to 31% for members with only one year of enrollment. Health risk assessment completion remains low and is not as closely associated with time in the program; reported completion rates are between 10% and 15% for members regardless of the total number of years in the program. Of members enrolled for at least eleven months during the year, 41% reported having a well-visit while only 11% of members reported having a well-visit if they were enrolled six months or fewer. IHAWP members with higher incomes are more likely to report having well-visits during the year compared to members with lower incomes.

Analyses of claims and enrollment data, indicate there is an overall increase in the percentage of members completing a well visit over years of enrollment, with the greatest percentage (39%) being in the 8<sup>th</sup> year of enrollment. Additionally, a number of factors are related HBI completion rate:

- A greater proportion of members belonging to the highest income group (>100% FPL) complete a well-visit, HRA or both, followed by members belonging to the middle-income group (51–100% FPL), and then by members with the lowest income level (≤50%).

- A greater proportion of members residing in small towns/rural areas tend to complete both required activities over time compared to those residing in metropolitan or micropolitan areas.
- The Black population has the smallest percentage of members completing both required activities over time compared to other races/ethnicities. People with “unknown race” have the highest percentages of members completing both activities over time.

Overall, most of the race/ethnicity groups follow a broadly similar pattern over time, with the highest percentage of members completing both required activities being in the 6<sup>th</sup> year. There is no regular pattern of change over time in the percentages of members completing both required activities by MCO membership status (i.e., MCO versus non-MCO beneficiary), or by MCO type (i.e., AmeriGroup, AmeriHealth, UHC, or ITC beneficiary).

## Dental Wellness Plan

A plan to evaluate the dental portions of Iowa Medicaid’s 1115 waiver (also known as the Dental Wellness Plan-DWP) was originally approved by CMS in 2020 as part of the comprehensive IHAWP evaluation plan. In December 2021, however, Iowa Medicaid made significant programmatic changes to the DWP that necessitated a new evaluation plan, such as eliminating the healthy behavior requirements as described in the Iowa Wellness Plan Section 1115 Demonstration Waiver. This new DWP evaluation plan was submitted and approved by CMS in early 2023 with new hypotheses and research questions appropriate to the new design of the program. The new evaluation plan focuses on access to care, particularly on member knowledge of the program changes and access to a dental wellness exam, in addition to the use of Hospital Emergency Department for non-emergent dental care. The primary analytic results thus far have been from a mail survey called the 2021 Survey of Iowa Private Practice general dentists, which evaluated the level of dentist Medicaid participation and attitudes toward the program, as one perspective on access to care. About two-thirds of dentists had an adult Medicaid patient in their practice, with participation varying significantly between the two dental carriers contracted with the program. Less than one in three Iowa dentists were accepting new adult Medicaid patients (most with some limits such as the number of Medicaid patients or the type of patients such as only family members of current patients in the practice).

## Waiver of retroactive eligibility

Preliminary analyses indicate that there are no increases in charity care or bad debt for Iowa hospitals following implementation of the WRE. Information provided through the process evaluation indicates that providers have increased their role in initiating Medicaid applications.

## **Cost Sharing**

No results to date.

## **Cost and sustainability**

No results to date.

## **Waiver of non-emergency medical transportation**

A survey was conducted with IHAWP members to evaluate the impact of the waiver of non-emergency medical transportation (NEMT) services for most IHAWP members. Results were compared with a traditional group of Medicaid-enrolled adults, both who retained their NEMT benefit.

Transportation was an important issue for all Medicaid members, regardless of NEMT waiver status. One in ten had missed a health appointment in the last 6 months due to transportation issues, one in 12 had a transportation-related unmet need for health care, one in three indicated a concern for the cost of transportation to health care.

Overall, transportation-related access to health care for IHAWP members without NEMT was similar or better than for other Iowa Medicaid-enrolled adults with the NEMT benefit, as underlying risk factors were more important than the benefit itself.

The NEMT benefit was also not well understood by IHAWP or traditional Medicaid members. About one in five Medicaid members with the NEMT benefit knew that they had transportation coverage yet about one in ten IHAWP members “thought” they had NEMT coverage even though they did not have this benefit.

## **Member experiences**

A 2022 mail survey of IHAWP enrolled adults was used to assess member experience, access to care, health status and quality of the care. Results were compared to either primary data collected in 2022 from a mail survey of traditional Iowa Medicaid adult members and/or national data from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey where appropriate.

Even though the IHAWP members were generally older and more likely to have a condition that affected their activities of daily living, their overall health status was rated similarly to traditional Medicaid adults. There were more similarities than differences regarding a number of utilization measures including the proportion with a personal doctor (about three-quarters), receipt of preventive care in the last 6 months (about half), use of routine care (about three-fifths), use a specialist (about one-third), need for urgent care (about one in four), and hospitalizations in the previous 6 months (about one in 11).

Regarding access, there were again more similarities than differences between IHAWP and adult Medicaid members with about one in 10 having reported an unmet need for preventive care, one in 12 reporting an unmet need for routine care, one in four an unmet need for a specialist and one in five reporting an unmet need for urgent care.

IHAWP members did report lower rates of need, use and unmet need for mental health care and were more likely to report having received a seasonal flu vaccine and at least one COVID-19 vaccine. A smaller proportion of IHAWP members used the emergency department in the past 6 months than Medicaid members and among those who used the ED, significantly more Medicaid members than IHAWP members reported that the care they received in the ED could have been provided in a doctor's office.



Table 1. IHAWP Evaluation Progress

Hypothesis	Progress
<b>Health Behavior Incentives (HBI)</b>	
<p><b>Hypothesis 1: The proportion of members who complete a wellness exam, health risk assessment, or both will vary.</b></p> <p><b>Hypothesis 2: The proportion of members completing a wellness exam, health risk assessment, or both will change over time and by income level.</b></p> <p><b>Hypothesis 3: Member characteristics are associated with the likelihood of completing both required HBI activities.</b></p> <p><b>Hypothesis 4: Completing HBI requirements is associated with a member's use of the emergency department (ED).</b></p>	Completed trend analyses using Medicaid enrollment and HBI completion data for 2014–2019. Results reported.
<b>Hypothesis 5: Completing HBI requirements is associated with a member's use of hospital observation stays.</b>	Enrollment, claims, and HBI completion data have been compiled, John's Hopkins ACG program purchased, and modelling is in progress.
<p><b>Hypothesis 6: Completing HBI requirements is associated with a member's use of inpatient hospital care.</b></p> <p><b>Hypothesis 7: Completing HBI requirements is associated with shifts in patterns of member's health care utilization.</b></p> <p><b>Hypothesis 8: Completing HBI requirements is associated with a member's health care expenditures.</b></p> <p><b>Hypothesis 9: We will identify disparities in the relationships between HBI completion and outcomes.</b></p>	Enrollment, claims, and HBI completion data have been compiled, coding and modelling are in progress.

Hypothesis	Progress
<p><b>Hypothesis 10:</b> Members who have been enrolled longer are more aware of the HBI program than those who have been enrolled a shorter period of time.</p> <p><b>Hypothesis 11:</b> Members who have been enrolled longer have more knowledge about the HBI program than those who have been enrolled a shorter period of time.</p> <p><b>Hypothesis 12:</b> Those who are aware of the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those who were not aware.</p> <p><b>Hypothesis 13:</b> Those who have more knowledge about the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those with less knowledge.</p> <p><b>Hypothesis 14:</b> Members socio-demographic characteristic and perceptions/attitudes are associated with awareness of the HBI program.</p> <p><b>Hypothesis 15:</b> Members socio-demographic characteristic and perceptions/attitudes are associated with knowledge of the HBI program.</p> <p><b>Hypothesis 16:</b> Members socio-demographic characteristic and perceptions/attitudes are associated with completion of the HRA and well exam.</p> <p><b>Hypothesis 17:</b> Members are most likely to hear about the HBI program from their MCO.</p>	<p>Baseline comparisons completed using 2021 HBI survey results. Additional analyses will be added following 2024 HBI survey.</p>
<p><b>Hypothesis 18:</b> Members report difficulty in using hardship waiver.</p>	<p>Will be addressed in the 2024 HBI survey.</p>

Hypothesis	Progress
<b>Hypothesis 19: Members who do not complete the HRA and well exam report barriers to completing the behaviors.</b>	Baseline comparisons completed using 2021 HBI survey results. Additional analyses will be added following 2024 HBI survey.
<b>Hypothesis 20: Disenrolled members report no knowledge of the HBI program.</b>  <b>Hypothesis 21: Disenrolled members describe confusion around the disenrollment process.</b>  <b>Hypothesis 22: Disenrolled members report consequences to their disenrollment.</b>	Unable to complete as disenrollments related to HBI will not occur until the last 6 months of the waiver period.
<b>Dental Wellness Plan (DWP)</b>	
<b>Hypothesis 1: Higher levels of awareness and perceived ability to comply with requirements will be associated with receiving a dental wellness exam.</b>  <b>Hypothesis 2: IHAWP members will have equal or greater access to a dental wellness exam and other dental services because dental wellness exams qualify as a healthy behavior.</b>  <b>Hypothesis 3: The oral health status of IHAWP members who receive a dental wellness exam will improve over time.</b>  <b>Hypothesis 4: Utilization of a dental wellness exam among IHAWP members will change due to system changes associated with the COVID-19 pandemic.</b>	<p>DWP evaluation changes were approved 2023, data is currently being compiled.</p> <p>The 2021 Survey of Iowa Private Practice Dentists, a survey collection tool remaining from the original DWP evaluation plan, was completed. The Iowa Medicaid Member Survey regarding member's access to and use of dental services is in field.</p>

Hypothesis	Progress
<b>Waiver of Retroactive Eligibility (WRE)</b>	
<b>Hypothesis 1: Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.</b>	The New Enrollee Survey is in field. Preliminary results utilizing enrollment data for the period 2010-2021 are completed providing descriptive results on enrollment patterns.
<b>Hypothesis 2: Eliminating retroactive eligibility will not increase the likelihood of negative financial impacts on members.</b>	State bankruptcy data were being analyzed, results reported. The New Enrollee Survey is in field.
<b>Hypothesis 3: Eliminating retroactive eligibility will improve member health.</b>	Claims are being analyzed. The rate of ED visits has been added to this measure.
<b>Hypothesis 4: Eliminating retroactive eligibility will reduce the annual Medicaid services budget.</b>	Medicaid administrative documents are being collected.
<b>Hypothesis 5: Providers will increase initiation of Medicaid applications for eligible patients/clients.</b>	Pilot process results suggest this is the case. Full process evaluation is underway.
<b>Cost Sharing</b>	
<b>Hypothesis 1: Members understand the \$8 copayment for non-emergent use of the ER.</b> <b>Hypothesis 2: Cost sharing improves member understanding of appropriate ER use.</b>	Cost sharing was suspended during the PHE. Will be addressed with the 2024 Consumer Survey.
<b>Hypothesis 3: Members subject to cost sharing are more likely to establish and utilize of a regular source of care as compared to members not subject to cost sharing.</b>	Will be addressed with the 2024 Consumer Survey. Medicaid claims data are being processed for outcome measures.



Hypothesis	Progress
<b>Hypothesis 4: Cost sharing improves long-term health care outcomes.</b>	Will be addressed with the 2024 Consumer Survey. Medicaid claims data are being processed for outcome measures. HCUP data will be acquired May 2024.
<b>Cost and Sustainability</b>	
<b>Hypothesis 1: Ongoing administrative costs will increase due to implementation of IHAWP</b> <b>Hypothesis 2: IHAWP will result in short-term outcomes supporting a sustainable program.</b>	State documents are being collected.
<b>Hypothesis 3: IHAWP results in intermediate outcomes supporting a sustainable program.</b>	Medicaid claims data are being analyzed. TAF data is in the process of being accessed via VRDC. HCUP data will be acquired in May 2024.
<b>Hypothesis 4: IHAWP results in long-term outcomes supporting a sustainable program.</b>	HCRIS data has been analyzed, results reported. Iowa Hospital Association data has been processed. HCUP data will be acquired in May 2024.

Hypothesis	Progress
<b>Non-Emergency Medical Transportation Waiver (NEMT)</b>	
<p><b>Hypothesis 1: Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.</b></p> <p><b>Hypothesis 2: Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.</b></p> <p><b>Hypothesis 3: Wellness Plan members without a non-emergency transportation benefit will report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.</b></p> <p><b>Hypothesis 4: Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.</b></p>	<p>The consumer survey was completed in 2022, results are reported. Planning is underway to conduct another survey with a sample of IHAWP and Medicaid-enrolled adults in summer/fall of 2024.</p>
<b>Member Experiences – Access to Care</b>	
<p><b>Hypothesis 1.1: Wellness Plan members will have equal or greater access to primary care and specialty services.</b></p> <p><b>Hypothesis 1.2: Wellness Plan members will have equal or greater access to preventive care services.</b></p> <p><b>Hypothesis 1.3: Wellness Plan members will have equal or greater access to mental and behavioral health services.</b></p>	<p>The consumer survey was completed in 2022, results are reported. Medicaid claims data are being analyzed. Outcome algorithms are currently under development. Planning is underway to conduct another survey with a sample of IHAWP and Medicaid-enrolled adults in summer/fall of 2024.</p>

Hypothesis	Progress
<b>Hypothesis 1.4: Wellness Plan members will have equal or greater access to care, resulting in equal or lower use of emergency department services for non-emergent care.</b>	Medicaid claims data are being analyzed. Qualitative interviews are underway.
<b>Member Experiences – Coverage Continuity</b>	
<b>Hypothesis 2.1: Wellness Plan members will experience equal or less churning.</b>	The consumer survey was completed in 2022, results are reported. Enrollment data are being analyzed.
<b>Hypothesis 2.2: Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.</b>	The consumer survey was completed in 2022, results are reported.
<b>Member Experiences – Quality of Care</b>	
<b>Hypothesis 3.1: Wellness Plan members will have equal or better quality of care.</b> <b>Hypothesis 3.2: Wellness Plan members will have equal or lower rates of hospital admissions.</b>	The consumer survey was completed in 2022, results are reported. Medicaid claims data are being analyzed.
<b>Hypothesis 3.3: Wellness Plan members will report equal or greater satisfaction with the care provided.</b>	The consumer survey was completed in 2022, results are reported.

## Iowa Health and Wellness Plan

### General Background Information

Originally, two demonstrations were approved on December 10, 2013, both to start on January 1, 2014: Iowa Wellness Plan (Project Number 11-W-00289/5) and Iowa Marketplace Choice (Project Number 11-W-00288/5). Wellness Plan (WP) was a program operated by the Iowa Department of Human Services providing health coverage for uninsured Iowans from 0-100% of the Federal Poverty Level (FPL) and Marketplace Choice (MPC) was a premium support program utilizing Qualified Health Plans through the Marketplace for Iowans from 101-133% FPL. These two demonstrations encompassed a bipartisan solution to health care coverage for low-income adults not otherwise eligible for public supports. The joint program name was Iowa Health and Wellness Plan (IHAWP). More information regarding the formulation and implementation of these two demonstrations can be found online at the link below.

<https://www.medicaid.gov/medicaid/section-1115-demo/demonstration-and-waiver-list/81706>

The timeline and description of changes since inception of the Iowa Health and Wellness Plan through the COVID-19 PHE are shown in Table 2.

**Table 2. Timeline for Iowa Health and Wellness Plan Changes**

Date	Change
<b>January 1, 2014</b>	First IWP members enrolled in one of two programs: Wellness Plan for those 0-100% FPL and Marketplace Choice for those 101-133% FPL. Wellness Plan operated within the traditional Medicaid plans while Marketplace Choice utilized Qualified Health Plans.
<b>May 1, 2014</b>	IWP members enrolled in Dental Wellness Plan with Delta Dental of Iowa, a three-tiered benefit program.
<b>July 1, 2014</b>	IWP members enrolled in the Healthy Behaviors Incentive Program
<b>November 1, 2014</b>	Marketplace Choice members in CoOpportunity (QHP) were moved to MediPASS (PCCM program), Meridian (HMO), or Coventry (QHP)
<b>November 1, 2015</b>	Marketplace Choice members in Coventry (QHP) were moved to MediPASS or Fee-for-service
<b>December 1, 2015</b>	Marketplace Choice component of IWP demonstration ended, Wellness Plan extended to members 100-133% FPL and renamed Iowa Health and Wellness Plan
<b>April 1, 2016</b>	Medicaid members (with a few exceptions such as PACE members), including IHAWP, moved to one of three MCOs - AmeriGroup Iowa, AmeriHealth Caritas, or UnitedHealthcare Plan of the River Valley



Date	Change
August 1, 2017	All Medicaid, including IHAWP, adults enrolled in Dental Wellness Plan 2.0 with Delta Dental or MCNA a two-tiered benefit plan
August 2, 2017	Iowa files an amendment to the IHAWP requesting a waiver of retroactive eligibility for all Medicaid programs
October 27, 2017	CMS officially approves IHAWP amendment for waiver of retroactive eligibility
November 1, 2017	Waiver of retroactive eligibility begins, including all but pregnant women and children under 1
November 30, 2017	AmeriHealth Caritas exits Medicaid program
July 1, 2018	Waiver of retroactive eligibility is amended to remove nursing home residents
July 1, 2019	UnitedHealthcare exits Medicaid program as an MCO Iowa Total Care enters Medicaid program as an MCO
January 1, 2020	Waiver of retroactive eligibility is renewed for 5 years; children 1-19 years of age are removed from the waiver
January 31, 2020	First federal emergency declaration for COVID-19
February 20, 2020	CDC issues coding guidelines for novel Coronavirus for health care encounters and deaths related to COVID-19.
March 1, 2020	Updates to billing procedure for telehealth services establishing “originating” and “Distant” site changes.
March 6, 2020	New coding for virtual care services, telehealth related services, and Coronavirus lab tests established in light of COVID-19 pandemic.
March 13, 2020	DHS waives all Medicaid co-pays, premiums and contributions, Prescription refill guideline changes, Telehealth streamlining of appropriate service changes including modifier 95 designation and POS codes for telehealth billing. Complete Summary list of submitted federal waivers found Supplemental Materials.
March 18, 2020	All pharmacy PA's extended through June 30th. Prescription member copayments suspended including potential for refunds. Patient signatures for medication receipt waived.
April 1, 2020	Changing criteria for Prior Authorizations (PAs) for Medicaid members, and also changes to extensions for MCO approved PAs. Changes to claims filing for medical claims including a 90-day extension to first time medical claims and encounters for MC claims.
April 2, 2020	Expansion of list of telehealth services with billing and coding changes. Expansion of provider types included in telehealth services where appropriate. See Supplemental Materials.
May 19, 2020	New guidance on additional codes pertaining to COVID-19 including new diagnostic coding, laboratory tests and specimen collection.
June 1, 2020	The Families First Coronavirus Response Act (FFCRA) establishes a new Medicaid eligibility group for uninsured members for the purposes of COVID-19 testing.
June 19, 2020	Updated Medicaid provider toolkit found <a href="#">here</a> .
January 8, 2021	Federal PHE extended.

Date	Change
April 21, 2021	Federal PHE extended.
March 9, 2023	Notice of PHE unwind.
June 1, 2023	HBI program reinstated.
February 1, 2023	Beginning of Unwind process
June 1, 2023	HBI behavior requirements reinstated
June 1, 2024	Cost sharing reinstated (\$8 ED copay for non-emergent visits)
June 30, 2024	Premiums reinstated

## Previous findings

This IHAWP waiver evaluation design builds upon the findings of the first demonstration results by providing ongoing evaluation of key experiences and outcomes for the expansion population, improving the evaluation design to capture additional information for ongoing policies, and undertaking an investigation of new policies that were enacted after the first waiver approval. Reports encompassing the first waiver evaluation can be found at <https://www.medicaid.gov/medicaid/section-1115-demo/demonstration-and-waiver-list/81706>. Additionally, there are a number of reports that have been completed during the first 2 years of this evaluation period.

All related reports can be found at Iowa Research Online by searching for the report title or a key word in the title - <https://iro.uiowa.edu/esploro/>.

## Related publications

- [Iowa Wellness Plan Process Evaluation Report 2023](#)
- [Iowa Health and Wellness Plan COVID-19 Impacts Report](#)
- [Evaluation of the Dental Wellness Plan: 2021 Survey of Iowa Private Practice Dentists](#)
- [Healthy Behaviors Incentive Program Survey 2022 Report](#)
- [Iowa Health and Wellness Plan 2022 Member Survey Report](#)
- [Evaluation of the Dental Wellness Plan 2.0: Member Experiences After Two Years](#)
- [Iowa Health and Wellness Plan Process Evaluation Report 2022](#)
- [Iowa Health and Wellness Plan Interim Report, Coverage During the PHE](#)
- [Iowa Wellness Plan Consumer Survey 2018 Report](#)
- [Healthy Behaviors Dis-enrollment Interviews Report: In-depth interviews with Iowa Health and Wellness Plan members who were recently disenrolled due to failure to pay required premiums](#)
- [Healthy Behaviors Claims-Based Report #3 and HRA Completion Report](#)

- [Healthy Behaviors Claims-Based Outcomes Report #3 and Healthy Behaviors Modeling Report #2](#)
- [Healthy Behaviors Incentive Program evaluation](#)
- [Healthy Behaviors Cost Analysis Report](#)
- [Non-Emergency Medical Transportation and the Iowa Health and Wellness Plan](#)
- [Evaluation of Provider Adequacy in the Iowa Health and Wellness Plan during the second year](#)
- [Evaluation of the Dental Wellness Plan: Member Experiences in the First Year](#)
- [Evaluation of Provider Adequacy in the Iowa Health and Wellness Plan During the First Year](#)
- [Iowa Dental Wellness Plan: Evaluation of Baseline Provider Network](#)
- [DWP Evaluation: Annual Report 2019](#)
- [DWP Evaluation: Annual Report 2018](#)
- [Iowa Wellness Plan Evaluation, Claims-based Outcome Report CY 2013 – 2018](#)
- [Evaluation of the Dental Wellness Plan: Community Health Center Experiences after Two Years](#)
- [Evaluation of the Dental Wellness Plan. Private Practice Dentist Experiences in the First Year](#)
- [Access, Utilization, and Cost Outcomes: Iowa Dental Wellness Plan Evaluation 2014-2016](#)
- [Evaluation of Provider Network in the Iowa Dental Wellness Plan, 2014-2016](#)
- [Iowa Wellness Plan Evaluation – Interim Report CY 2016](#)
- [Dental Wellness Plan Evaluation](#)
- [Evaluation of the Iowa Wellness Plan \(IWP\): Member Experiences in 2016](#)
- [Evaluation of provider network in the Iowa Dental Wellness Plan during the first year](#)
- [Iowa's Marketplace Choice Summative Report](#)
- [Evaluation of the Iowa Health and Wellness Plan: Member Experiences in the First Year](#)
- [First Look at Iowa's Medicaid Expansion: How Well Did Members Transition to the Iowa Health & Wellness Plan from IowaCare](#)

Additional reports are posted on the Iowa Medicaid and Iowa Research Online as they are approved by CMS and the Iowa Department of Health and Human Services (HHS).

## Evaluation questions and hypotheses

Evaluation questions and hypotheses are provided within the “Measures Summary” tables in each component.

## Methodology

This section outlines the general methodologic approaches taken to complete the analyses for the interim report.

### Evaluation design

This evaluation design is complex and rigorous, encompassing up to 15 years of administrative and survey data. For many hypotheses we are able to take advantage of pre- and post-implementation data at both the state and national level. We have also 1) built in more comparisons to other states, 2) increased our collection and utilization of Social Determinants of Health (SDOH) data, 3) added process measure collection and analysis, and 4) improved processing, maintenance, and use of the Medicaid data lake. Additionally, with the COVID-19 pandemic occurring during the first year of the renewal period, we have incorporated national findings to inform our strategies to reflect related changes in Medicaid policies, the health care system and population norms around health services need and utilization. In some instances, it is best to remove the pandemic period from analyses, leaving a gap period in the analytic, while in others we are able to account for changes in policy during the pandemic through time dependent trigger variables. We include sensitivity testing to determine whether county fixed effects and/or person fixed effects are able to adequately control for pandemic effects.

### Target and comparison populations

The current Iowa Health and Wellness Plan program evolved into one demonstration from two separate but linked demonstrations on January 1, 2016, as outlined in Table 2. This change provides multiple possibilities for comparison groups over the life of the demonstration (January 1, 2014, through December 31, 2024).

#### Medically Frail IHAWP members

IHAWP enrollees who are determined medically exempt (in accordance with the federal definition of medically frail at 42 CFR 431.315(f)) are eligible for Medicaid State Plan benefits versus the IHAWP Alternative Benefit Plan (ABP). The broader range of options provided more access to behavioral health services and eliminated copays and premiums. Members deemed ‘Medically Exempt’ are removed from the study population for most analyses and are either considered a comparison population or additional target population, depending on the analytical strategy selected in each policy component.

#### **Comparison Population: Adults in families that are income eligible for Medicaid (IE)**

The IE group is composed of adult parents/guardians of children in Medicaid in families with incomes less than 50% FPL.

#### **Comparison population: Eligible due to a Disability Determination (DD)**

The DD group is composed of Medicaid State Plan members enrolled due to a disability determination. The FPL for these members may range from 0 to 200%. We utilize this



comparison group with caution as Medicaid members enrolled through disability determination may have different trends in cost and utilization than those Medicaid members who enroll due to income eligibility. We expect that their pre-program trends may be steeper. We will test the appropriateness of this comparison group empirically prior to their inclusion in analyses.

Figure 5 provides a visualization of the differences between our target and comparison groups as shown in Table 3 and Table 4. The IHAWP not Medically Exempt population is more likely to be split evenly between male and female, much like the disability determination population and the IHAWP Medically Exempt population, but unlike the income eligible population. The IHAWP not Medically Exempt population is also more likely to be younger than the income eligible population, the disability determination population, and the IHAWP Medically Exempt population.

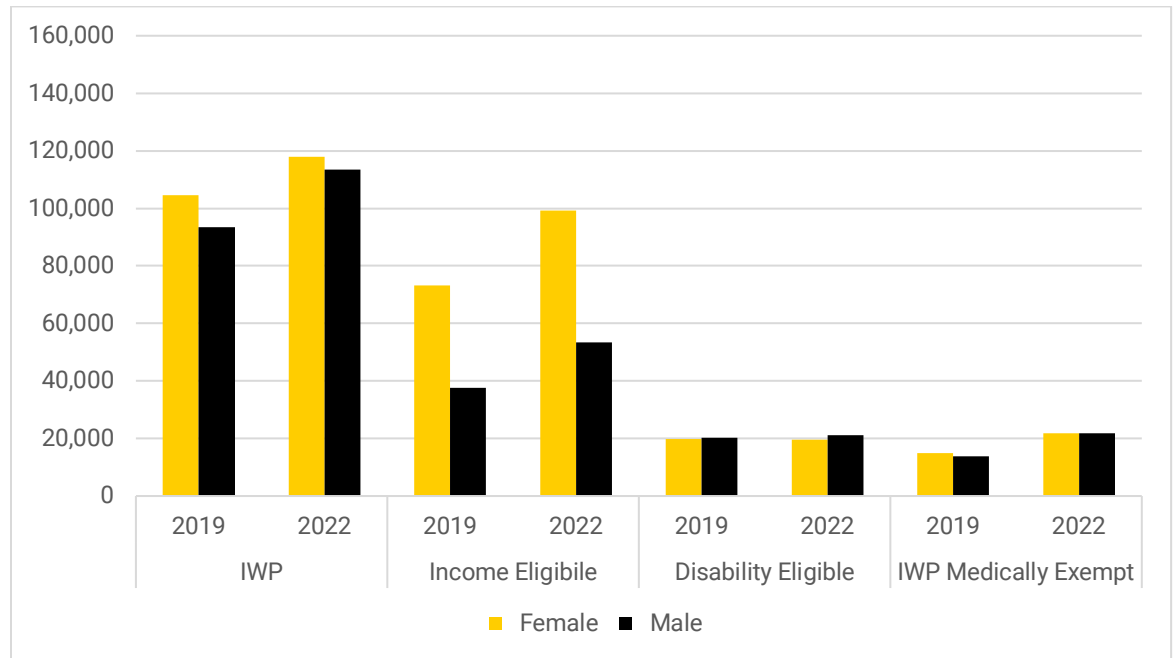
**Table 3. Comparison of Target Population with Three Medicaid Comparison Groups, pre- and post-COVID-19, Number of Members**

	IHAWP not Medically Exempt		Income Eligible		Disability Determination		IHAWP Medically Exempt	
	2019	2022	2019	2022	2019	2022	2019	2022
<b>Sex</b>								
Female	104,500	117,996	73,211	99,145	19,858	19,477	14,927	21,904
Male	93,402	113,398	37,568	53,356	20,292	21,190	13,844	21,771
<b>Race</b>								
White	117,499	132,321	60,266	80,313	25,484	250,22	21,134	31,106
Black	18,022	21,480	13,899	18,401	5,069	5,162	1,927	2,995
Hispanic	13,571	18,910	10,700	16,714	1208	1,421	1029	1,952
American Indian	2,998	3,725	2268	3,284	524	598	648	913
Asian/Pacific Islander	6,282	7,870	2,446	4,623	355	353	250	495
Other/Unknown	39,530	47,088	21,200	29,166	7510	8,111	3783	6,214
<b>Age</b>								
19-21 years	26,971	23,825	3,625	6,110	1,660	1,988	649	983
22-30 years	54,731	68,442	22,663	27,521	5,704	5,500	5,996	7,810
31-40 years	45,414	54,353	24,408	36,318	6,278	6,688	7,550	11,000
41-50 years	31,669	39,144	11,046	17,953	6,583	6,471	6,610	9,948
51-64 years	39,117	45,630	49,037	64,599	19,925	20,020	7,966	13,934
<b>Urban/Rural</b>								
Metropolitan	119,617	142,903	65,047	90,939	23,936	24,557	17,535	26,512
Non-metro, urban	34,751	39,825	19,959	27,131	7,339	7,197	5,188	7,996
Non-metro, rural	43,534	48,666	25,773	34,431	8,875	8,913	6,048	9,167
<b>Months of eligibility</b>								
1-6 months	42,245	22,034	13,715	10,433	2,867	1,922	3,135	2,758
7-10 months	28,546	11,129	11,273	6,157	2,066	1,360	2,935	1,769
11-12 months	127,111	198,231	85,791	135,911	35,217	37,385	22,701	39,148
<b>Total</b>	197,902	231,394	110,779	152,501	40,150	40,667	28,771	43,675

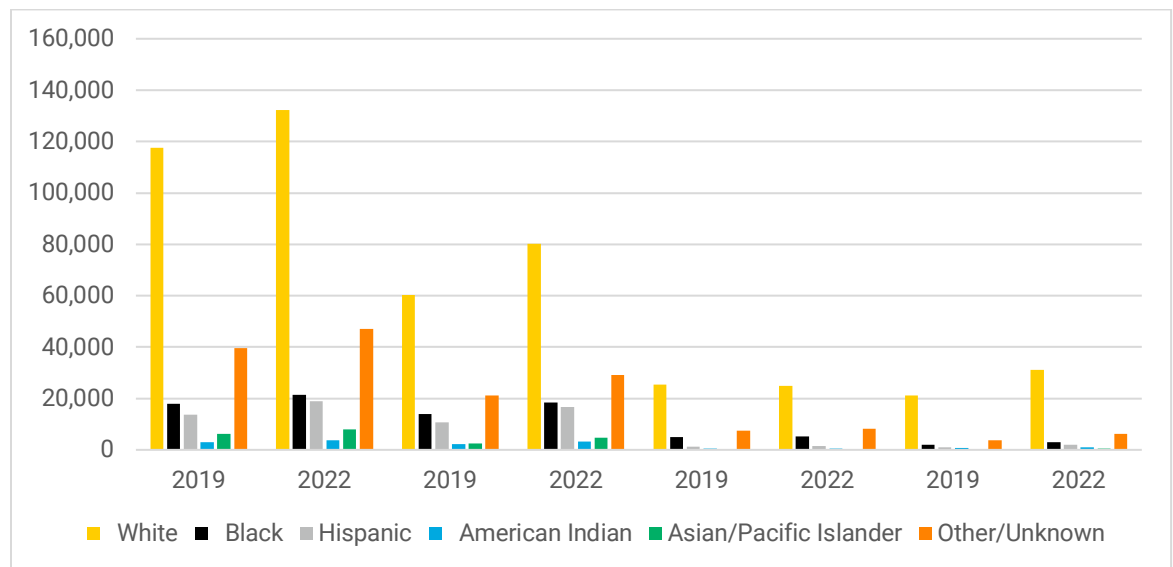
Table 4. Comparison of Target Population with Three Medicaid Comparison Groups, CY 2022, Proportion of Members

	IHAWP not Medically Exempt	Income Eligible	Disability Determination	IHAWP Medically Exempt
<b>Sex</b>				
Female	51%	65%	48%	50%
Male	49%	35%	52%	50%
<b>Race</b>				
White	57%	53%	62%	71%
Black	9%	12%	13%	7%
Hispanic	8%	11%	3%	4%
American Indian	2%	2%	1%	2%
Asian/Pacific Islander	3%	3%	1%	1%
Other/Unknown	20%	19%	20%	14%
<b>Age</b>				
19-21 years	10%	4%	5%	2%
22-30 years	30%	18%	14%	18%
31-40 years	23%	24%	16%	25%
41-50 years	17%	12%	16%	23%
51-64 years	20%	42%	49%	32%
<b>Urban/Rural</b>				
Metropolitan	62%	60%	60%	61%
Non-metro, urban	17%	18%	18%	18%
Non-metro, rural	21%	23%	22%	21%
<b>Months of eligibility</b>				
1-6 months	10%	7%	5%	6%
7-10 months	5%	4%	3%	4%
11-12 months	86%	89%	92%	90%

**Figure 1. Member Sex by Program Type by Year**

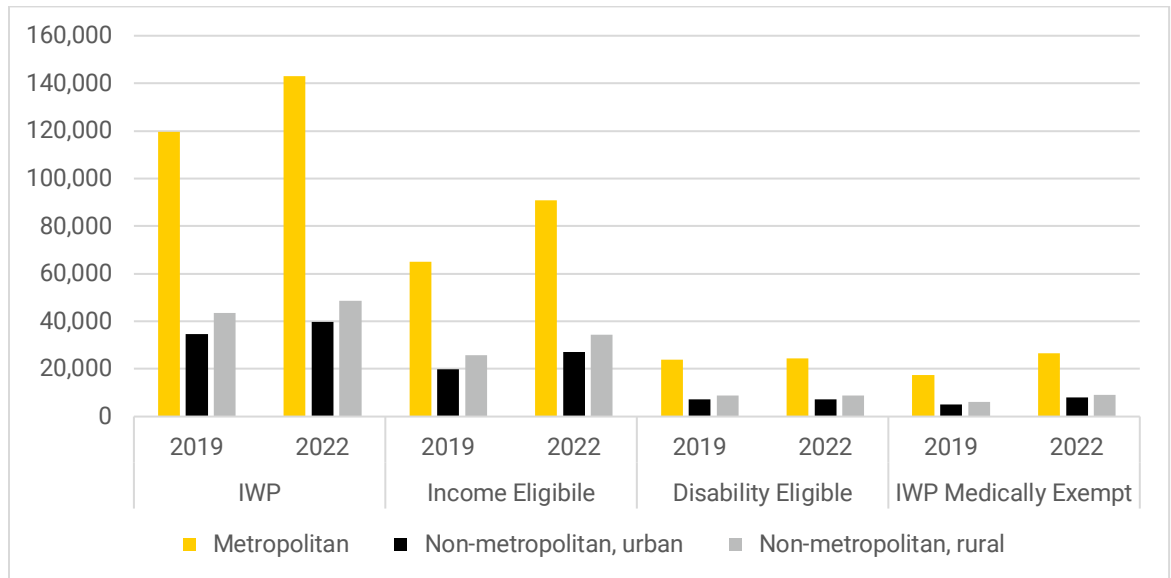


**Figure 2. Member Race/Ethnicity by Program Type and Year**





**Figure 3. Member Rural/Urban Location by Program Type and Year**



**Figure 4. Member Age by Program Type and Year**

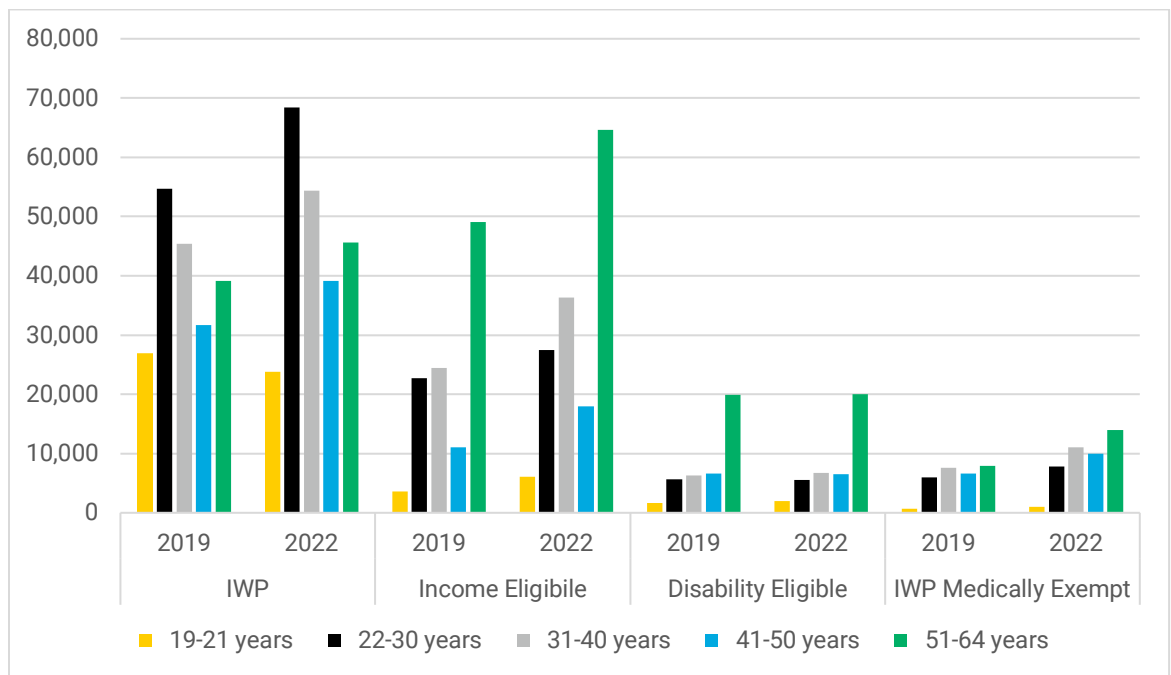
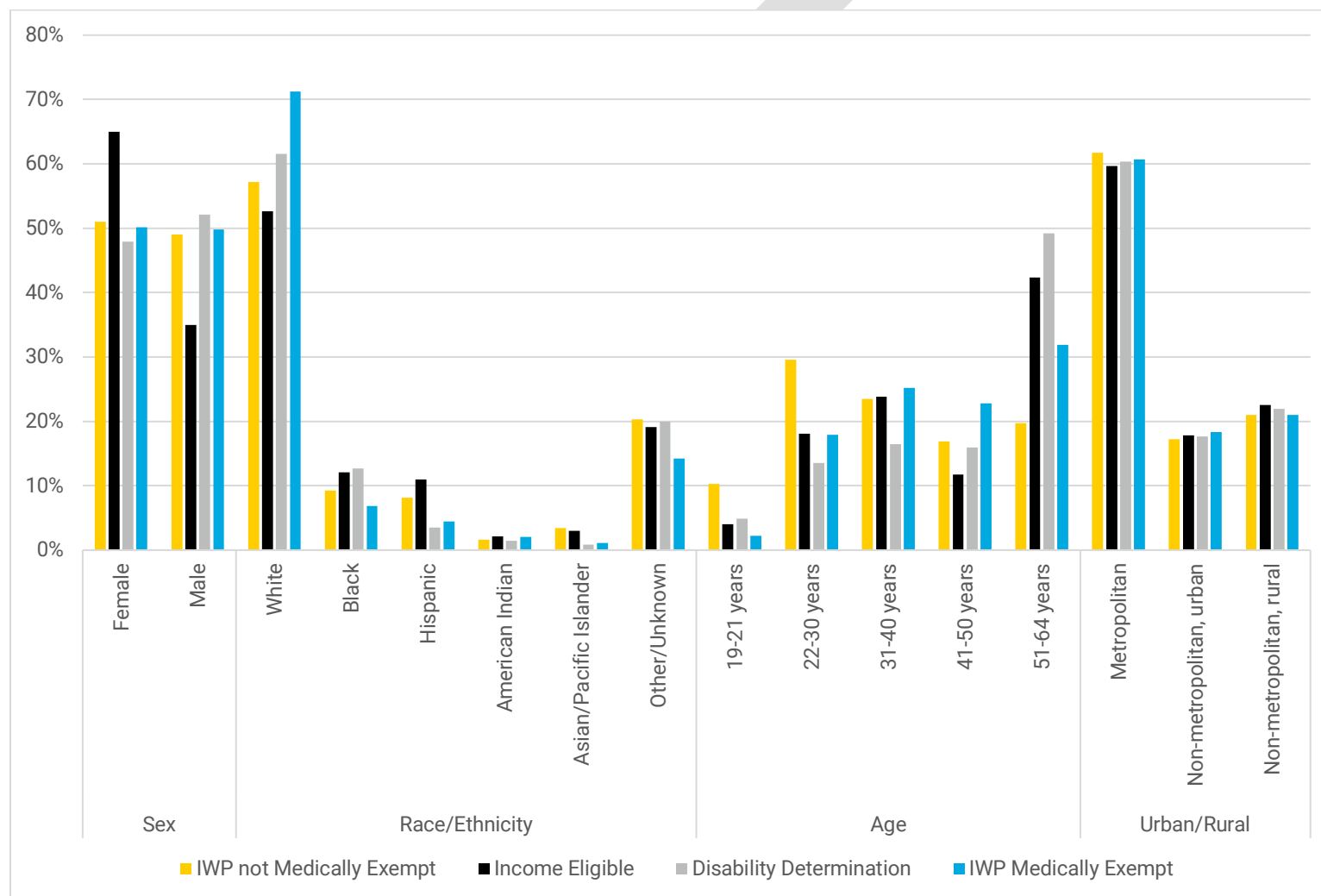


Figure 5. Member Demographics by Program Type, CY 2022



**Target population: State of Iowa**

For a variety of measures data for the entire state are utilized especially with regard to sustainability, outcomes driven by access to care such as Emergency Department (ED) use, and long-term effects of utilization changes driven through a focus on primary/preventive care such as avoidable hospitalizations.

As a state, Iowa is considered rural with just over 3 million residents. Of these 60% are between the ages of 19 and 64, 50% are female and 91% are white. The largest minority group in Iowa is Hispanic or Latino with 6%. The Black or African American population represents 4% of Iowans. The median income for Iowans is \$58,000 with 11% of Iowans living in poverty. Over 85% report having a computer with nearly 80% reporting an internet subscription. Out of the 99 counties comprising Iowa, 20 are considered rural with no metropolitan area, and 58 are considered rural with metropolitan area. Twenty-one are considered urban metropolitan.

**Comparison population: Other states**

We utilized Synthetic Control Methods (SCM) to identify non-expanding and late expanding states as comparisons. See Appendix A. Additionally, the final choice of Kansas, Maine, Nebraska, and Utah was also driven by the cost of HCUP data and available covariates within the HCUP state inpatient and emergency department data sets.

**Target population: Provider entities**

Throughout the demonstration many policies and reimbursement/utilization strategies have operated through provider entities. For example, the \$8 copayment for non-emergent ED use is charged by the ED. Additionally, many provider entities can choose what covered groups they would like to serve. Not all dentists or physicians are willing to see Medicaid members due to restrictive policies or poor reimbursements. Provider entities are an important target population to understand both the process and outcomes of demonstration activities.

Provider entities may include medical offices, dental offices, hospitals, long-term care facilities, and pharmacies.

**Data sources****Secondary data****Iowa Medicaid Administrative files**

A synopsis of administrative data types and sources that are used in this report are provided below.

1. Medicaid encounter and claims data  
Contains all claim and encounter data for Medicaid members during the evaluation

period. The data is housed within the Medicaid data repository and is updated monthly

2. Medicaid enrollment data  
Contains data regarding enrollment and eligibility maintenance such as MCO enrollment, presence of an exemption from any demonstration activities, and  
Housed within the Medicaid data repository with monthly updates
3. Medicaid provider certification data  
Housed within the Medicaid data repository with monthly updates

#### Data access

The University of Iowa has a data sharing Memorandum of Understanding (MOU) with the State of Iowa to utilize Medicaid claims, enrollment, encounter, and provider data for evaluation purposes.

#### **Iowa Hospital Association inpatient and outpatient datasets**

The Iowa Hospital Association houses all hospital claims (inpatient and outpatient) for the state of Iowa. These data are available for the period 2013-present. Currently University of Iowa houses the data for 2013-2021.

#### Data access

University of Iowa has an active DUA to receive, store, and access these data.

#### **Healthcare Cost & Utilization Project (HCUP)**

[https://www.hcup-us.ahrq.gov/HCUP\\_Overview/HCUP\\_Overview/index.html](https://www.hcup-us.ahrq.gov/HCUP_Overview/HCUP_Overview/index.html)

Synthetic control analyses have identified four non-expansion states with data from 2010-2020 for comparison purposes: Kansas, Maine, Nebraska, and Utah.

#### Data access

Data is purchased, awaiting access

#### **Transformed Medicaid Statistical Information System (T-MSIS)**

<https://www.medicaid.gov/medicaid/data-and-systems/macbis/tmsis/index.html>

Data for all non-expansion states and Minnesota will be accessed through ResDac and the CCW Virtual Data Research Center.

#### Data access

Awaiting CMS approval.

#### **Public sources**

#### **Behavioral Risk Factor Surveillance System (BRFSS)**

Harmonized data 2011-2020 utilized for synthetic control method.



**American Community Survey (ACS)**

Downloaded from IPUMS, utilized for synthetic control method.

**Primary data collection  
Surveys**

Surveys with IHAWP members and providers were conducted to provide a consumer perspective and provider perspective about the program. Table 5 shows the different types of surveys that we have/are conducting for the IHAWP report. The sample sizes for these surveys are based on a combination of the power calculations that were conducted for the national CAHPS surveys, and our previous survey response rates for Iowa Medicaid enrollees.

**Table 5. IHAWP Survey Projects – CY 2021-2024**

Survey	Policy Component	Sample Size	Expected N	Field Periods	Incentives
<b>HBI Phone</b>	HBI	6,000	1,800	2021/2022, 2024	\$2 pre; \$10 GC post
<b>DWP Member mail</b>	DWP	12,000	2,400	In field	\$2 pre; GC lottery
<b>DWP Provider mail</b>	DWP	1,300	585	7/23-10/23	\$2 pre
<b>New Enrollee Phone</b>	Retroactive Eligibility	5,600	1,200	In field	\$20
<b>IHAWP Member mail</b>	Member experiences; NEMT	4,500	900	7/22-10/22	\$2 pre; GC lottery

**Process evaluation**

The IHAWP evaluation plan included a process evaluation to document and describe the implementation of IHAWP and its components. The process evaluation used primary and secondary data sources to determine the adherence to the strategies and plans as described in IHAWP demonstration.

The process evaluation examined the governance and execution of the IHAWP to provide context about the effectiveness of programming as measured by outcome metrics described in other parts of the evaluation plan. In addition, findings from the process evaluation may be used to improve outcome measures of the evaluation, such as informing language in survey items.

Secondary and primary data sources were coalesced to create a comprehensive depiction of the functions and management of IHAWP. The synthesis of these sources provide insight into programming vision, perceptions, governance dynamics, communication and management practices which have implications for the outcomes and strategic direction of IHAWP. Process measures were designed to describe the state of the program or some aspect of the program, but do not lend themselves to testing.

**Environmental scan**

Existing documents produced for IHAWP implementation were monitored, compiled and synthesized by the research team to track progress and diversions from original program description and objectives, a process known as an environmental scan. State and local secondary sources such as letters to providers, webpages, newsletters, and notices to members have been collected and stored. Two rounds of environmental scans were completed and covered the periods of March 2020–October 2021 and November 2021–October 2022.

Environmental scan data sources:

- Waiver documents
- Quarterly progress reports
- Meeting minutes
- Supplemental materials from relevant advisory groups or committees
- Informational letters
- Member materials (enrollment applications, member handbooks)\_
- Contract and RFP documents
- Internal planning documents

**Structured Key Informant interviews***Sampling and Recruitment*

Sampling for key informant interviews was purposive and the identification of and connection to the target individuals was aided by contacts within the state agency. In the cases of the two statewide provider organizations, these key informants were identified based on participation in public meetings related to IHAWP policies, like the Medical Assistance Advisory Council (MAAC).

Interviewees were selected to represent people working in roles directly involved in implementing various components of IHAWP.

*Interview content*

Interviews were about 60 minutes long and topics for the interviews were developed to reflect the content of each program and target any areas which were not covered in the environmental scan or areas that could benefit from elaboration from a primary source. The interview guides were semi-structured, meaning questions were included systematically to represent the research questions relevant to each area of emphasis, but were few and open-ended to allow discussion to flow naturally. Interviewers were prepared with probing prompts when applicable for eliciting clarification, elaboration, summarizing reflections, and neutral active listening statements.

While the interview script was structured the same for all interviewees covering the four areas of emphasis, some stakeholders provided disproportionate interview references by topic area their organization was involved in (e.g., MCOs described nuances of role in administering HBI program)

#### Interview logistics

Group interviews were the chosen method for including multiple participants from a single organization. Because of the wide range of topics covered in the interview and depending on the team size and specialization of team members, several people were sometimes needed to respond to all aspects of the IHAWP waiver components. The group interview method aided in eliciting robust aggregate information from the organization, and mitigated incompleteness due to variations in each respondent's level of interaction with the demonstration. Individual and group interviews were conducted remotely, which eliminated costs associated with travel, enhanced scheduling flexibility to accommodate attendance of the most people, and suited the professional population, meaning interviewees were familiar with the remote interview tools and interface (i.e. zoom invitations in Outlook calendars). A team of two interviewers from the IHAWP evaluation team conducted interviews over video conference (Zoom). Video calls were audio recorded and professionally transcribed. In 2022 and 2023, 34 key informants were interviewed.

**Table 6. Process Evaluation Key Informants**

Key Informant Working Title	Organization	Report Year
Chief Operating Officer	MCO	2023
Case Management Team Lead x2	MCO	2023
Quality Director	MCO	2023
Director of Growth and Engagement	MCO	2023
Director of Quality Management	MCO	2023
Account Manager	Medicaid Member Services	2023
Operations Manager	Medicaid Member Services	2023
Income Maintenance Workers x3	Iowa Medicaid	2023
Vice President of Legislative and Government Affairs	MCO	2023
Member-Provider Services Supervisor	MCO	2023
Care Management Manager	MCO	2023
Director of Care Management	MCO	2023
Operations Manager	MCO	2023

Key Informant Working Title	Organization	Report Year
Member-Provider Services Manager	MCO	2023
Director of Operations and Provider Engagement	MCO	2023
Community Health Worker x2	Community Health Center	2023
Social Worker	Community Health Center	2023
Plan President	MCO	2022
Government Business Division Finance Director	MCO	2022
Medical Director	MCO	2022
Program Director	MCO	2022
Health Equity Director	MCO	2022
Director Medicaid Plan Marketing	MCO	2022
Chief Executive Officer	Organization to support providers of behavioral health and disability services	2022
Program Manager	Iowa Medicaid	2022
Policy Specialist	Iowa Medicaid	2022
Health Manager	Iowa Primary Care Association	2022
Director of Legal and Regulatory Affairs	Iowa Primary Care Association	2022
Plan President & CEO	MCO	2022
Vice President, Population Health & Clinical Operations	MCO	2022

#### Interview analysis

The interview transcripts were uploaded into qualitative analysis software (NVivo) and coded into themes by a single coder. Some themes were pre-determined according to the structured script, and some were emergent and reflect the natural flow of conversations and provide additional context for the structured conversation. Codes were applied to pertinent pieces of interview content and results were reported as succinct theme summary statements, which included exemplary details of the content comprising themes. Reporting of themes followed the codebook structure, with nested sub-themes for content which was contrary, narrowly focused, and unique input (not generalizable to theme level).

#### **Limitations**

A sample of 32 clinics were selected for inclusion in the 2023 process evaluation report, based on volume of IHAWP members served according to Medicaid claims data. Clinics were contacted by phone and email 3-5 times each. Of the 32 clinics invited for an



interview, only one clinic participated. Clinic representatives who declined interviews cited a lack of time to participate and difficulty coordinating appropriate representatives for the content areas. Because of the small sample size of clinic interviewees experiences reported cannot be generalized to other clinics in the state.

Another limitation of this research is we solicited representatives for their experiences implementing IHAWP. At times, experiences described by interviewees conflict with the delineated expectations and processes of IHAWP. Experiences reported should not be generalized or interpreted as the actual status of IHAWP components.

## **Analytic methods**

The major analytical strategies used in this report are described below.

### **Bivariate analyses**

T-tests and Chi-square tests are provided within the report to compare Medicaid groups across survey measures. Trend analyses are also provided for comparisons of change between groups over time.

### **Ordinary Least Squares (OLS)**

OLS is utilized to predict survey-based outcomes

## **Methodological limitations**

There are five primary sets of limitations within this evaluation: 1) those related to primary data, 2) limitations of secondary data, 3) program selection bias, 4) study populations, and 5) COVID-19 considerations.

### **Primary data**

Primary data collection is based on self-reported information and the recall of the member. This can result in recall bias. Whenever possible, we couple primary data collection with secondary data collection and qualitative data providing an opportunity to describe and analyze hypotheses more fully.

Surveys response rates with Medicaid members in Iowa for this report ranged from 20-30%. Non-response bias tests are conducted to determine if the characteristics of respondents differ significantly from non-respondents on measured qualities.

### **Secondary data**

Administrative data are collected for billing and tracking purposes and may not always reflect the service provided accurately. Payers focus on specific areas that may result in sudden changes in primary diagnoses or care patterns.

**Program selection bias**

There may be a propensity for enrollees who have the most to gain from insurance coverage to have accessed services earlier than those with less to gain. This has the potential to bias all the estimates of program effects on quality measures and costs for the period prior to Iowa Wellness Plan.

**Study populations**

Iowa Health and Wellness Plan has undergone many changes during the first demonstration period. In particular, certain aspects of IHAWP have been extended to the general Medicaid population, e.g., PAHP dental coverage, enrollment in MCOs. These changes make it more difficult to identify appropriate comparison populations.

**COVID-19 considerations**

The COVID-19 pandemic has disrupted established systems of care throughout our nation. Changes such as the increased use of telehealth, increased use of acute care related to COVID-19 concerns, and the avoidance of routine/chronic care make it necessary to adapt methods and analytics to adjust for these changes across all evaluation components.

We originally anticipated three impacts of COVID-19 on the evaluation plan, including methods, analytic considerations, and interpretation of findings. The first report outlining member responses to the PHE (Iowa Health and Wellness Plan COVID-19 Impacts Report included as a partner report) has been included with the current report suite as an added evaluation component.

**Adjustments for COVID-19****Methods**

At the member level we have created a person-month unit of analyses that utilizes dichotomous variables to identify key trigger points in an effort to estimate the effects of these changes. COVID-19 may also have implications for the comparison groups we use in our analyses. For example, in assessing member access and satisfaction with services, we rely on a national comparison group of CAHPS survey respondents. Our team will need to assess the appropriateness of this group given the different ways states have implemented policy changes related to COVID-19. Similarly, it becomes more and more difficult to identify comparison states as we now add COVID-19 exposure and responses to the list of characteristics that may need to be matched or accounted for.

During November 2021-July 2022 a survey of HBI members was conducted (sample 18,265, final N=2,832). The unadjusted response rate for this survey was low at 15.5%. We believe this was, in part, due to the poor quality of member demographic information related to the lack of disenrollment. Two factors related to the suspension of active disenrollment are at work here: 1) members have no incentive to provide information regarding moves or changes in phone number as there is no chance of losing coverage and 2) members, though

not actively disenrolled, may be passively disenrolling and not informing the state that they are no longer using their benefits.

The full report is available at [https://iro.uiowa.edu/esploro/outputs/report/Iowa-Health-and-Wellness-Plan-COVID-19/9984469459302771?institution=01IOWA\\_INST](https://iro.uiowa.edu/esploro/outputs/report/Iowa-Health-and-Wellness-Plan-COVID-19/9984469459302771?institution=01IOWA_INST)

Results from this survey indicated that 39% of members had contracted COVID-19 and 27% of members delayed medical care due to the COVID-19 pandemic. As we consider these results in amending analyses, we have eliminated the PHE years (2020-2022) from many analyses. However, where possible we will include these years along with interaction terms to account for COVID-19 effects. We are considering the elimination of calendar year 2020 due to the absence of proper diagnosis coding for COVID-19.

Table 7 lists ways that the COVID-19 pandemic, and associated policy changes impact the data, analyses and results of the IHAWP evaluation.

**Table 7. Impact of COVID-19 on IHAWP Evaluation Plan**

Topic Area	Examples of Potential Impact	Adjustment
Insurance Coverage Gaps and Churning	Monitor changes to churning due to people changing health insurance plans and losing eligibility Increased gaps in insurance coverage Decreased consecutive coverage	2019 will be the last year for churn and gap analyses in the final report. We are using ACS data to provide covariates of SDOH in multivariate analytics at the Census tract level
Dental Wellness Plan	Decreased access to dental care Provider willingness to accept new DWP members	Analyses will include time variant interaction terms to reflect policies that restricted dental practice during the PHE. Analyses will adjust for telehealth service utilization.
Outcomes	Decreased face-to-face primary care, dental, mental health, and preventive care visits.	Healthcare providers have transitioned to virtual appointments. Analyses will adjust for telehealth service utilization.

## Timeline

The activities in the timeline below extend past the current waiver period and contract due to the delayed evaluation start date. Activities reflected in the timeline below are in the process of being adjusted to account for Medicaid policy adjustments during the PHE.

	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Q2 2026	Q3 2026	Q4 2026
Reports																						
Interim Report																						
Summative Report																						
Process Evaluation																						
Document Review																						
Script development																						
Tiered interviews																						
Qualitative interview and content analysis																						
Healthy Behaviors																						
Claims-based analyses																						
Survey																						
Interviews																						
Dental Wellness Plan																						
Complete revised evaluation																						
Consumer survey																						
Dentist survey																						
Admin. claims outcomes																						
Member interviews																						
Retroactive Eligibility																						
Stakeholder interviews																						
Enrollment surveys																						



	Q3 2021	Q4 2021	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Q1 2025	Q2 2025	Q3 2025	Q4 2025	Q1 2026	Q2 2026	Q3 2026	Q4 2026
Claims analyses																						
Enrollment data analyses																						
State comparison																						
Provider interviews																						
Cost Sharing																						
Consumer surveys																						
Claims analyses																						
HCUP ER analyses																						
Cost and sustainability																						
Stakeholder interviews																						
Administrative documents																						
Claims analyses																						
IHA data analyses																						
State Comparisons																						
NEMT																						
Stakeholder interviews																						
Survey development																						
Survey data collection																						
Analyses																						
Member Experiences																						
Consumer survey development																						
Consumer survey data collection																						
Claims data analyses																						

# Healthy Behaviors Incentive (HBI)

## Executive summary

### Key findings

- Survey data indicated that those who were enrolled since 2015 have the highest level of awareness at 47%. Those enrolled before the pandemic began (March 2020) report awareness of the HBI program at 35%, while 27% of those who only enrolled during the pandemic (when the HBI component was paused during the public health emergency) were aware of the program.
- For survey respondents, adjusted percents show higher awareness of the HBI program for White (37%) vs. Black (26%) and Hispanic members (24%) and for those with a 4-year degree (44%) vs. those with less education. Females also had higher adjusted rates than males.
- As members spend more time in the IHAWP program, the likelihood of having a well-visit during the year increases. For example, 40% of members with eight years of enrollment have a well-visit compared to 31% for members with only one year of enrollment.
- Health risk assessment completion remains low and is not as closely associated with time in the program; completion rates are between 10% and 15% for members regardless of the total number of years in the program.
- Of members enrolled for at least eleven months during the year, 41% have a well-visit while only 11% of members have a well-visit if they were enrolled six months or fewer.
- IHAWP members with higher incomes are significantly more likely to have well-visits during the year compared to members with lower incomes.

## **HBI General background information**

One unique feature of the IHAWP is the Healthy Behaviors Incentive Program (HBI). IHAWP members who are above 50% of the Federal Poverty Level (FPL) can avoid paying a monthly premium for their insurance after their first year of coverage by participating in the HBI. Members who are at 0-50% of the FPL are not required to pay monthly premiums. The HBI requires members to have a yearly medical or dental exam (a wellness visit) and complete a health risk assessment (HRA) to avoid paying a premium in the following year. If the member does not complete these requirements during their first year of coverage, they may be required to pay a monthly premium (\$5 or \$10, depending on income). The member must then pay the monthly premium or claim financial hardship. Members who are above 100% FPL can be disenrolled for failure to pay their premium.

Starting in 2015, a monthly contribution by the member was required depending on family income. Members with incomes above 50% FPL and up to 100% FPL contributed \$5 per month, while members with incomes above 100% FPL contributed \$10 per month. Members with individual earnings 50% or less of the FPL did not have monthly contributions. IHAWP members who completed the wellness exam and the HRA were not responsible for a monthly contribution.

Members earning over 50% of the FPL were given a 30-day grace period after the enrollment year to complete the healthy behaviors to have the contribution waived. If members did not complete the behaviors after the grace period ended, members received a billing statement and a request for a hardship exemption form. For members with incomes above 50% FPL and up to 100% FPL, all unpaid contributions were considered a debt owed to the State of Iowa but would not, however, result in termination from the IHAWP. If, at the time of reenrollment, the member did not reapply for or was no longer eligible for Medicaid coverage and had no claims for services after the last premium payment, the member's debt would be forgiven. For members with incomes above 100% FPL, unpaid contributions after 90 days resulted in the termination of the member's enrollment status. The member's outstanding contributions were considered a collectable debt and subject to recovery. A member whose IHAWP benefits were terminated for nonpayment of monthly contributions needed to reapply for Medicaid coverage. The Iowa Medicaid Enterprise (IME) would permit the member to reapply at any time; however, the member's outstanding contribution payments would remain subject to recovery.

## **Wellness Exam and Health Risk Assessment**

The wellness exam is an annual preventive wellness exam (New Patient CPT Codes: 99385 18-39 years of age, 99386 40-64 years of age; Established Patient CPT Codes: 99395 18-39 years of age, 99396 40-64 years of age) from any plan-enrolled physician, Rural Health Clinic (RHC), Federally Qualified Health Center (FQHC) or Advanced Registered Nurse Practitioner (ARNP). The exams are part of the preventive services covered by the plans and therefore do not cost the member anything out-of-pocket. A 'sick visit' can count

towards the requirement of the preventive exam, if wellness visit components are included and the modifier 25 is used. The wellness exam definition was expanded in 2016 to include a dental exam (D0120, D0140, D0150, D0180). A health risk assessment (HRA) is a survey tool that can be used to evaluate a member's health. The Managed Care Organizations (MCOs) are currently encouraging members to complete an HRA. The format of the HRA differs by MCO.

### **Implementation of the HBI**

There were several changes between the planned and actual implementation of the HBI in the original waiver period. Table 8 describes changes to the HBI program. The HBI was reapproved as part of the extension of the IHAWP effective January 1, 2020.

The HBI program was paused during the public health emergency. As of June 1, 2023, Iowa Medicaid has informed members that they should be completing their healthy behaviors. The program has not begun to implement premiums nor disenrollment based on not completing the behaviors and not paying the premiums.



Table 8. Changes to the Healthy Behaviors Incentive Program

Original Planned implementation	Actual implementation	Planned implementation 2020-2025	Changes due to public health emergency (PHE)
Wellness exam defined as CPT codes 99385, 99386, 99395, and 99396 or a “sick visit” with a modifier code of 25.	Members could report having a wellness exam without documentation. In year 2, a preventive dental exam also fulfilled the requirement.	No change.	Exams were not required.
Members needed to complete the Assess My Health HRA tool. The data would be available to IME, providers, and members.	This information is not shared with the providers or the members.	The MCOs are responsible for members completing the HRA.	HRA completion not required.
A communication campaign would ensure members, providers, and clinic staff awareness and knowledge of the program.	There were limited communication efforts.	Unknown.	Members informed of PHE and starting in June 2023 were encouraged to complete wellness exam & HRA.
Members were to be disenrolled for non-payment of contribution and not completing the HRA and wellness exam.	Systems were not in place to make disenrollment possible until the 4th quarter of the 2nd year.	Members are disenrolled for non-payment or not completing the HBI.	Members were not disenrolled.
Members could complete HRA online with/without provider.	Members could report having completed a HRA without documentation. Some health systems helped members complete the HRA over the telephone.	The mode of completion differs by MCO.	N/A

## .HBI Goals

The goals of the Healthy Behaviors Incentive program that are included as part of the Iowa Health and Wellness Plan are designed to:

- Empower members to make healthy behavior changes.
- Begin to integrate HRA data with providers for clinical decisions at or near the point of care.

Encourage members to take specific proactive steps in managing their own health and provide educational support.

## HBI Methodology

### Evaluation design

This section describes our approach for the interim report. We provide a basic overview of the evaluation period and our data sources, including the identification of healthy behaviors.

One objective of these analyses is to document rates of HBI participation and assess HBI participation as a function of several member-level characteristics. Together, this will further our understanding of the extent to which members are engaging in the requirements outlined by the program. We further clarify which members are most and least likely to complete the activities required by the HBI program.

### Evaluation period

For the interim report analyses, the claims-based evaluation of the HBI spans from January 2014 through December 2021

### Data sources

For all HBI analyses presented in this report, we use Medicaid enrollment and claims data from January 2014 through December 2021 as well as the Iowa Medicaid Enterprise/Iowa Medicaid records on completion of wellness exams and health risk assessments from January 2014 through December 2021

### Sample

We sampled from all members enrolled in IHAWP for a minimum of 12 consecutive months any time after January 1, 2014. We assign members to one of three income groups: a **low-income group** ( $\leq 50\%$  FPL), a **medium-income group** (51 – 100% FPL), and a **high-income group** (101 – 138% FPL) reflecting the categories of incentives that apply to members in these income ranges.

Using monthly data, we created our sample using a rolling cohort method in which we identify the first 12 consecutive months in which a member was continuously and exclusively enrolled in IHAWP. For example, a member enrolled January 2014 through December 2014 would be in cohort 1, while a member enrolled February 2014 through January 2015 would be in cohort 2, and so on. If a member was enrolled for additional 12-month periods beyond their initial 12 months (e.g., a total of 24-, 36-, or 48-months of enrollment), they would be included in those cohorts as well. For example, a member enrolled March 2014 through February 2016 would be in cohort 3 from March 2014 to February 2015, cohort 15 from March 2015 to February 2016, and so on. Essentially, the cohort corresponds to the study month in which the member's 12-month continuous enrollment begins, and they enter a new cohort for each successive 12-month period. However, we will not keep partial years of data. For example, if a member was enrolled for 18 months, we will keep only their initial 12 months, and drop the other 6.

After assigning members to cohorts, we collapse the data to provide one observation per person per cohort. This method ensures that we retain as many Medicaid members in our sample as possible, while also ensuring that all members in our sample are exposed to a full year of the program, providing them equal opportunity for HBI participation, and corresponding to the period of time they have to complete activities before being charged a premium (excluding the additional 30-day grace period).

#### Identification of Healthy Behaviors and covariates

At the core of the HBI program is the requirement for members to complete both a wellness exam and a health risk assessment (HRA) each year to avoid paying a monthly premium the following year. Completion of these activities is identified in claims or reported by managed care organizations. In fact, members may also call the Iowa Department of Health and Human Services to report completion of the activities. Regardless of the mechanism by which the data are reported, Iowa Medicaid data are used to make official determinations regarding premium waivers for members, and therefore they are the data that we use to identify receipt of a wellness exam and HRA completion.

### **Methods for survey and interview data**

#### **HBI member survey**

We conducted a member telephone survey during 2021-2022 during the public health emergency to serve as a baseline for the evaluation.

**Panel Sample:** The full sample frame for the survey ( $n = 18,265$ ) was pulled from all IHAWP members in November 2021. Because of the public health emergency, we stratified the sample based on enrollment. We had 3 mutually exclusive groups: those enrolled for at least 6 months and who only became enrolled during the pandemic, those who were enrolled continuously before the pandemic, and those who were enrolled continuously since at least March 2015. This would allow us to look at these three different groups of members and compare them, with the understanding that their experiences and reasons for being enrolled in Medicaid would vary by group. These groups also allow us to look at the length of enrollment as an “exposure” to the program variable. Within these 3 groups, we sampled by age (19-39, 40-49, 50-59, and 60-64). We also sampled by gender as defined by the Medicaid data and race and ethnicity. We selected these additional groups to sample because past evaluations indicated that these groups participated in the survey at differing levels and had different rates of completing the healthy behaviors. For the 2024 survey, we will include all survey respondents who are still enrolled in IHAWP.

**Survey protocol:** Our survey protocol was informed by the latest research on survey design and our over 20 years of experience with this population. A pre-notification postcard was sent to members before the phone calls began and included information about how members could update their telephone numbers or indicate that they did not wish to participate.



The telephone survey was fielded by the Iowa Social Science Research Center at The University of Iowa. All survey staff were trained on the purpose of the evaluation, human subjects research protections, and the survey instrument. The research team provided specific HBI and Medicaid related information to the survey staff. Every member with a valid telephone number was contacted at least 8 times. At the beginning of the survey, the survey staff introduced the evaluation and reviewed confidentiality, the voluntary nature of participation, and consent was obtained. Those who completed the survey received a \$10 gift card. Data collection started in December 2021 and was completed in June 2022. A total of 2,832 people responded to the telephone survey. The AAPOR standard Response Rate 3 (an industry standard for best practices in calculating response rates for telephone data collection projects of this nature) was 22.4%. A similar protocol will be used for the 2024 survey.

**Survey measures:** This survey serves as a baseline, most of the survey measures are derived from our previous surveys. These items capture self-report of awareness of the program, knowledge of specific program components, completion of the behaviors (HRA and wellness exam), facilitators and barriers to completion, perceptions of the program, self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefits. We explore how the members received information about the program. The surveys include CAHPS measures and supplemental items. The supplemental items address issues specific to the healthy behaviors. We include several demographic and self-reported health items to be used as adjustment variables in the analyses. The 2021–2022 survey also included COVID-19 related questions.

**Analysis:** Survey data were weighted as appropriate based on our stratified sampling. For some research questions and hypotheses, descriptive statistics were sufficient. When we compared groups, we used t-tests or chi-squared tests.

**Limitations/Challenges:** The COVID-19 pandemic may affect our ability to collect accurate and relevant data. First, many survey participants were not aware that the HBI program was paused due to the public health emergency. It is not clear how confusion about the HBI program influenced the survey results we received. It is also not clear if participation in the survey was hampered because people were confused about the status of the program. Additionally, we are not able to assess if the survey respondents were members who under normal circumstances would have been disenrolled from the program and not eligible for participation in the survey. The inclusion of people who typically would be ineligible for the program could result in unknown bias.

## HBI Evaluation Measures Summary

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 1: The proportion of members who complete a wellness exam, health risk assessment, or both will vary.				
Research Question 1.1: What proportion of members complete a wellness exam in a given year?				
N/A	Binary indicator for completion of wellness exam	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by income group, using t-tests to compare the mean completion rate between income groups	Unchanged for summative report
Research Question 1.2: What proportion of members complete an HRA in a given year?				
N/A	Binary indicator for completion of an HRA	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by income group, using t-tests to compare the mean completion rate between income groups	Unchanged for summative report
Research Question 1.3: What proportion of members complete both a wellness exam and an HRA in a given year?				
N/A	Binary indicator for completion of both a wellness exam and an HRA	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by income group, using t-tests to compare the mean completion rate between income groups	Unchanged for summative report
Hypothesis 2: The proportion of members completing a wellness exam, health risk assessment, or both will change over time and by income level.				
Research Question 2.1: Has the proportion of members completing a wellness exam decreased among lower-income members and increased among higher-income members?				
N/A	Binary indicator for completion of wellness exam	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by year and income group, using t-tests to compare the mean completion rate between income groups and within income groups between years	Unchanged for summative report
Research Question 2.2: Has the proportion of members completing an HRA decreased among lower-income members and increased among higher-income members?				
N/A	Binary indicator for completion of an HRA	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by year and income group, using t-tests to compare the mean completion rate between income groups and within income groups between years	Unchanged for summative report
Research Question 2.3: Has the proportion of members completing both required activities decreased among lower-income members and increased among higher-income members?				
N/A	Binary indicator for completion of both a wellness exam and an HRA	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by year and income group, using t-tests to compare the mean completion rate between income groups and within income groups between years	Unchanged for summative report

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 3: Member characteristics are associated with the likelihood of completing both required HBI activities.				
Research Question 3.1: Are older, non-Hispanic white females living in metropolitan counties more likely to complete both required activities?				
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community level factors. In sensitivity analyses, we will use county-level fixed effects.*	Unchanged for summative report
Research Question 3.2: Are members assigned to some MCOs more likely than members assigned to other MCOs to complete both required activities?				
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community level factors. In sensitivity analyses, we will use county-level fixed effects.*	Unchanged for summative report
Research Question 3.3: Is the length of time in the program positively associated with the likelihood of completing both required activities?				
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community level factors. In sensitivity analyses, we will use county-level fixed effects.*	Unchanged for summative report
Research Question 3.4: Are members with more negative social determinants of health (Sodha) less likely to complete both required activities?				
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community level factors. In sensitivity analyses, we will use county-level fixed effects.*	Unchanged for summative report
Research Question 3.5: Is the highest income group most likely to complete both required activities?				
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community level factors. In sensitivity analyses, we will use county-level fixed effects.*	Unchanged for summative report

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 4: Completing HBI requirements is associated with a member’s use of the emergency department (ED).				
Research Question 4.1: Are members who complete the HBI requirements equally likely to have an ED visit?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s likelihood of having any ED visit	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors^	Unchanged for summative report
Research Question 4.2: Do members who complete the HBI requirements have fewer total ED visits annually?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s annual number of ED visits	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors^	Unchanged for summative report
Research Question 4.3: Are members who complete the HBI requirements less likely to have a non-emergent ED visit?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s likelihood of having any non-emergent ED visit (NYU Algorithm)	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors^	Unchanged for summative report
Research Question 4.4: Do members who complete the HBI requirements have fewer total non-emergent ED visits annually?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s annual number of non-emergent ED visits (NYU Algorithm)	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors^	Unchanged for summative report



Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 4.5: Are members who complete the HBI requirements less likely to have a 3-day, 7-day, or 30-day return ED visit?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s likelihood of having a 3-day return ED visit, Member’s likelihood of having a 7-day return ED visit, Member’s likelihood of having a 30-day return ED visit	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors^	Unchanged for summative report
Research Question 4.6: Do members who complete the HBI requirements have fewer total 3-day, 7-day, or 30-day return ED visits annually?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s annual number of 3-day return ED visits, Member’s annual number of 7-day return ED visits, Member’s annual number of 30-day return ED visits	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Descriptive statistics, time trends, bivariate analysis, multivariate analysis including propensity score adjusted models and DID models^	Unchanged for summative report
Hypothesis 5: Completing HBI requirements is associated with a member’s use of hospital observation stays.				
Research Question 5.1: Are members who complete the HBI requirements equally likely to have a hospital observation stay?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s likelihood of having a hospital observation stay	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson regression model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report
Research Question 5.2: Do members who complete the HBI requirements have fewer total hospital observation stays annually?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s annual number of hospital observation stays	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson regression model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 6: Completing HBI requirements is associated with a member’s use of inpatient hospital care.				
Research Question 6.1: Are members who complete the HBI requirements equally likely to be hospitalized?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s likelihood of being hospitalized	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report
Research Question 6.2: Do members who complete the HBI requirements have fewer total hospitalizations annually?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s annual number of hospitalizations	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report
Research Question 6.3: Are members who complete the HBI requirements less likely to have a potentially preventable hospitalization?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s likelihood of experiencing a potentially preventable hospitalization	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 6.4: Do members who complete the HBI requirements have fewer total potentially preventable hospitalizations annually?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s annual number of potentially preventable hospitalizations	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors. ^	Unchanged for summative report
Research Question 6.5: Are members who complete the HBI requirements less likely to have a 30-day all-cause readmission?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s likelihood of experiencing a 30-day all-cause readmission	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors. ^	Unchanged for summative report
Research Question 6.6: Do members who complete the HBI requirements have fewer total 30-day all-cause readmissions annually?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Member’s annual number of 30-day all-cause readmissions	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors. ^	Unchanged for summative report

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 7: Completing HBI requirements is associated with shifts in patterns of member’s health care utilization.				
Research Question 7.1: Do members who complete the HBI requirements have fewer potentially preventable hospitalizations as a proportion of total hospitalizations?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Potentially preventable hospitalizations as a proportion of total hospitalizations	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report
Research Question 7.2: Do members who complete the HBI requirements have fewer non-emergent ED visits as a proportion of total ED visits?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Non-emergent ED visits as a proportion of total ED visits	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report
Research Question 7.3: Do members who complete the HBI requirements have more primary care visits as a proportion of total outpatient visits?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Primary care visits as a proportion of all outpatient visits	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report



Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 8: Completing HBI requirements is associated with a member’s health care expenditures.				
Research Question 8.1: Do members who complete the HBI requirements have lower spending in all categories?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	Total health care expenditures, Inpatient health care expenditures, Potentially preventable hospitalization expenditures, Outpatient health care expenditures, Primary care expenditures, ED health care expenditures, Non-emergent ED health care expenditures, Pharmacy expenditures	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^	Unchanged for summative report
Hypothesis 9: We will identify disparities in the relationships between HBI completion and outcomes.				
Research Question 9.1: Do disparities exist in the following populations- high utilizers, members with multiple chronic conditions, members with OUD, members from racial and ethnic groups, rural members, and by sex?				
DID and/or propensity score matching based on all-or-none completion of HBI requirements.†	As defined above for research questions 4.1 – 4.6, 5.1 – 5.2, 6.1 – 6.6, 7.1 – 7.3, and 8.1	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Social Vulnerability Index (replaces Area Deprivation Index), American Community Survey, DHS Social Determinants of Health data, 2014 – present, if available	We will repeat the analyses outlined for research questions 4.1-4.6, 5.1-5.2, 6.1-6.6, 7.1-7.3, and 8.1, using interaction terms and/or running stratified models to identify differences in the association between HBI participation and outcomes among the following groups of members: High utilizers (those in the top quintile for number of outpatient, ED, and/or hospital visits) Members with multiple chronic conditions (defined categorically as 0/1, 2-3, 4+) Members with opioid use disorder Race/Ethnicity, Rurality, Sex	This will be completed for the summative report with the exception of the analyses of members with opioid use disorder (OUD) as this data will not be available.

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 10: Members who have been enrolled longer are more aware of the HBI program than those who have been enrolled a shorter period of time.				
Research Question 10.1: What is the level of awareness about the HBI program among members?				
Members with awareness of the HBI program and those without awareness	Existing survey items on awareness	HBI Phone Survey 2021-2022 & 2024	Descriptive statistics, t-tests	Unchanged for summative report
Research Question 10.2: How long are members enrolled in the program?				
Members with awareness of the HBI program and those without awareness	Length of enrollment	Eligibility data	Chi-square, t-test	Unchanged for summative report
Research Question 10.3: Is there a relationship between length of enrollment and awareness of the HBI program?				
Members with awareness of the HBI program and those without awareness	Length of enrollment	Eligibility data	Chi-square, t-test	Unchanged for summative report
Hypothesis 11: Members who have been enrolled longer have more knowledge about the HBI program than those who have been enrolled a shorter period of time.				
Research Question 11.1: What specific knowledge about the HBI program do members report?				
Members with knowledge of the HBI program and those without	Existing survey items on knowledge	HBI Phone Survey 2024	T-test	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 11.2: Do members understand the incentive/disincentive part of the HBI program?				
Members with knowledge of the HBI program and those without	Existing survey items on knowledge	HBI Phone Survey 2024	T-test	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 11.3: Do members know they need to pay a premium monthly?				
Members with knowledge of the HBI program and those without	Existing survey items on knowledge	HBI Phone Survey 2024	T-test	Unchanged for summative report.
		Interviews	Qualitative analysis	

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 11.4: Do members know about the hardship waiver?				
Members with knowledge of the HBI program and those without	Existing survey items on knowledge	HBI Phone Survey 2024	T-test	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 11.5: How long have members been enrolled?				
Members with knowledge of the HBI program and those without	Length of enrollment	Eligibility data	T-test	Unchanged for summative report
Hypothesis 12: Those who are aware of the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those who were not aware.				
Research Question 12.1: What is the level of awareness of the HBI program?				
Completion of behaviors of members with awareness will be compared to completion for those without awareness	Existing survey items on awareness	HBI Phone Survey 2021-2022 (wellness exam only), 2024	Chi square, Modified Poisson regression	Unchanged for summative report
Research Question 12.2: What is the level of completion of the HRA and well exam?				
Completion of behaviors of members with awareness will be compared to completion for those without awareness	Binary indicator of completing both a wellness exam and HRA	DHS claims data	Chi square, Modified Poisson regression	Unchanged for summative report

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 13: Those who have more knowledge about the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those with less knowledge.				
Research Question 13.1: What is the level of knowledge about the HBI program?				
Completion of the behaviors of members with knowledge about the program will be compared to completion of behaviors for those without knowledge of the program	Existing survey items on program knowledge	HBI Phone Survey 2021-2022 (wellness exam only), 2024	Chi-square, Modified Poisson regression	Unchanged for summative report
Research Question 13.2: What is the level of completion of the HRA and well exam?				
Completion of behaviors of members with awareness will be compared to completion for those without awareness	Binary indicator of completing both a wellness exam and HRA	DHS claims data	Chi-square, Modified Poisson regression	Unchanged for summative report
Hypothesis 14: Members socio-demographic characteristic and perceptions/attitudes are associated with awareness of the HBI program.				
Research Question 14.1: What is the level of HBI program awareness?				
Members based on HBI program awareness	Existing survey items on awareness	HBI Phone Survey 2021-2022, 2024	Chi-square, Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 14.2: What socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?				
Members based on HBI program awareness	Existing demographic survey items	HBI Phone Survey 2021-2022, 2024	Chi-square, Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	



Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 14.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?				
Members based on HBI program awareness	Existing survey items on perceptions and attitudes	HBI Phone Survey 2024	Chi-square, Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	
Hypothesis 15: Members socio-demographic characteristic and perceptions/attitudes are associated with knowledge of the HBI program.				
Research Question 15.1: What is the level of HBI program knowledge?				
Members based on HBI program knowledge	Existing survey items on program knowledge	HBI Phone Survey 2021-2022, 2024	Descriptive statistics, Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 15.2: What socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?				
Members based on HBI program awareness	Existing demographic survey items	HBI Phone Survey 2021-2022, 2024	Logistic regression; Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 15.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?				
Members based on HBI program awareness	Existing survey items on perceptions and attitudes	HBI Phone Survey 20224	Modified Poisson regression, Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	
Hypothesis 16: Members socio-demographic characteristic and perceptions/attitudes are associated with completion of the HRA and well exam.				
Research Question 16.1: What is the level of completion of the HRA and well exam?				
Members based on completion of HRA and well exam	Existing survey items on HRA and well exam completion	HBI Phone Survey 2024	Descriptive statistics, Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 16.2: What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?				
Members based on completion of HRA and well exam	Existing demographic survey items	HBI Phone Survey 2024	Logistic regression, Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 16.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?				
Members based on completion of HRA and well exam	Existing survey items on perceptions and attitudes	HBI Phone Survey 2024	Modified Poisson regression	Unchanged for summative report
		Interviews	Qualitative analysis	

Comparison Strategy	Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 17: Members are most likely to hear about the HBI program from their MCO.				
Research Question 17.1: Where are members learning about the HBI program and program components?				
Compare sources of information	Existing survey items on where members learn about HBI program	HBI Phone Survey 2021-2022, 2024	Descriptive statistics	Unchanged for summative report
Hypothesis 18: Members report difficult in using hardship waiver.				
Research Question 18.1: What are the perceptions of the ease of use of the hardship waiver?				
N/A	Existing survey items on perception of hardship waiver and barriers to using hardship waiver	HBI Phone Survey 2024	Descriptive statistics	Unchanged for summative report
		Interviews	Qualitative analysis	
Research Question 18.2: What are the challenges members reporting in using the hardship waiver?				
N/A	Existing survey items on perception of hardship waiver and barriers to using hardship waiver	HBI Phone Survey 2024	Descriptive statistics	Unchanged for summative report
		Interviews	Qualitative analysis	
Hypothesis 19: Members who do not complete the HRA and well exam report barriers to completing the behaviors.				
Research Question 19.1: What are the barriers to completing the HRA and wellness exam as reported by the members?				
N/A	Existing measure of barriers to completion of HRA and well exam	HBI Phone Survey 2021-2022, 2024	Descriptive statistics	Unchanged for summative report
		Interviews	Qualitative analysis	
Hypothesis 20: Disenrolled members report no knowledge of the HBI program. <u>No Disenrollments will occur during the waiver</u>				
Hypothesis 21: Disenrolled members describe confusion around the disenrollment process. <u>No Disenrollments will occur during the waiver</u>				
Hypothesis 22: Disenrolled members report consequences to their disenrollment. <u>No Disenrollments will occur during the waiver</u>				

*†In analyses designed to test the relationship between completion of HBI requirements and various health care utilization and spending outcomes, we will use propensity score matching to reduce unobserved confounding between members who do and do not complete the requirements. Specifically, we will model the likelihood of completing the HBI requirements and will match members who completed both required activities to members who completed none of the required activities based on their propensity scores using nearest neighbor matching. Members who completed only one of the two required activities will be excluded. After matching, we will visually inspect the covariates to confirm that our target and control groups are balanced with respect to observed covariates.*

*\*We will estimate either modified Poisson or ordinary least squares regression models (depending on whether our outcomes are binary, count, or continuous). In some cases, there will be no comparison group. In other cases, we will estimate our models among our propensity score matched sample as described above and earlier in the table that presents our analytic approach. All models will adjust for member demographics including age, gender, race/ethnicity, rurality, and income-group. All models will also adjust for members' health status using a subset of health conditions, including chronic conditions indicators, the number of times during the year that a member's residence changes, an indicator of the MCO in which the member is enrolled, the*

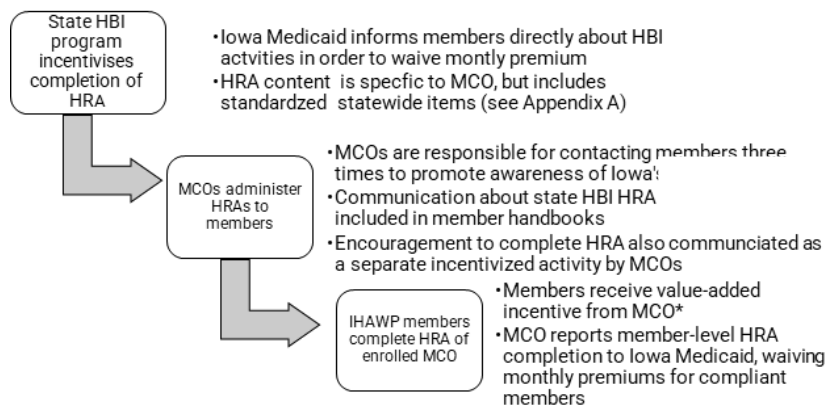
*member’s total years of enrollment (as a running count of cohorts), and a cohort fixed effect. Finally, we will adjust for other contextual factors drawn from the Area Health Resources File, CDC Social Vulnerability Index, and the American Community Survey.*

*^We will also conduct sensitivity analyses. For example, in lieu of the specific contextual factors described previously, we will adjust for all observed and unobserved variation at the county level using fixed effects. This has the advantage of better controlling for omitted variables but results in a limited ability to identify specific factors. Where feasible, we will also explore the use of individual-level fixed effects for the same reason. Finally, to assess the extent to which there is a dose-response relationship between completing the HBI requirements and our outcomes of interest, we will define our key independent variable in those models as a running count of the number of HBI requirements completed during the period in which a member was enrolled.*

## HBI Results

### HBI Process evaluation

**Figure 6. Summation of Healthy Behaviors Incentive Program Process as Described by Key Stakeholders**



\*Each MCO's value-added benefits (e.g., sending members gift cards) are completely independent from state HBI administration

### Efforts to promote the HBI Program

Stakeholders indicated that Iowa Medicaid and the MCOs used the following methods to communicate with members about the HBI program:

- Member handbooks
- Mailed letters (occasional neon paper): *"We helped them create actually a letter so for a mailing. And they wanted us to use this mailing, so it's one of three letters. There's one that says you still need to complete your screener. You still need to complete your wellness, or you still need to complete both. And so, we email those out 60 days, I believe 60 days prior to the member's annual enrollment date. And so that's just on a rolling basis. So, we're mailing those out monthly to the members that have their annual enrollment date coming up."* – MCO representative
- Information posted to state and MCO websites
- Texting (cell phone)
- Telephone calls (incoming and outgoing): *"Our call center agents are trained with the appropriate information should they receive a question when a member engages there as well."* – MCO representative
- Flyers
- Postcards (occasional neon paper)
- Website

Several stakeholders perceived HBI-information campaigns to approach overcommunication (described by some as "ongoing," "nonstop" and "bombarded").



### Members' experiences as reported by interviewees

Some interviewees indicated that the promotion campaigns from the state and the MCOs could be challenging for members because of the number of reminders. Another MCO representative commented on the saturated nature of communication efforts, which motivated a change in strategy, saying,

*"we used to call members as part of that [HBI-related communication] too. And we've stopped that, or actually I stopped that because I think it was causing some abrasion. I just don't think that was a very effective method and people were getting irritated by that. So, we moved to strictly mailers."*

Regarding the MCOs contractual obligation to contact members at least 3 times before removing them from completion reporting denominator, one MCO representative said,

*"we get feedback from some members saying they think three is a lot and they're not very happy about it."*

### The role of MCO in promoting Healthy Behaviors

Representatives from the MCOs reported that the HBI program added to the administrative duties of the MCOs, MCO-based caseworkers' effort in assisting members in navigation of HBI requirements and value-added incentives, the MCOs developed and implemented multi-method communication campaigns and reminders related to HBI, and caseworker time is spent verifying HRA responses, as reported by an MCO representative,

*"if we get things and they're surveys and they're incomplete, we're calling members reaching out to try to clarify that information."*

One MCO reported strategies to bolster member participation and encourage provider involvement in completion of healthy behaviors, saying,

*"We've got marketing materials that we promote the screener with and wellness exams. We do education with our providers around the importance of completing this. We've got different reps assigned to the clinics and so they do some education there with it. We do texting campaigns and call campaigns for our members to get them in for their wellness exams."*

One MCO representative commented on the tracking of member compliance with the state's HBI requirements, noting occasional instances of under-reporting credit for completing an MCO HRA within the state's premium enforcement system, but included that MCOs were involved in resolving erroneous premium charges, saying

*"they've said for some reason I got charged a premium and they'll call us. And we said, 'Yeah. We can see that you completed these things.' So, I mean, generally, or my understanding has been that if the member talks with Iowa Medicaid and says they completed this, that Iowa Medicaid generally waives that requirement, but I know that our case managers have helped facilitate some of that, I believe."*

Regarding member options to complete an HRA to fulfill IHAWP expectations, one MCO reported options to complete the HRA over the phone or in the MCO's member portal. The other MCO reported members are able to complete the MCO's HRA on the web, through

mail (paper HRA), or over the phone. One MCO elaborated on preferences for maintaining up-to-date data in member HRA completion, saying,

*“we encourage our members to complete it on the web, just because that is the quickest way the information is funneled directly into our system obviously, for them to get a reward and, or make sure that we’ve captured that data to have their premium waived.”*

### **The role of Clinic Staff in promoting Healthy Behaviors**

Clinic staff reported that patients bring mail from Iowa Medicaid and MCOs to the clinic, seeking advice, which staff assist with, saying,

*“A lot of times I tell people I help, ‘If you get anything in the mail, bring it in.’ I give them a folder, ‘Keep it all in here and I’ll help you explain it. I’ll help explain it to you. I’ll help you fill out the paperwork.’ A lot of patients do that with me. I’ve been here long enough that they know that. Some, yeah, no, they never got anything. Or they move a lot and their mail’s three addresses ago.”*

It should be noted that while clinic staff are increasing healthcare access for members by assisting with their mail, this work may also be viewed as a “spillover” effect; work that staff do that is not necessarily outlined in their job description.

### **Iowa Medicaid**

Representatives of the state Medicaid program indicated the following administrative duties which were a result of the HBI program:

- Issuing refunds to members erroneously charged premiums
- Coordinating data sharing with MCOs and ensuring accuracy of member completion rates
- Quarterly member completion compliance reporting to CMS
- Coordination of and staff time participating in workgroups to develop program implementation specifics

### **HBI Quantitative Results**

#### **Hypothesis 1: The proportion of members who complete a wellness exam, health risk assessment, or both will vary.**

Research Question 1.1: What proportion of members complete a wellness exam in a given year?

Research Question 1.2: What proportion of members complete an HRA in a given year?

Research Question 1.3: What proportion of members complete both required activities in a given year?

*As Table 9 shows, there is an overall increase in the percentage of members completing a well-visit over the years of enrollment in the program, with the greatest percentage (39.28%) being in the 8<sup>th</sup> year. Further evaluation shows that this pattern of increases in*

wellness exams over the number of years in the program is statistically significant. The pattern for completion of HRA or of both required activities is less consistent over the years of enrollment. The percentage of people completing either HRA or both activities each year is smaller than the percentage of those completing a well-visit. The largest proportion of members (9.2%) completing both a well-visit and HRA was in the 6<sup>th</sup> year of enrollment in HBI.

**Table 9. Percentages of Members Completing a Well-Visit, an HRA, or Both Required Activities Each Year of Enrollment in HBI, Between 2014 and 2021**

HBI year	Had well-visit (%)	Had HRA (%)	Had both well-visit and HRA (%)
1	31.38	14.64	8.61
2	30.59	12.05	7.52
3	32.28	14.79	8.74
4	34.17	10.59	6.82
5	35.34	11.82	7.62
6	37.05	14.33	9.2
7	37.59	12.37	7.39
8	39.28	13.36	8.41

There is an increasing trend in the percentage of members completing a well-visit, an HRA, or both required activities based on the duration of enrollment in a given year (Table 10). Around 40% of members who have been enrolled in HBI for 11 or 12 months completed a well-visit versus roughly 11% of those who have only been enrolled for less than 6 months (this difference is statistically significant). Similarly, a little over 11% of those enrolled for 11 or 12 months completed both activities relative to only 1.15% of members who have been enrolled for half a year or less (these differences are statistically significant).

**Table 10. Percentages of Members Completing a Well-Visit, an HRA, or Both Required Activities by Enrollment Duration in Months, Between 2014 and 2021**

Months	Had well-visit (%)	Had HRA (%)	Had both well-visit and HRA (%)
0 to 6	10.77	3.74	1.15
7 to 10	27.79	10.19	5.14
11 or 12	40.53	17.69	11.27

Similar to the findings from Table 10, Table 11 shows that a greater percentage of members enrolled in the HBI program for more months complete either or both of the required activities. Furthermore, for a certain period (e.g., 11 or 12 months), a higher

percentage of members who have been in the program for more years complete a well-visit overall. The pattern is less consistent for completion of HRA or both well-visits.

**Table 11. Percentage of Members Completing a Well-Visit, HRA, or Both by Enrollment Duration in Months, Each Year in the Program, Between 2014 and 2021**

Months	HBI year	Had well-visit (%)	Had HRA (%)	Had both well-visit and HRA (%)
0 through 6	1	10.43	3.7	1.15
	2	10.06	3.56	1.14
	3	11.28	4.05	1.17
	4	12.08	3.57	1.01
	5	12.51	3.87	1.05
	6	12.85	4.41	1.47
	7	16	5.42	1.62
	8	16.33	5.75	1.77
7 through 10	1	25.09	10.56	5.03
	2	29.77	10.07	5.54
	3	28.54	11.38	5.38
	4	29.72	7.45	4.07
	5	29.19	7.85	4.38
	6	33.15	9.96	5.94
	7	34.29	10.68	4.96
	8	39.13	12.27	7.29
11 or 12	1	38.14	18.3	11.23
	2	41.69	16.94	11.26
	3	42.01	20.04	12.62
	4	43.24	13.77	9.48
	5	44.97	15.53	10.67
	6	47.3	19	12.81
	7	45.58	15.05	9.8
	8	49.54	17.16	11.79

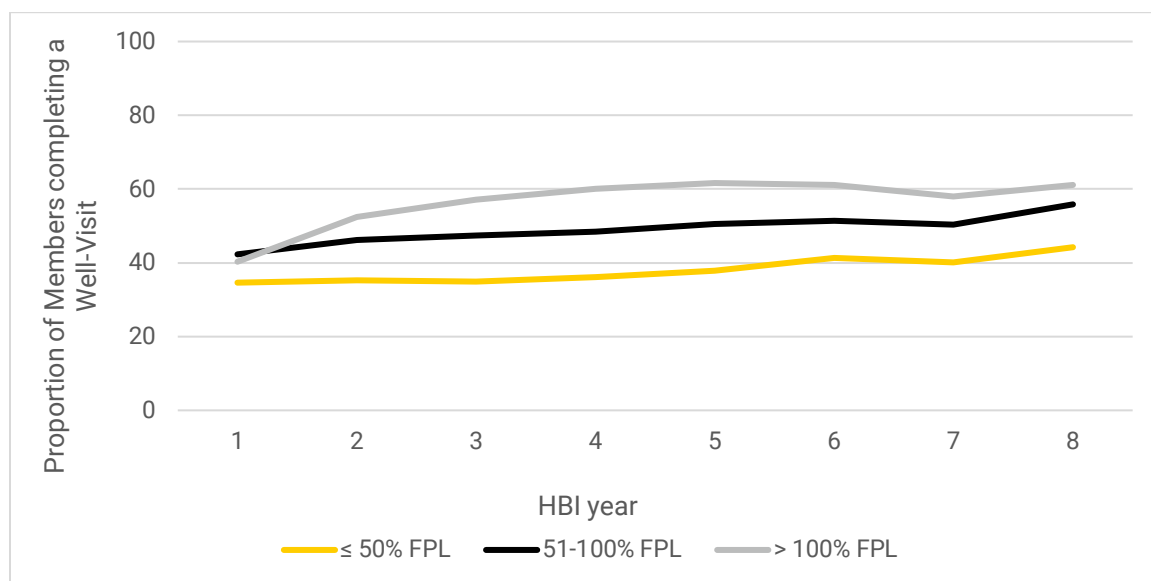
**Hypothesis 2: The proportion of members completing a wellness exam, health risk assessment, or both will change over time and by income level.**

Research Question 2.1: Has the proportion of members completing a wellness exam decreased among lower-income members and increased among higher-income members?



A greater proportion of members belonging to the highest income group (>100% FPL) complete a well-visit, followed by members belonging to the middle-income group (51–100% FPL), and then by members with the lowest income level ( $\leq 50\%$ ) (Figure 7). We conducted a series of tests to analyze the differences among the three groups across the years of HBI. We compared individuals with incomes over 100% of the Federal Poverty Level (FPL) to those with incomes between 51% and 100% of the FPL, finding statistically significant differences each year. Similarly, the differences between individuals with incomes below 50% of the FPL and those with incomes between 51% and 100% of the FPL (and those with incomes higher than 100% of FPL) were also statistically significant across all years.

**Figure 7. Trends in Completion of a Well-Visit by Income Level Between 2014 and 2021**

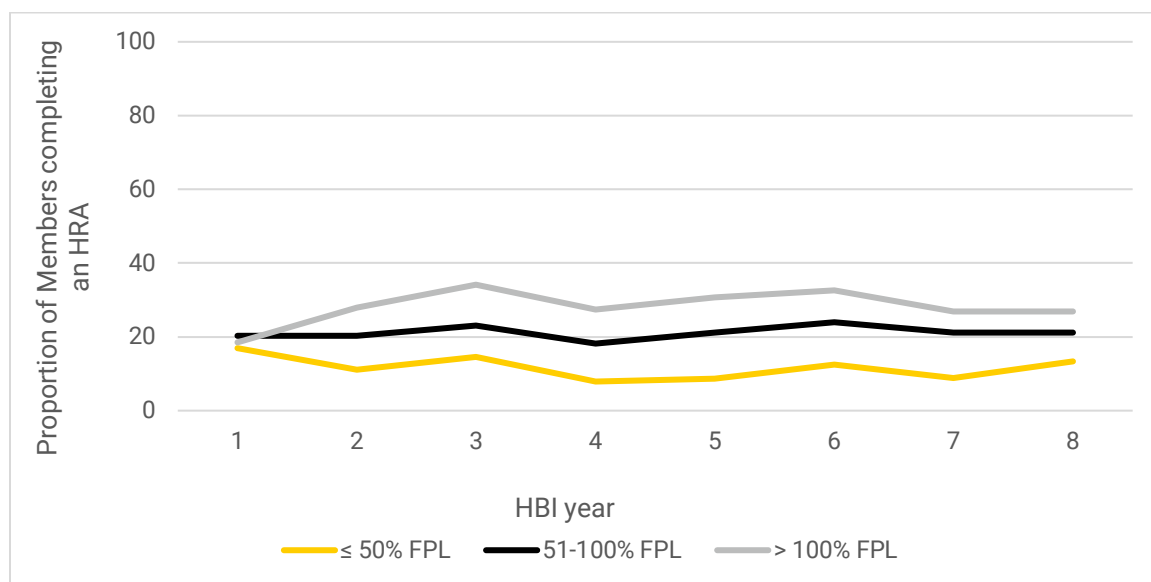


Research Question 2.2: Has the proportion of members completing an HRA decreased among lower-income members and increased among higher-income members?

A greater proportion of members belonging to the highest income group (>100% FPL) complete an HRA, followed by members belonging to the middle-income group (51–100% FPL), and then by members with the lowest income level ( $\leq 50\%$ ) (Figure 8). Completion trends by number of years in the program are relatively flat across all income groups. We conducted a series of tests to analyze the differences among the three groups across the years of HBI. We compared individuals with incomes over 100% of the Federal Poverty Level (FPL) to those with incomes between 51% and 100% of the FPL, finding statistically significant differences each year. Similarly, the differences between individuals with incomes below 50% of the FPL and those with incomes between 51% and 100% of the FPL

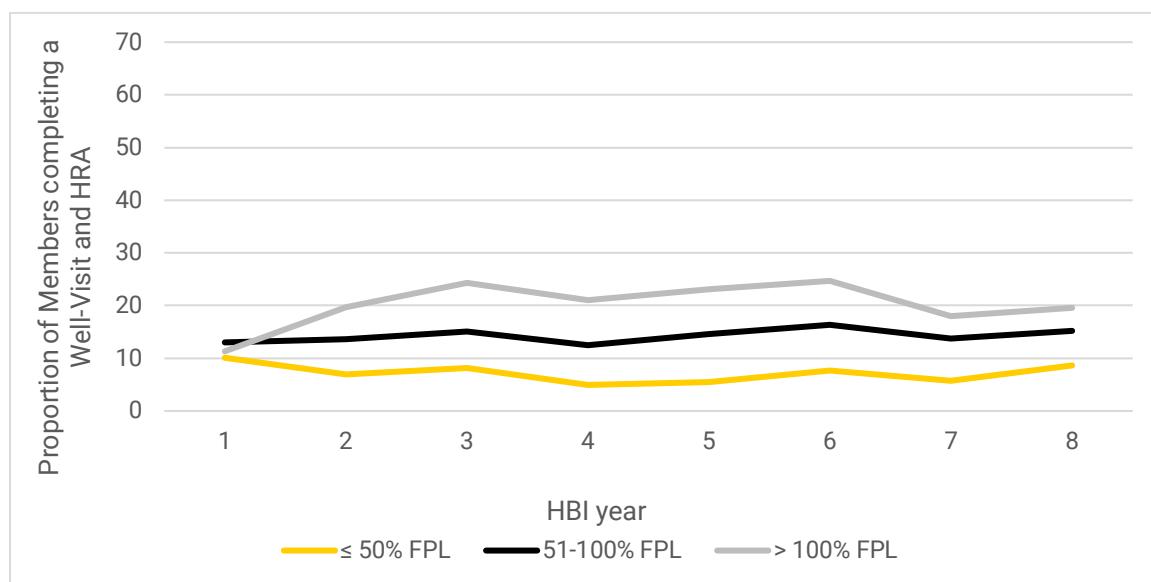
(and those with incomes higher than 100% of FPL) were also statistically significant across all years.

**Figure 8. Trends in Completion of an HRA by Income Level Between 2014 and 2021**



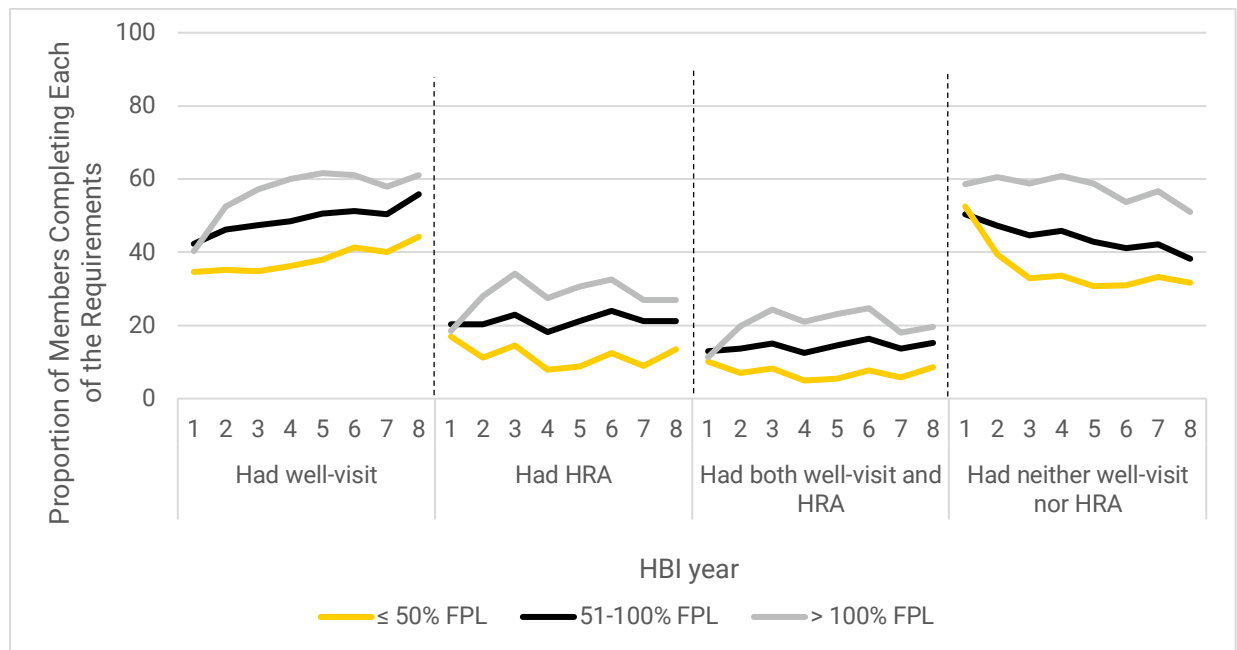
Research Question 2.3: Has the proportion of members completing both required activities decreased among lower-income members and increased among higher-income members?

A greater proportion of members belonging to the highest income group (>100% FPL) complete both required activities, followed by members belonging to the middle-income group (51–100% FPL), and then by members with the lowest income level (≤50%) (Figure 9). We conducted tests to examine the statistical significance of the differences across the groups when comparing the proportion of individuals completing an HRA. In all enrollment years, the differences were statistically significant when comparing individuals with incomes over 100% of the Federal Poverty Level (FPL) to those with incomes between 51% and 100% of the FPL, as well as when comparing those with incomes between 51% and 100% of the FPL to those with incomes below 50% of the FPL.

**Figure 9. Trends in Completion of Well-Visit and HRA by Income Level Between 2014 and 2021**

Overall, the percentage of members completing well-visits is higher than the percentage of those completing an HRA, or both required activities, among all three income groups.

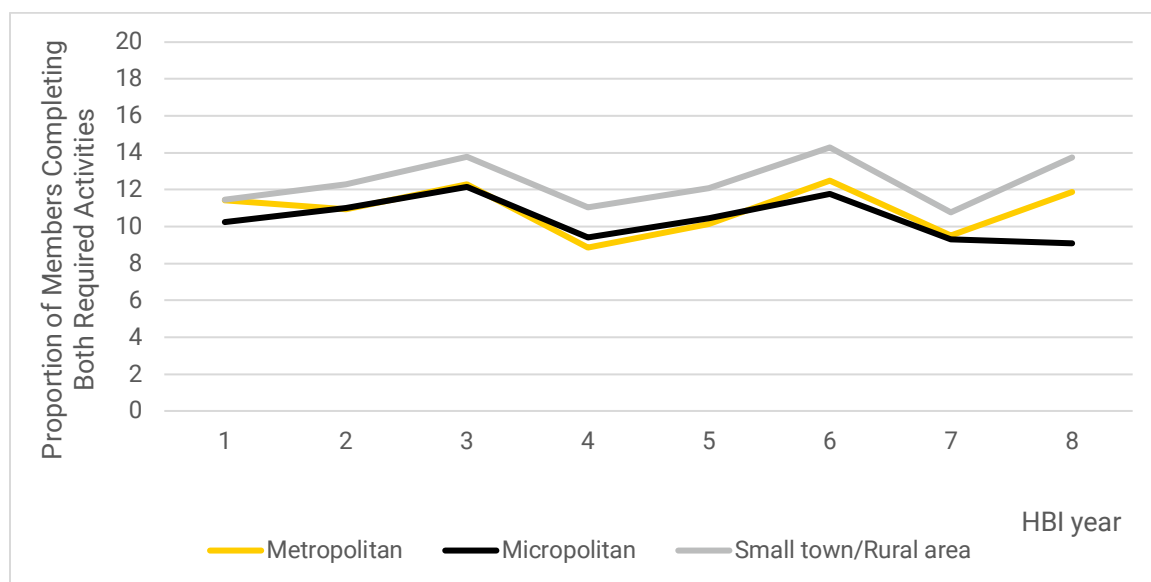
Conversely, a greater proportion of members belonging to the lowest income group ( $\leq 50\%$  FPL) complete neither of the required activities, followed by members belonging to the middle-income group (51–100% FPL), and then by members with the highest income level ( $> 100\%$  FPL) (Figure 10). We also conducted tests to examine the statistical significance of differences across the groups for completing an HRA and completing a wellness visit. For all enrollment years, the differences were statistically significant when comparing individuals with incomes over 100% of the Federal Poverty Level (FPL) to those with incomes between 51% and 100% of the FPL, as well as when comparing those with incomes between 51% and 100% of the FPL to those with incomes below 50% of the FPL.

**Figure 10. Trends in Completion of a Well-Visit, an HRA, Both, or Neither of the Required Activities by Income Level Between 2014 and 2021****Hypothesis 3: Member characteristics are associated with the likelihood of completing both required HBI activities.**

Research Question 3.1: Are older, non-Hispanic white females living in metropolitan counties more likely to complete both required activities? (differences by age and sex will be included in the summative report).

*A greater proportion of members residing in small towns/rural areas tend to complete both required activities over time compared to counterparts residing in metropolitan or micropolitan areas (Figure 11). Members living in metropolitan and micropolitan areas tend to have similar trends in completion of both activities over time, although a higher percentage of people residing in metropolitan areas completed both activities in their 8<sup>th</sup> year in the program compared to micropolitan residents whose percentage completing both activities decreased in the 8<sup>th</sup> year. Moreover, tests were conducted and confirm that differences between the proportion of members completing both activities in metropolitan areas compared to small/ town/rural areas is statistically significant across all years, with the exception of year 1 in the program.*



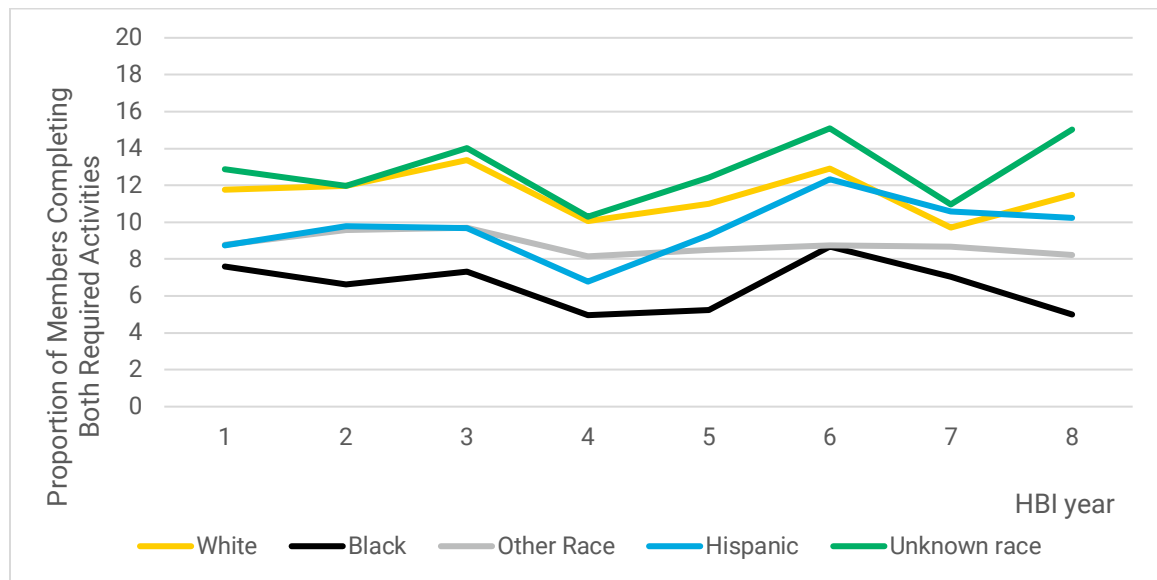
**Figure 11. Trends in Completion of a Well-Visit and HRA by Type of Residence Area Between 2014 and 2021**

Note: 1,070 observations are missing

The Black population has the smallest percentage of members completing both required activities over time compared to other races/ethnicities (Figure 12). People with “unknown race” have the highest percentages of members completing both activities over time. Overall, populations follow a broadly similar pattern over time, with the highest percentage of members completing both required activities being in the 6<sup>th</sup> year. We compared the statistical significance of the differences in completing both required activities among the White, Black, and Hispanic populations across all years. The differences were statistically significant across all three groups, with a p-value of less than 0.000 when comparing the White population to the Black population, the White

population to the Hispanic population, and the Black population to the Hispanic population.

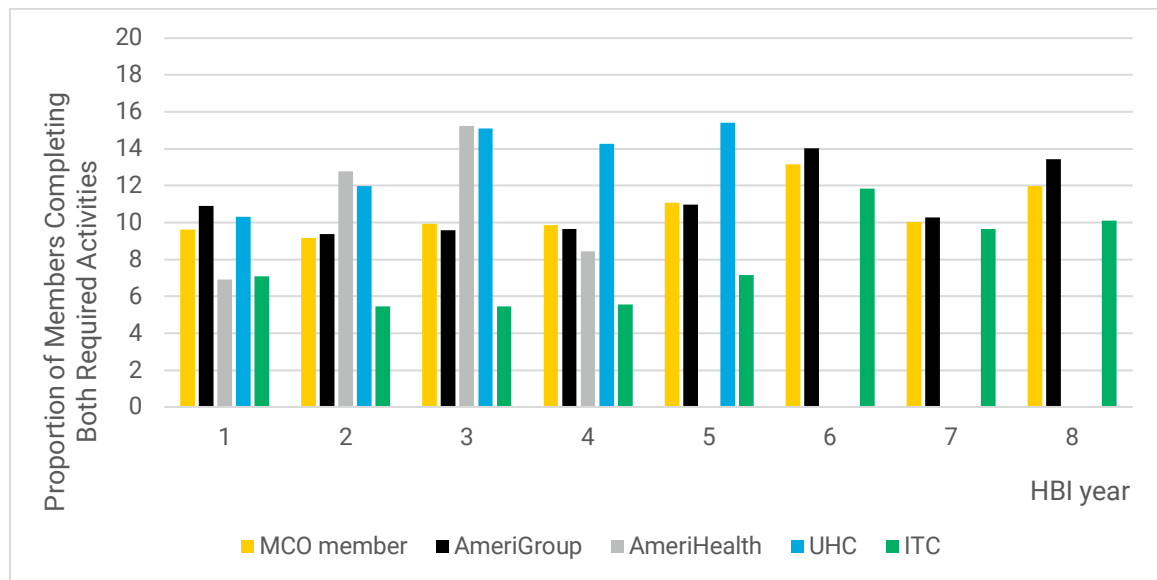
**Figure 12. Trends in Completion of Well-Visit and HRA by Race and Ethnicity Between 2014 and 2021**



Research Question 3.2: Are members assigned to some MCOs more likely than members assigned to other MCOs to complete both required activities?

With the changes in MCO participation, there is no regular pattern of change over time in the percentages of members completing both required activities by MCO membership status (i.e., MCO versus non-MCO beneficiary), or by MCO type (i.e., AmeriGroup, AmeriHealth, UHC, or ITC beneficiary) (Figure 13). Overall, the percentage of MCO members completing both activities is fairly stable over the first 4 years of HBI enrollment. The proportion of members starts to increase in the 5<sup>th</sup> year and reaches the highest percentage in year 6, followed by some decrease and increase in the 7<sup>th</sup> and 8<sup>th</sup> years, respectively. For members in the two MCOs that were available in all years of current data (Amerigroup and Iowa Total Care (ITC)), we compared rates of activity completion and found Amerigroup members were significantly more likely to complete both activities across the number of years members were in the HBI program (with the exception of those in the program seven years).

**Figure 13. Trends in Completion of Well-Visit and HRA by MCO Membership Status and Type Between 2014 and 2021**



Research Question 3.3: Is the length of time in the program positively associated with the likelihood of completing both required activities?

Referring to Table 11, length of time in the HBI program is positively associated with the likelihood of having a well-visit, confirmed with statistical tests comparing differences by years in the program. However, the length of time in the HBI program is less predictive of completing an HRA, with the likelihood staying in relatively tight range (11% to 15%) as the years in the program increases. Moreover, there is not a consistent pattern nor any statistically significant differences over time. That pattern

*repeats for the likelihood of completing both activities with no clear differences as years in the program increases.*

Research Question 3.4: Are members with more negative social determinants of health (SDoH) less likely to complete both required activities?

*This outcome will be included in the summative report, we are still working on the group of traits we will use for our SDoH*

Research Question 3.5: Is the highest income group most likely to complete both required activities?

Referring to Figures 7-11, the highest income group is most likely to complete both required activities. This pattern was also confirmed with statistical testing showing the highest income group is more likely to complete both activities compared to the other groups and the second highest income group is more likely to complete these activities compared to the income exempt group.

Hypothesis 4: Completing HBI requirements is associated with a member's use of the emergency department (ED).

*Data compilation and modeling in progress, outcomes will be included in final report. Please refer to the Revised HBI Data sources, Analysis Methods, and Measures for a complete description of the added analysis components, including DID analyses.*

*Medicaid claims and enrollment files through CY 2022 are compiled. ED visits for these analyses will include all outpatient ED that did not result in a transfer to another hospital or an inpatient stay. Completed lists of ED visits as defined by the Iowa HHS have been collected and coded for analysis. The John's Hopkins ACG system has been purchased and claims have been processed to determine level of emergency - 1) non-emergent, 2) emergent, primary care treatable, 3) emergent, ED care needed and potentially preventable or avoidable with timely and effective ambulatory care, 4) emergent, ED care needed, and not preventable, 5) injuries, 6) psychiatric conditions, 7) alcohol use, 8) drug use, and 9) unclassified.*

Research Question 4.1: Are members who complete the HBI requirements equally likely to have an ED visit?

Research Question 4.2: Do members who complete the HBI requirements have fewer total ED visits annually?

Research Question 4.3: Are members who complete the HBI requirements less likely to have a non-emergent ED visit?



Research Question 4.4: Do members who complete the HBI requirements have fewer total non-emergent ED visits annually?

Research Question 4.5: Are members who complete the HBI requirements less likely to have a 3-day, 7-day, or 30-day return ED visit?

Research Question 4.6: Do members who complete the HBI requirements have fewer total 3-day, 7-day, or 30-day return ED visits annually?

**Hypothesis 5: Completing HBI requirements is associated with a member's use of hospital observation stays.**

*Data compilation and modeling in progress, outcomes will be included in final report. Please refer to the Revised HBI Data sources, Analysis Methods, and Measures for a complete description of the added analysis components, including DID analyses.*

*Medicaid claims and enrollment files have been compiled through CY 2022. Observation stays are a relatively unique area of investigation requiring additional investigation to ensure the latest coding is utilized. Currently, we code all outpatient ED visits not resulting in an inpatient stay with an observation stay code and all observation only visits as observation stays.*

Research Question 5.1: Are members who complete the HBI requirements equally likely to have a hospital observation stay?

Research Question 5.2: Do members who complete the HBI requirements have fewer total hospital observation stays annually?

**Hypothesis 6: Completing HBI requirements is associated with a member's use of inpatient hospital care.**

*Data compilation and modeling in progress, outcomes will be included in final report. Please refer to the Revised HBI Data sources, Analysis Methods, and Measures for a complete description of the added analysis components, including DID analyses.*

*Medicaid claims and enrollment files have been compiled through CY 2022. Inpatient visits are currently being categorized utilizing HEDIS specifications and avoidable hospitalization coding through the AHRQ QI software.*

Research Question 6.1: Are members who complete the HBI requirements equally likely to be hospitalized?

Research Question 6.2: Do members who complete the HBI requirements have fewer total hospitalizations annually?

Research Question 6.3: Are members who complete the HBI requirements less likely to have a potentially preventable hospitalization?

Research Question 6.4: Do members who complete the HBI requirements have fewer total potentially preventable hospitalizations annually?

Research Question 6.5: Are members who complete the HBI requirements less likely to have a 30-day all-cause readmission?

Research Question 6.6: Do members who complete the HBI requirements have fewer total 30-day all-cause readmissions annually?

**Hypothesis 7: Completing HBI requirements is associated with shifts in patterns of member's health care utilization.**

*Data compilation and modeling in progress, outcomes will be included in final report. Please refer to the Revised HBI Data sources, Analysis Methods, and Measures for a complete description of the added analysis components, including DID analyses.*

Research Question 7.1: Do members who complete the HBI requirements have fewer potentially preventable hospitalizations as a proportion of total hospitalizations?

Research Question 7.2: Do members who complete the HBI requirements have fewer non-emergent ED visits as a proportion of total ED visits?

Research Question 7.3: Do members who complete the HBI requirements have more primary care visits as a proportion of total outpatient visits?

**Hypothesis 8: Completing HBI requirements is associated with a member's health care expenditures.**

*Data compilation and modeling in progress, outcomes will be included in final report. Please refer to the Revised HBI Data sources, Analysis Methods, and Measures for a complete description of the added analysis components, including DID analyses.*

Research Question 8.1: Do members who complete the HBI requirements have lower spending in all categories?

**Hypothesis 9: Disparities exist in the relationships between HBI completion and outcomes.**

*Data compilation and modeling in progress, outcomes will be included in final report. Please refer to the Revised HBI Data sources, Analysis Methods, and Measures for a complete description of the added analysis components, including DID analyses.*

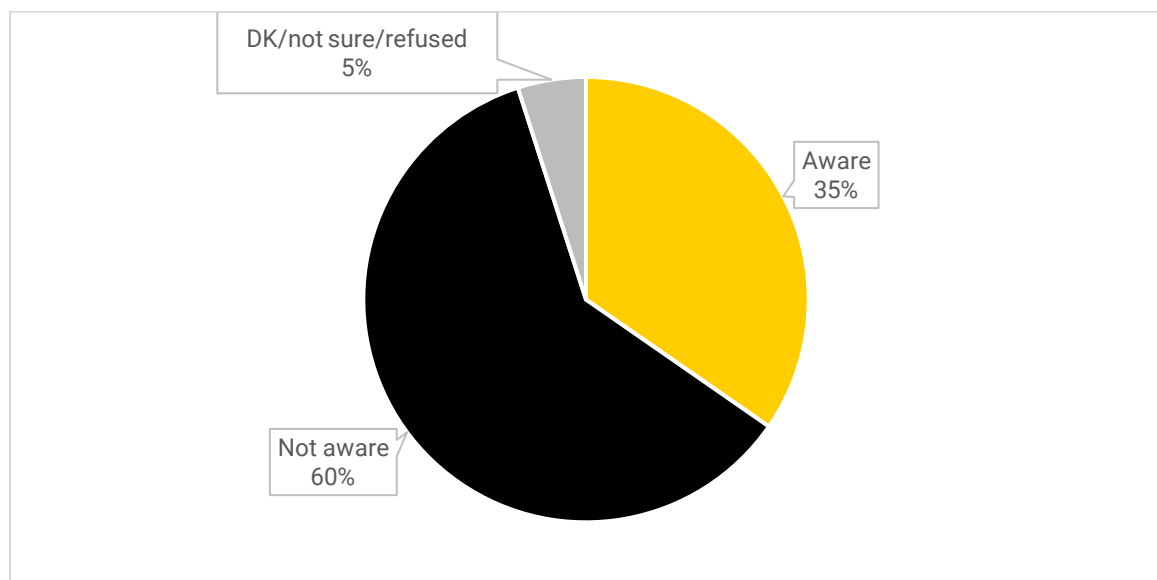
Research Question 9.1: Do disparities exist in the populations based on number of chronic conditions, race and ethnicity, rurality, and sex?

**Hypothesis 10: Members who have been enrolled longer are more aware of the HBI program than those who have been enrolled a shorter period of time.**

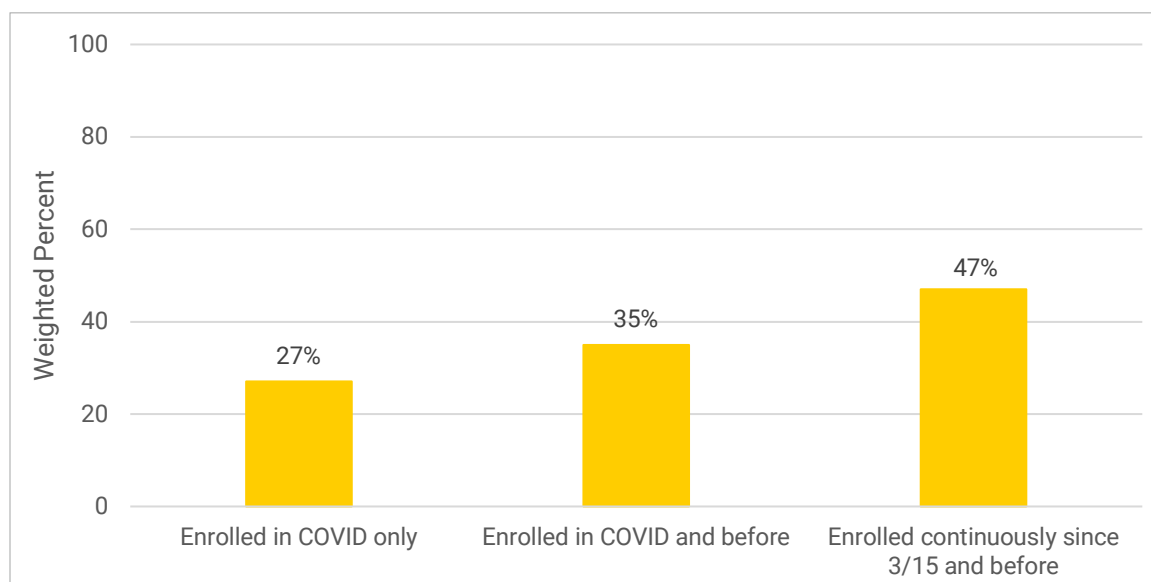
Figure 14 shows awareness of the HBI Program at 35% as reported by survey respondents.

This hypothesis appears to be supported as there is relationship between awareness of the HBI program and length of enrollment. In Figure 15, awareness of the HBI program is compared by length of enrollment. Those who were enrolled since 2015 have the highest level of awareness at 47%. Those enrolled before the pandemic began (March 2020) report awareness of the HBI program at 35%, while 27% of those who only enrolled during the pandemic are aware of the program.

**Figure 14. Weighted Percent of Respondents Aware of the HBI Program (N=2,832)**



**Figure 15. Percent of Respondents Aware of the HBI Program by IHAWP Enrollment Duration (N=2,832)**



Chi-square  $p < .05$ , Don't know coded as not aware

**Hypothesis 11: Members who have been enrolled longer have more knowledge about the HBI program than those who have been enrolled a shorter period of time.**

*Due to the public health emergency, we were unable to ask members about their knowledge of the HBI program. Table 12 shows reported understanding of health insurance coverage. Many members agreed that they understood their coverage and benefits (59%) but only 18% strongly agreed with this. Just under 20% indicated strong agreement that they understood their insurance plan premiums or strong agreement that they understood what to do to prevent disenrollment prior to the pandemic.*

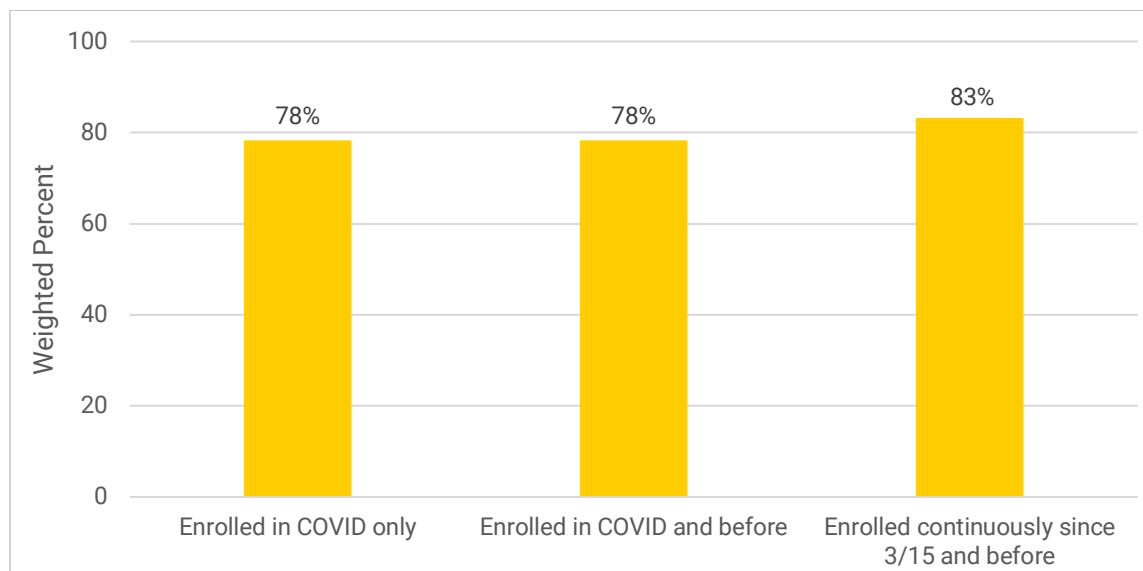


**Table 12. Understanding of Specific Aspects of their Health Insurance Plan as Reported by Respondents (N= 2,832)**

Statement/Response	Weighted Percent
I understand my insurance coverage and benefits	
Strongly disagree	2%
Disagree	8%
Neither agree nor disagree	12%
Agree	59%
Strongly agree	18%
Don't know/not sure/refused	1%
I understand my insurance plan's premiums	
Strongly disagree	3%
Disagree	11%
Neither agree nor disagree	13%
Agree	52%
Strongly agree	19%
Don't know/not sure/refused	2%
Prior to the pandemic, I understood what I needed to do to prevent from being disenrolled from my insurance	
Strongly disagree	6%
Disagree	15%
Neither agree nor disagree	12%
Agree	45%
Strongly agree	17%
Don't know/not sure/refused	5%

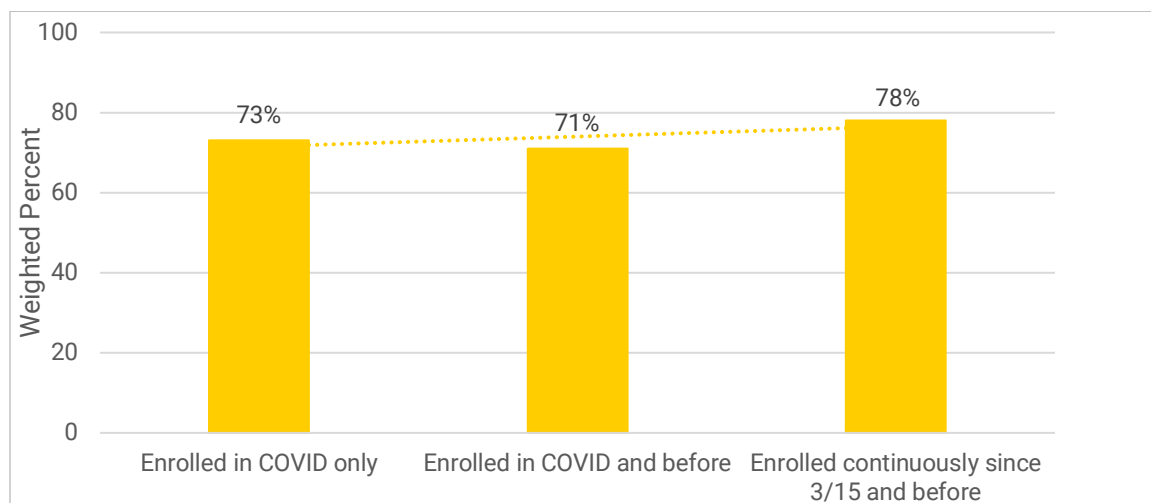
Figure 16–Figure 18 show reported health plan knowledge by IHAWP enrollment duration. Enrollment duration was not associated with overall health plan understanding. The continuously enrolled group also reported the highest rate of understanding how to prevent disenrollment prior to the pandemic.

**Figure 16. Percent of Respondents who Agreed or Strongly Agreed they Understood their Insurance Coverage and Benefits by IHAWP Enrollment Duration (N=2,806)**



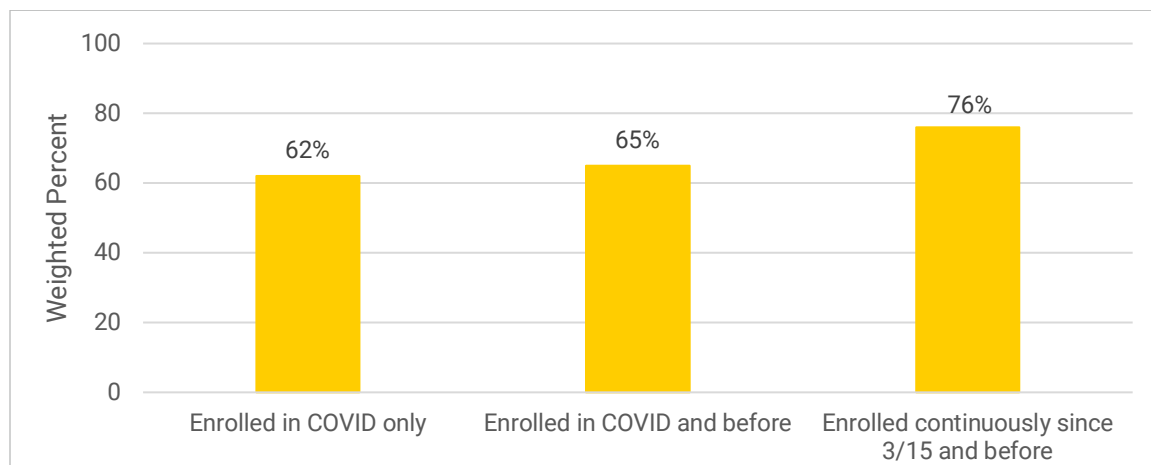
*Chi-square not significant, Don't know/refused coded as missing*

**Figure 17. Percent of Respondents who Agreed or Strongly Agreed they Understood their Insurance Premiums by IHAWP Enrollment Duration (N=2,760)**



*Chi-square  $p < .05$ , Don't know/refused coded as missing*

**Figure 18. Percent of Respondents who Agreed or Strongly Agreed they Understood How to Prevent being Disenrolled Prior to the Pandemic by IHAWP Enrollment Duration (N=2,685)**

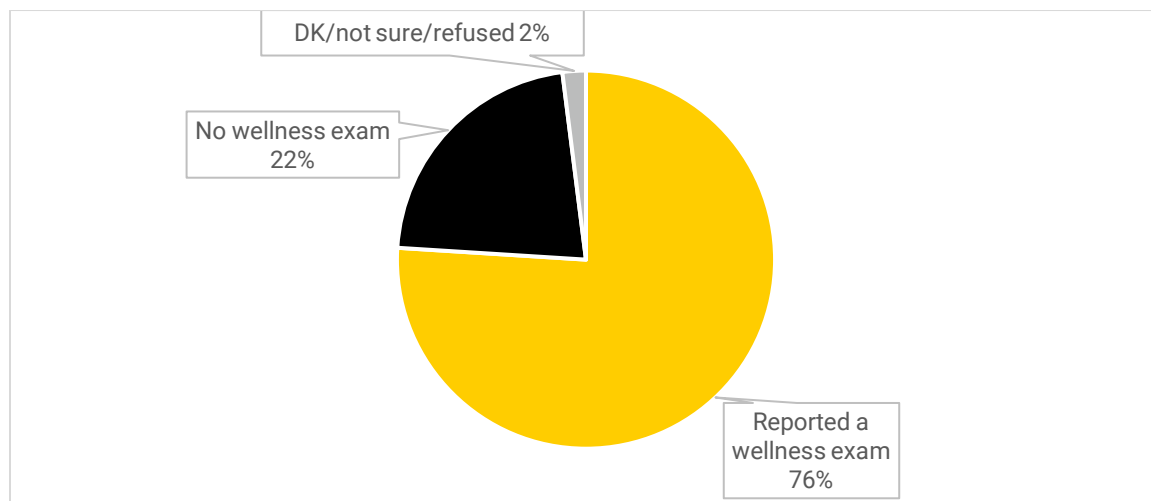


*Chi-square  $p < .05$ , Don't know/refused coded as missing*

**Hypothesis 12: Those who are aware of the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those who are not aware.**

*Over three-fourths (76%) of the members reported having completed a wellness exam in the past year (Figure 19) according to survey respondents.*

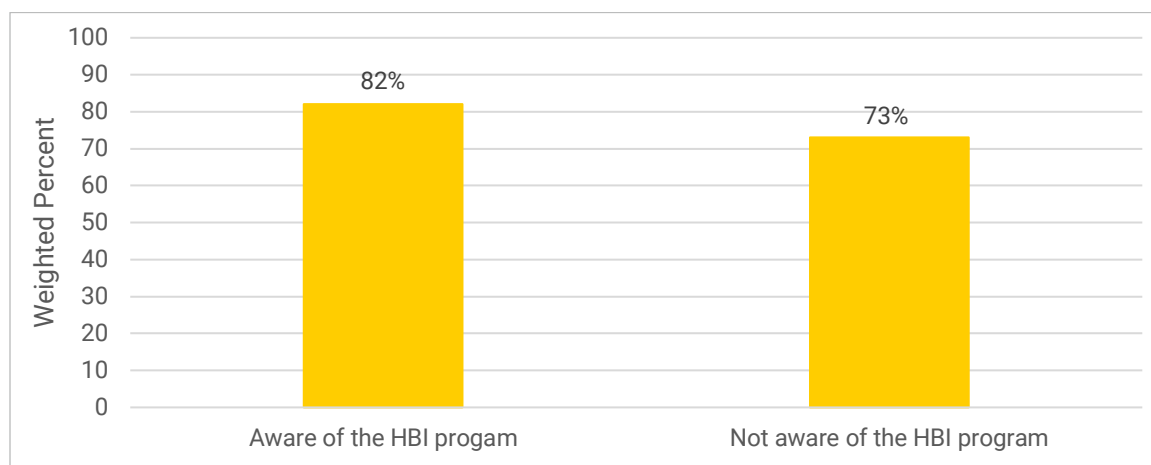
**Figure 19. Weighted Percent of Respondents Reporting a Wellness Exam in the Past Year (N=2,832)**



*There is evidence that those who were aware of the HBI program were more likely to complete a wellness exam compared to those who were unaware. Figure shows completion of a wellness exam by awareness of the HBI program. People who were aware*

of the HBI program were more likely to report having completed a wellness exam (82% vs. 73%).

**Figure 20. Percent of Respondents Reporting a Wellness Exam by HBI Program Awareness (N=2,832)**



*Chi-square  $p < .05$ , Don't know coded as not having a wellness exam*

**Hypothesis 13: Those who have more knowledge about the HBI program are more likely to complete the behaviors (HRA and well exam) than those with less knowledge.**

*Because of the public health emergency, we were unable to ask members about the HBI program. Table 13 shows that reporting more health plan knowledge was associated with a higher likelihood of reporting a well child visit. For example, 80% of those who agreed/strongly agreed they understood how to prevent disenrollment prior to the pandemic reported they had a wellness exam. This compares to 68% of those who disagreed/strongly disagreed that they understood how to prevent disenrollment.*



**Table 13. Reported Wellness Exam Completion in Past Year by Health Insurance Plan Knowledge**

	Weighted percent with wellness exam	Chi-square
Understood insurance coverage and benefits (N=2,806)		
Disagree/strongly disagree	62%	p<.05
Neither agree nor disagree	63%	
Agree/strongly agree	80%	
Understood insurance premiums (N=2,760)		
Disagree/strongly disagree	61%	p<.05
Neither agree nor disagree	68%	
Agree/strongly agree	81%	
Understood how to prevent disenrollment prior to pandemic (N=2,685)		
Disagree/strongly disagree	68%	p<.05
Neither agree nor disagree	69%	
Agree/strongly agree	80%	

**Hypothesis 14: Member socio-demographic characteristics and perceptions/attitudes are associated with awareness of the HBI program.**

*Disparities in HBI program awareness remained mostly unchanged in a logistic regression model controlling for enrollment duration and demographics (Table 14). Adjusted percents show higher awareness for White (37%) vs. Black (26%) and Hispanic members (24%) and for those with a 4-year degree (44%) vs. those with less education. Females also had higher adjusted rates than males.*

**Table 14. Factors Associated with HBI Program Awareness in Multivariable Logistic Regression Model (N = 2,755)**

	Adjusted percent aware of HBI program	Adjusted difference in percent
<b>IHAWP enrollment duration</b>		
Enrolled in COVID only	28%	Reference
Enrolled in COVID & before	34%	+6.7 p<.05
Enrolled continuously since 3/15 & before	44%	+16.8 p<.05
<b>Race/Ethnicity</b>		
White	37%	Reference
Black	26%	-10.3 p<.05
Hispanic	24%	-13.1 p<.05
Multiple race/other	21%	-15.2 p<.05
<b>Age</b>		
19-34 years old	27%	Reference
35-54 years old	37%	+10.0 p<.05
55 years and over	36%	+9.2 p<.05
<b>Education</b>		
High school diploma or less	29%	Reference
Some college	35%	+6.4 p<.05
4-year degree or more	44%	+14.8 p<.05
<b>Gender</b>		
Male	31%	Reference
Female	38%	+6.8 p<.05

**Hypothesis 15: Member socio-demographic characteristics and perceptions/attitudes are associated with knowledge of the HBI program.**

*Due to the public health emergency, we were unable to ask about knowledge of the HBI program. A composite indicator of health plan knowledge indicates agreement or strong agreement with 3 items: understood health plan, understood insurance premiums, and understood how to prevent disenrollment prior to the pandemic. In adjusted logistic regression, those enrolled longer, older members, females, and those with less education reported more understanding of their health insurance plan (Table 15).*

**Table 15. Factors Associated with Understanding Health Insurance Plan, Premiums, and How to Prevent Disenrollment in Multivariable Logistic Regression Model (N=2,565)**

	<b>Adjusted percent: understood insurance plan, premiums, and how to prevent disenrollment</b>	<b>Adjusted difference in percent</b>
<b>IHAWP enrollment duration</b>		
Enrolled in COVID only	51%	Reference
Enrolled in COVID & before	51%	+0.6 NS
Enrolled continuously since 3/15 & before	60%	+8.6 p<.05
<b>Race/Ethnicity</b>		
White	52%	Reference
Black	58%	+6.4 NS
Hispanic	52%	-0.2 NS
Multiple race/other	43%	-8.9 NS
<b>Age</b>		
19-34 years old	47%	Reference
35-54 years old	53%	+5.9 NS
55 years and over	57%	+9.9 p<.05
<b>Education</b>		
High school diploma or less	59%	Reference
Some college	50%	-8.7 p<.05
4-year degree or more	44%	-15.0 p<.05
<b>Gender</b>		
Male	48%	Reference
Female	57%	+9.0 p<.05

**Hypothesis 16: Member socio-demographic characteristics and perceptions/attitudes are associated with completion of the HRA and well exam.**

Table 16 shows adjusted percents from a logistic regression model predicting reported wellness exam completion. Those aware of the HBI program were more likely than those not aware of the program to report completing a wellness exam (81% vs. 73%). This finding was not explained by basic underlying demographic differences. Wellness exam completion was also higher for females and older members in adjusted models.

**Table 16. Factors Associated with Reported Wellness Exam Completion in Past Year in Multivariable Logistic Regression Model (N = 2,755)**

	Adjusted percent reporting wellness exam	Adjusted difference in percent
<b>Aware of HBI program</b>		
No	73%	Reference
Yes	81%	+7.9 p<.05
<b>IHAWP enrollment duration</b>		
Enrolled in COVID only	76%	Reference
Enrolled in COVID & before	76%	-0.2 NS
Enrolled continuously since 3/15 & before	79%	+2.9 NS
<b>Race/Ethnicity</b>		
White	76%	Reference
Black	81%	+5.2 NS
Hispanic	72%	-4.1 NS
Multiple race/other	76%	+0.4 NS
<b>Age</b>		
19-34 years old	72%	Reference
35-54 years old	73%	+1.7 NS
55 years and over	86%	+14.6 p<.05
<b>Education</b>		
High school diploma or less	74%	Reference
Some college	78%	+3.4 NS
4-year degree or more	77%	+2.9 NS
<b>Gender</b>		
Male	72%	Reference
Female	82%	+10.4 p<.05

**Hypothesis 17: Members are most likely to hear about the HBI program from their MCO.**

Table 17 shows the mechanism by which respondents heard about the HBI program. Most (37%) reported receiving a letter from their MCO, while 19% remember some communication from an unknown source, and 11% indicated they heard about the program from Iowa Medicaid.



**Table 17. How Respondents Heard About the HBI Program (Among those Aware of the Program, N=1,044)\***

	Weighted Percent
Received a letter from my MCO (Amerigroup and Iowa Total Care) telling me about the Healthy Behaviors Program	37%
Received a letter/brochure/pamphlet but don't remember from who	19%
Received a letter from DHS/IME/Medicaid/Iowa Health Link telling me about the Healthy Behaviors Program	11%
My healthcare provider told me about the Healthy Behaviors Program while I was at the clinic	10%
Received a call from my MCO (Amerigroup and Iowa Total Care) telling me about the Healthy Behaviors Program	7%
Heard from family, friends, a coworker, or workplace	7%
Found out about it on the internet	6%
Found out about it via email	2%
Received a call or notification from the clinic I go to telling me about the Healthy Behaviors Program	1%
Found out when completing the HRA	1%
Found out when I applied or in initial health care information packet	1%
Found out when I received a bill or was disenrolled	<0.5%
Other	4%
Don't know/not sure	7%

\*Respondents could select more than one place where they heard about the HBI program

Figure 21 shows the percentage of respondents that were aware that the HBI program was on pause due to the federal public health emergency. Only 15% of the respondents who were aware of the HBI program knew that the program was on pause.

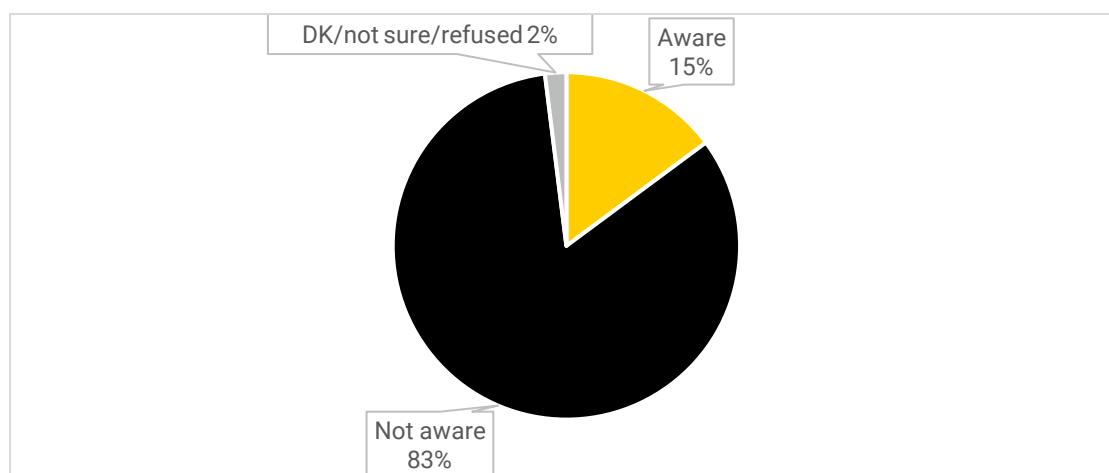
**Figure 21. Weighted Percent of Respondents Aware of the HBI Program was on Pause (Among those Aware of the HBI Program, N=1,044)**

Table 18 illustrates how members reported hearing about the HBI program being on pause due to the public health emergency. Over a quarter (28%) had heard about this change through some communication with the Managed Care Organizations or Iowa Medicaid.

**Table 18. How Respondents Heard the HBI Program was on Pause (N = 162)\***

	Weighted Percent
Received a call/letter from my MCO (Amerigroup and Iowa Total Care) telling me	15%
Received a letter from DHS/IME/Medicaid/Iowa Health Link telling me	13%
My healthcare provider told me	12%
Found out about it on the internet	9%
Received a letter/brochure/pamphlet but don't remember from who	8%
Heard from family, friends, a coworker, or workplace	8%
Received a call or notification from the clinic I go to telling me	4%
Heard on the television/news	4%
Found out when I received a bill	2%
Called in to ask	1%
Other	8%
Don't know/not sure	18%

\*Respondents could select more than one place where they heard the HBI program was on pause

### **Hypothesis 19: Members who do not complete the HRA and wellness exam, report barriers to completing the behaviors.**

For those who did not complete a wellness exam, the most often selected barriers were “not believing one needed a medical check-up” (30%), “being too busy” (20%), and “it being hard to schedule an appointment” (11%) (Table 19).

**Table 19. Barriers to Completing a Wellness Exam (Among those with No Exam, N=563)\***

	Weighted Percent
I don't believe I need a medical check-up	30%
I am too busy	20%
Hard to schedule an appointment for a medical check-up/no availability	11%
COVID concerns	9%
Getting transportation to my doctor's office is hard	6%
I don't like getting a medical check-up	6%
I don't currently have a doctor/switched doctors	6%
I can't get time off from work	6%
Forgot or just didn't go	5%
Intend to soon or appointment scheduled	5%
Dealing with other health issues	3%
Insurance coverage issues or unaware could get check-up	3%
Not sure where to go to get a medical check-up	3%
Caregiver responsibilities and challenging life circumstances	3%
I don't like my current doctor	2%
Can't get childcare	<0.5%
No HBI penalty/it was not required	<0.5%
Other	5%
No barriers	6%
Don't know/not sure	2%

\*Respondents could select more than one reason for not completing a wellness exam

## Additional analyses related to the COVID-19 Pandemic

Table 20. Factors Associated with Reported Receipt of at Least One Dose of a COVID-19 Vaccine (N=2,503), Bivariate Associations and Multivariable Logistic Regression

	At least 1 dose of a COVID-19 vaccine		Adjusted % point difference in predicted probability of reporting a COVID-19 vaccine (95% CI)
	Weighted %	Chi- square	
Race/Ethnicity			
White, non-Hispanic	67%	p<.05	Reference
Black, non-Hispanic	63%		-1.4 (-8.5 pp, 5.7 pp)
Hispanic	75%		11.9 pp (2.5 pp, 21.3 pp)*
Multiple race/other	52%		-14.2 pp (-24.7 pp, -3.6 pp)*
Age			
19-34 years old	64%	p<.05	Reference
35-54 years old	63%		-1.1 pp (-7.0 pp, 4.7 pp)
55 years and over	76%		10.7 pp (4.4 pp, 17.1 pp)*
Education			
Less than high school	54%	p<.05	Reference
High school diploma	59%		5.9 pp (-4.4 pp, 16.2 pp)
Some college	66%		11.8 pp (1.6 pp, 22.0 pp)*
4-year degree or more	83%		30.7 pp (20.2 pp, 41.1 pp)*
Gender			
Male	65%	NS	Reference
Female	68%		-2.6 pp (-7.4 pp, 2.1 pp)
Employment status			
Employed full-time	65%	NS	Reference
Employed part-time	68%		0.7 pp (-5.4 pp, 6.8 pp)
Not working	67%		1.8 pp (-3.7 pp, 7.4 pp)
IHAWP enrollment duration			
Enrolled in COVID only	68%	NS	Reference
Enrolled in COVID and before	65%		-3.5 pp (-8.2 pp, 1.3 pp)
Enrolled continuously since 3/15 and before	71%		1.7 pp (-3.0 pp, 6.4 pp)
Wellness exam in past year			
No	52%	p<.05	Reference
Yes	71%		11.5 pp (5.2 pp, 17.9 pp)*
Personal Doctor			
No	47%	p<.05	Reference
Yes	70%		16.2 pp (9.0 pp, 23.4 pp)*

\*p&lt;.05 for comparison vs. reference group in multivariable logistic regression model



**Table 21. Factors Associated with Ever Having COVID-19 by Self-Report (N=2,523),  
Bivariate Associations and Multivariable Logistic Regression**

	Ever had COVID-19		Adjusted percentage point difference in predicted probability of reporting ever having COVID-19 (95% CI)
	Weighted %	Chi- square	
Race/Ethnicity			
White, non-Hispanic	40%	p<.05	Reference
Black, non-Hispanic	34%		-6.9 pp (-14.4 pp, 0.5 pp)
Hispanic	54%		12.9 pp (1.5 pp, 24.4 pp)*
Multiple race/other	44%		2.9 pp (-8.8 pp, 14.7 pp)
Age			
19-34 years old	46%	p<.05	Reference
35-54 years old	40%		-2.9 pp (-9.1 pp, 3.3 pp)
55 years and over	31%		-9.3 pp (-16.2 pp, -2.4 pp)*
Education			
Less than high school	39%	NS	Reference
High school diploma	39%		-1.9 pp (-12.3 pp, 8.4 pp)
Some college	43%		1.3 pp (-9.1 pp, 11.6 pp)
4-year degree or more	36%		-3.9 pp (-15.3 pp, 7.4 pp)
Gender			
Male	39%	NS	Reference
Female	42%		5.2 pp (0.2 pp, 10.2 pp)*
Employment status			
Employed full-time	46%	p<.05	Reference
Employed part-time	41%		-2.6 pp (-9.1 pp, 3.9 pp)
Not working	33%		-10.0 pp (-15.9 pp, -4.1 pp)*
IHAWP enrollment duration			
Enrolled in COVID only	41%	p<.05	Reference
Enrolled in COVID and before	42%		0.3 pp (-4.7 pp, 5.3 pp)
Enrolled continuously since 3/15 and before	30%		-8.8 pp (-13.7 pp, -3.9 pp)*
At least one dose of a COVID-19 vaccine			
No	51%	p<.05	Reference
Yes	35%		-15.1 pp (-20.6 pp, -9.5 pp)*

\*p<.05 for comparison vs. reference group in multivariable logistic regression model

## Dental Wellness Plan

### DWP Executive summary

A plan to evaluate the dental portions of Iowa Medicaid's 1115 waiver (also known as the Dental Wellness Plan-DWP) was originally approved by CMS in 2020 as part of the comprehensive IHAWP evaluation plan. In December 2021, however, Iowa Medicaid made significant programmatic changes to the DWP that necessitated a new evaluation plan, such as eliminating the healthy behavior requirements as described in the Iowa Wellness Plan Section 1115 Demonstration Waiver,

This new DWP evaluation plan was submitted and approved by CMS in early 2023 with new hypotheses and research questions appropriate to the new design of the program. The new evaluation plan focuses on access to care, particularly on member knowledge of the program changes and access to a dental wellness exam, in addition to the use of Hospital Emergency Department for non-emergent dental care.

The primary analytic results thus far have been from a mail survey called the 2021 Survey of Iowa Private Practice general dentists, which evaluated the level of dentist Medicaid participation and attitudes toward the program, as one perspective on access to care. About two-thirds of dentists had an adult Medicaid patient in their practice, with participation varying significantly between the two dental carriers contracted with the program. Less than one in three Iowa dentists were accepting new adult Medicaid patients (most with some limits such as the number of Medicaid patients or the type of patients such as only family members of current patients in the practice).

Key progress in the dental portion of the IHAWP evaluation included the development, fielding, data analysis, submission and approval of a [report from the 2021 Survey of Iowa Private Practice Dentists](#); development, fielding, and preliminary data analysis of a follow-up survey of Iowa private practice dentists in 2023; and the development and fielding of an Iowa Medicaid Member Survey regarding member's access to and use of dental services.

### DWP General background information

A plan to evaluate the dental portions of Iowa Medicaid's 1115 waiver (also known as the Dental Wellness Plan-DWP) was submitted to the Center for Medicare and Medicaid Services (CMS) as part of the comprehensive IHAWP evaluation plan in 2020. However, in December 2021, the Iowa Medicaid Program made significant programmatic changes to the DWP that affected the original DWP evaluation design. Most impactful on the evaluation was that the Iowa Medicaid program retroactively discontinued the dental healthy

behavior portion of the DWP as described in the Iowa Wellness Plan Section 1115 Demonstration Waiver.

Originally IHAWP members were required to have a dental check-up and complete a dental health risk assessment or potentially pay a monthly premium for their dental coverage. These DWP healthy behaviors were suspended in March 2020 with the introduction of the COVID-19 federal Public Health Emergency (PHE) and the decision was made by the Iowa Medicaid Program to not reinstate the dental healthy behaviors after the PHE ended in May 2023.

Evaluation of the DWP portion of Iowa Medicaid's 1115 waiver remained relevant, however, as receipt of a preventive dental exam continued to be one of two options for IHAWP members to meet the wellness exam component of the Medical Healthy Behaviors—the medical healthy behaviors were going to be reinstated after the PHE ended. Thus, these programmatic changes necessitated modifications to the dental portions of the Iowa Health and Wellness Plan (IHAWP) evaluation which was rewritten and approved by CMS in late 2022.

The updated hypotheses and research questions are predicated on the current goals for the DWP portion of the IHAWP as listed below.

- Goal 1: IHAWP members will have an increase in preventive care use as a result of the HBI requirements (receipt of a dental examination meets the HBI requirement for a preventive visit).
- Goal 2: IHAWP members will have increased access to covered services.
- Goal 3: IHAWP members will experience improved oral health.
- Goal 4: Support members' re-entry into the dental care delivery system post-COVID shutdowns.

## **DWP Evaluation hypotheses, research questions and current status (2022 version approved by CMS)**

## DWP Evaluation Measures Summary

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Topic 1: Member perceptions and experiences with receiving a dental wellness exam to meet the Healthy Behavior (HB) program requirements				
Hypothesis 1: Higher levels of awareness and perceived ability to comply with requirements will be associated with receiving a dental wellness exam.				
Research Question 1A: What level of awareness do members have of a dental wellness exam qualifying as a HB?				
Subsidiary Hypothesis 1A.1: Members who have been enrolled longer will have higher levels of awareness that the dental wellness exam can satisfy the HB requirement than new enrollees.				
Newly enrolled members (less than one year) vs. longer-term enrollees (more than one year)	Member awareness that a dental wellness exam qualifies as meeting the requirement for the HB	DWP Member Survey	Descriptive, Bivariate	No change
Research Question 1B: What are the barriers to receiving a dental wellness exam in order to meet the HB requirements?				
Subsidiary Hypothesis 1B.1 Members who are exempt from the HB Program will identify the same barriers to dental care as members subject to the HB requirements.				
Members who are exempt from the HB requirement vs members who have to meet the HB requirement	Member reported barriers to receipt of a dental wellness exam	DWP Member Survey	Descriptive, Bivariate	No change
Research Question 1C: What member characteristics are associated with awareness that dental wellness exams qualify for HB requirements?				
Members who are aware that a dental wellness exam qualifies for the HB requirement vs members who are not aware	Member awareness that a dental wellness exam qualifies as meeting the requirement for the HB	DWP Member Survey	Descriptive, Bivariate, Logistic regression	No change
Research Question 1D: How are members learning that receiving a dental wellness exam qualifies for HB requirements?				
Subsidiary Hypothesis 1D.1: Members will report receiving information about how a dental wellness exam meets the HB exam requirement from multiple sources.				
Only members who were aware that the dental wellness exam meets the HB exam requirement	Source of information about the dental wellness exam meeting the HB requirement	DWP Member Survey	Descriptive	No change
Subsidiary Hypothesis 1D.2: Members will report that information from their prepaid ambulatory health plan (PAHP) helped them understand how they could use a dental wellness exam to meet the HB requirements				
Only members who were aware that the dental wellness exam meets the HB exam requirement	Perceived value of the information about the dental wellness exam meeting the HB requirement that they receive from the PAHPs	DWP Member Survey	Descriptive	No change

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Research Question 1E: Do members view receiving a dental wellness exam as a favorable alternative to monthly premiums?				
Subsidiary Hypothesis 1E.1: Receiving a dental wellness exam will be preferred over monthly premiums.				
Only members who qualify for the HBI requirement	Member preference for receipt of a dental wellness exam to qualify for the requirement for the HBI vs paying a monthly premium	DWP Member Survey	Descriptive	No change
Topic 2: Impact of the healthy behavior requirement on members’ access to and utilization of dental care				
Hypothesis 2: IHAWP members will have equal or greater access to a dental wellness exam and other dental services because dental wellness exams qualify as a healthy behavior.				
Research Question 2A: What proportion of IHAWP members receive a dental wellness exam annually?				
Subsidiary Hypothesis 2A.1: IHAWP members who are at or above 50% of the federal poverty level (FPL) and at risk of paying a premium are more likely to receive a dental wellness exam than Medicaid members who are not subject to potential premiums.				
Newly enrolled members vs. longer-term enrollees	Preventive dental visit (HDB requirement)	Administrative data	Descriptive; Chi-square test of homogeneity	No change
Subsidiary Hypothesis 2A.2: IHAWP members with longer lengths of enrollment are more likely to receive a dental wellness exam.				
Newly enrolled members vs. longer-term enrollees	Preventive dental visit (HDB requirement)	Administrative data	Descriptive; Chi-square test of homogeneity	No change
Research Question 2B: Are adults in the IHAWP more likely to have had a dental wellness exam than other adults in Medicaid?				
Newly enrolled members vs. longer-term enrollees	Completion of self-risk assessment	Administrative data	Descriptive; Chi-square test of homogeneity	No change
Research Question 2C: Are IHAWP members able to find a dental home where they can receive a dental wellness exam?				
Subsidiary Hypothesis 2C.1: Likelihood of having a regular source of dental care will increase with length of enrollment.				
Members enrolled for less than one year vs. members enrolled for more than one year	Having a regular source of dental care	DWP Member Survey	Descriptive, Bivariate	No change
Subsidiary Hypothesis 2C.2: Newly enrolled members will be able to find a participating dental provider.				
Only members enrolled for less than one year	Having a regular dentist	DWP Member Survey	Descriptive	No change



Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Research Question 2D: Are adults in the IHAWP less likely to visit the ED for non-traumatic dental conditions (NTDCs) than other adults in Medicaid?				
Subsidiary Hypothesis 2D.1: Members who receive a dental wellness exam will have fewer ED visits for NTDCs annually.				
Independent variables include demographic and health-related survey items, and plan awareness, ability to complete requirements, and program attitudes	Predictors of HDB completion	Administrative data (HDBs); DWP Member survey	Bivariate; Multivariable logistic regression analysis	No change
Subsidiary Hypothesis 2D.2: Members who receive a dental wellness exam will be more likely to follow-up with a dentist after an ED visit for a NTDC.				
Independent variables include demographic and health-related survey items, and plan awareness, ability to complete requirements, and program attitudes	Predictors of HDB completion	Administrative data (HDBs); DWP Member survey	Bivariate; Multivariable logistic regression analysis	No change
Research Question 2E: Are IHAWP members less likely to have transportation-related barriers to dental care than other adult Medicaid members who are eligible for NEMT benefits?				
Subsidiary Hypothesis 2E.1: IHAWP members will be less likely to report transportation-related barriers to dental care.				
IHAWP members without the NEMT benefit vs IHAWP and traditional Medicaid members with the NEMT benefit	Having a transportation-related barrier to dental care	DWP and IHAWP Member Survey	Descriptive, bivariate	No change
Topic 3: Impact of the receipt of a dental wellness exam on members’ oral health				
Hypothesis 3: The oral health status of IHAWP members who receive a dental wellness exam will improve over time.				
Research Question 3A: How do members who have received a dental wellness exam in the past year rate their oral health as compared to those that did not?				
Subsidiary Hypothesis 3A.1: Members who receive a dental wellness exam will rate their oral health as better.				
IHAWP members who have had a dental exam in the past year vs IHAWP members who have not had a dental exam in the past year	Self-rating of oral health	DWP Member Survey	Descriptive, bivariate	No change
Members who are exempt from HDBs vs. members who are not (including categorically eligible and hardship waivers)	Preventive dental visit (HDB requirement) by member exemption	Administrative data; DWP Member survey	Multivariable logistic regression	No change
Members who are exempt from HDBs vs. members who are not (including categorically eligible and hardship waivers)	Any dental visit by member exemption	Administrative data; DWP Member survey	Multivariable logistic regression	No change

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach			
			Original	Revised		
Topic 4: Impact of the COVID-19 pandemic on receipt of a dental wellness exam						
Hypothesis 4: Utilization of a dental wellness exam among IHAWP members will change due to system changes associated with the COVID-19 pandemic.						
Research Question 4A: Have IHAWP members’ ability to access a dental wellness exam changed during the COVID-19 pandemic?						
Subsidiary Hypothesis 4A.1: Members will be less likely to have had a dental wellness visit during the COVID-19 pandemic						
Full population Trend over time (FY2018 onward)	Preventive dental visit	Administrative and claims data	Descriptive	No changes		
Research Question 4B: Is the COVID-19 pandemic associated with members’ use of the emergency department (ED) for NDTCs?						
Subsidiary Hypothesis 4B.1: Members will be more likely to have ED visits for NTDCs during the COVID-19 pandemic.						
Full population Trend over time (FY2018 onward)	ED visit for NTDCs	Administrative and claims data	Descriptive	No changes		

**Topic 1: Member perceptions and experiences with receiving a Dental Wellness Exam to meet the Healthy Behaviors Incentive (HBI) requirements.****Hypothesis 1: Higher levels of awareness and perceived ability to comply with requirements will be associated with receiving a dental wellness exam.**

Research Question 1A: What level of awareness do members have of a dental wellness exam qualifying as a healthy behavior?

*Subsidiary Hypothesis 1A.1: Members who have been enrolled longer will have higher levels of awareness that the dental wellness exam can satisfy the HBI requirement than new enrollees.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

Research Question 1B: What are the barriers to receiving a dental wellness exam in order to meet the HBI requirements?

*Subsidiary Hypothesis 1B.1 Members who are exempt from the HBI Program will identify the same barriers to dental care as members subject to the HBI requirements.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

Research Question 1C: What member characteristics are associated with awareness that dental wellness exams qualify for HBI requirements?

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

Research Question 1D: How are members learning that receiving a dental wellness exam qualifies for HBI requirements?

*Subsidiary Hypothesis 1D.1: Members will report receiving information about how a dental wellness exam meets the HBI exam requirement from multiple sources.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024. Subsidiary Hypothesis 1D.2: Members will report that information from their prepaid ambulatory health plan (PAHP) helped them understand how they could use a dental wellness exam to meet the HBI requirements.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

Research Question 1E: Do members view receiving a dental wellness exam as a favorable alternative to monthly premiums?

*Subsidiary Hypothesis 1E.1: Receiving a dental wellness exam will be preferred over monthly premiums.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

## **Topic 2: Impact of the HBI requirement on members' access to and utilization of dental care**

**Hypothesis 2: IHAWP members will have equal or greater access to a dental wellness exam and other dental services because dental wellness exams qualify as a healthy behavior.**

Research Question 2A: What proportion of IHAWP members receive a dental wellness exam annually?

*Subsidiary Hypothesis 2A.1: IHAWP members who are at or above 50% of the federal poverty level (FPL) and at risk of paying a premium are more likely to receive a dental wellness exam than Medicaid members who are not subject to potential premiums.*

*Subsidiary Hypothesis 2A.2: IHAWP members with longer lengths of enrollment are more likely to receive a dental wellness exam*

Research Question 2B: Are adults in the IHAWP more likely to have had a dental wellness exam than other adults in Medicaid?

Research Question 2C: Are IHAWP members able to find a dental home where they can receive a dental wellness exam?

*Subsidiary Hypothesis 2C.1: Likelihood of having a regular source of dental care will increase with length of enrollment.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

*Subsidiary Hypothesis 2C.2: Newly enrolled members will be able to find a participating dental provider.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

Research Question 2D: Are adults in the IHAWP less likely to visit the ED for non-traumatic dental conditions (NTDCs) than other adults in Medicaid?

*Subsidiary Hypothesis 2D.1: Members who receive a dental wellness exam will have fewer ED visits for NTDCs annually.*

*Dataset is nearly completed for period 2011-2021. Eligibility and visit data have been assimilated, need to assign ED visit NTDC status.*

*Subsidiary Hypothesis 2D.2: Members who receive a dental wellness exam will be more likely to follow-up with a dentist after an ED visit for a NTDC.*

*Dataset is nearly completed for period 2011-2021. Eligibility and visit data have been assimilated, need to assign ED visit NTDC status and presence of follow-up visit.*

Research Question 2E: Are IHAWP members less likely to have transportation-related barriers to dental care than other adult Medicaid members who are eligible for NEMT benefits?

*Subsidiary Hypothesis 2E.1: IHAWP members will be less likely to report transportation-related barriers to dental care.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

### **Topic 3: Impact of the receipt of a Dental Wellness Exam on members' oral health**

**Hypothesis 3: The oral health status of IHAWP members who receive a dental wellness exam will improve over time.**

Research Question 3A: How do members who have received a dental wellness exam in the past year rate their oral health as compared to those that did not?

*Subsidiary Hypothesis 3A.1: Members who receive a dental wellness exam will rate their oral health as better.*

*Status: 2024 Dental member survey is in the field. Data collection should be completed fall 2024.*

*Dataset containing all members who received a dental wellness exam is complete through 2021. Additional data through the survey period will be added at the completion of the survey and linked to survey responses.*

### **Topic 4: Impact of the COVID-19 Pandemic on receipt of a Dental Wellness Exam**

**Hypothesis 4: Utilization of a dental wellness exam among IHAWP members will change due to system changes associated with the COVID-19 pandemic.**

Research Question 4A: Have IHAWP members' ability to access a dental wellness exam changed during the COVID-19 pandemic?



*Subsidiary Hypothesis 4A.1: Members will be less likely to have had a dental wellness visit during the COVID-19 pandemic.*

Data is complete through 2021. Currently, we are adding information from 2022.

Research Question 4B: Is the COVID-19 pandemic associated with members' use of the emergency department (ED) for NTDCs?

*Subsidiary Hypothesis 4B.1: Members will be more likely to have ED visits for NTDCs during the COVID-19 pandemic.*

Dataset is nearly completed for the period 2011-2021. Eligibility and visit data have been assimilated, need to assign ED visit NTDC status. Currently, we are adding information from 2022.

## DWP methodology

### Data sources

The three primary data sources being used to evaluate the DWP portion of the IHAWP are listed below.

- Dental Provider survey
- Member survey
- Administrative claims and enrollment files

### Dental provider survey

To evaluate the levels of Medicaid participation (a key factor in access to care) as well as other attitudinal issues, our research team has utilized a mixed mode survey with all private practice dentists in Iowa (n=1,219), excluding orthodontists. For this particular evaluation, a survey was conducted in 2021, right as the evaluation plan was being redesigned and is once again being fielded in 2023. Dentist addresses and demographic data are drawn from the Iowa Dentist Tracking System (IDTS). IDTS tracks state dentist workforce information and is part of the University of Iowa's Office of Statewide Clinical Education Programs. Survey topics included dentist participation in DWP, awareness of policy changes, and experiences with the DWP program. Items in both surveys are mostly consistent with previous DWP provider surveys administered by this evaluation team. Prior to survey fielding, the Iowa Dental Association (IDA) assists by placing a notice about the upcoming survey in their newsletter that goes out by email to all IDA members. The survey instrument is reviewed by Iowa Medicaid prior to distribution. A \$2 bill incentive is included in the first mailing. A reminder postcard is then sent one week after the initial mailing, and a second survey is sent three weeks after the postcard. Dentists also have the option to complete the survey online in Qualtrics, using their unique ID code to access the survey.

The complete results from the 2021 survey with Iowa Dentists are available at:  
[https://iro.uiowa.edu/esploro/outputs/report/Evaluation-of-the-Dental-Wellness-Plan/9984404350202771?institution=01IOWA\\_INST](https://iro.uiowa.edu/esploro/outputs/report/Evaluation-of-the-Dental-Wellness-Plan/9984404350202771?institution=01IOWA_INST)

The most 2023 dental provider survey is currently in the field with a 43% unadjusted participation rate following the first mailing. The second mailing was recently sent with a final report expected spring of 2024.

### **Member survey**

Information about IHAWP member experiences with the DWP has also been collected routinely as a part of this evaluation using a sequential mixed-mode strategy, combining mail (with web option) and a telephone follow-up to non-respondents-similar to previous IHAWP member surveys. The next DWP consumer survey will happen during 2024. The sampling frame will be comprised of 6,000 IHAWP members, and 6,000 traditional Medicaid members who are eligible as adult members of a family not covered due to pregnancy or a disability. The traditional Medicaid comparison group is primarily associated with families eligible through the Temporary Assistance to Needy Families (TANF), which is termed the Family Investment Program (FIP) in Iowa. The random samples for each group will be drawn from IHAWP and Medicaid enrollment data current as of the month prior to the first mailing. Members are considered eligible if they have been in their current plan for at least the previous six months, are between the ages of 19 and 64, living in Iowa, are not enrolled in Medicare, and have a valid address and phone number. We will only include one person per household to reduce the relatedness of the responses and respondent burden.

Respondents will be given the option to complete the survey on paper or online by entering a unique access code. Nominal monetary pre-incentives will be utilized to maximize response rates for mailed surveys. Both a pre-incentive and gift card lottery will be used in the first mailing: each initial survey packet will include a \$2 bill and respondents who complete and return the survey within two weeks of the mailing will be entered into a random drawing for one of twenty \$100 Walmart gift cards.

A reminder postcard will be sent to the entire sample one week after the initial mailing. Five weeks after the first mailing, a second survey and cover letter will be sent to those who had not responded to the initial mailing. Approximately three weeks after the second mailing, the phone follow-up for non-respondents will begin. At least two attempts will be made to each viable number.

### Survey instrument

As indicated, we will be fielding a sequential mixed-mode survey, combining mail (with web option) and a telephone follow-up to non-respondents-similar to previous IHAWP member surveys during 2024. The sampling frame will be comprised of 6,000 IHAWP members, and 6,000 traditional adult Medicaid members. Results from this survey will be presented as part of a final report to the Iowa Medicaid program as well as in the Final Evaluation report

to CMS in June 2026. The foundation for the 2024 survey instrument will be the survey instrument used in the 2019 DWP member survey, which will also allow for comparisons between the 2019 and 2024 surveys.

- Awareness that having received a dental wellness exam qualifies for completion of the preventive exam component of the HBI requirement
- Access to dental care including barriers to receipt of a dental wellness exam
- Dental care received in an emergency department
- Emergency dental care
- Carrier communication to members
- Oral health status
- Demographic information

**Iowa Medicaid administrative data**

See discussion in [Secondary data](#).

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# Waiver of Retroactive Eligibility

## WRE Executive Summary

### Key findings from the process evaluation

- Information provided through the process evaluation indicates that providers have increased their role in initiating Medicaid applications.

### Results

There are no results linked to the state's goals for WRE to date. We have determined that the analyses will not include data beyond 2019 as the PHE interrupts the natural inflow and outflow of members.

## WRE General background information

An amendment to the IHAWP demonstration was submitted on August 10, 2017, requesting a waiver of retroactive eligibility for all but pregnant women and children under 1. The waiver was granted on October 27, 2017, with members enrolling on or after November 1, 2017, subject to the waiver. New members were no longer granted 90 days of retrospective enrollment, instead they were guaranteed enrollment from the first day of the month in which they applied. On July 1, 2018, nursing home residents were no longer subject to the waiver. On January 1, 2020, the waiver was renewed for another 5 years and children 1-19 years of age were no longer subject to the waiver.

**Table 22. Waiver of Retroactive Eligibility Significant Policy Changes**

Date IL Number	Policy changes
11/1/2017 1847-MC-FFS-D	Waiver of retroactive eligibility begins for all eligible groups except pregnant women and those women within the 60 days following delivery and infants under 1 year of age.
7/1/2018 1955-MC-FFS-D	In accordance with Senate File 2418 passed by the Iowa Legislature during the 2018 session, DHS is revising its policy and will reinstate a 3-month retroactive Medicaid coverage benefit for applicants who are residents of a nursing facility at the time of application and are otherwise Medicaid-eligible.
1/1/2020 2085-MC-FFS-D	Retroactive eligibility is reinstated for children under 19

## WRE Goals

In the most recent amendment, November 2019, the state provided a table of goals and questions as shown below.

Table 23. State Waiver Goals

Waiver Policy: Waiver of Retroactive Eligibility	
Goal: Encourages members to obtain and maintain health insurance coverage, even when healthy.	
Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.	Do eligible people subject to retroactive eligibility waivers enroll in Medicaid at the same rates as other eligible people who have access to retroactive eligibility?
	What is the likelihood of enrollment continuity for those subject to a retroactive eligibility waiver compared to other Medicaid beneficiaries who have access to retroactive eligibility?
	Do beneficiaries subject to retroactive eligibility waivers who disenroll from Medicaid have shorter enrollment gaps than other beneficiaries who have access to retroactive eligibility?

The State also proposed the following hypotheses and research questions. Additionally, in the original amendment the waiver of retroactive eligibility is proposed to reduce annual costs in excess of \$36M with the federal share topping \$26M due to a reduction in total member months.

Table 24. State-Specified Hypotheses and Research Questions

Hypothesis	Research Question(s)
Eliminating retroactive eligibility will increase enrollment of eligible people when they are healthy relative to those eligible people who have the option of retroactive eligibility.	Do newly enrolled beneficiaries subject to the waiver of retroactive eligibility have higher self-assessed health status than other newly enrolled beneficiaries who have access to retroactive eligibility?
Through greater continuity of coverage, health outcomes will be better for those subject to retroactive eligibility waivers compared to other Medicaid beneficiaries who have access to retroactive eligibility.	Do beneficiaries subject to the retroactive eligibility waiver have better health outcomes than other beneficiaries who have access to retroactive eligibility?
Elimination or reduction of retroactive coverage eligibility will not have adverse financial impacts on consumers.	Does the retroactive eligibility waiver lead to changes in the incidence of beneficiary medical debt?



## WRE Methodology

We combine survey and administrative data to address hypotheses related to the WRE. The PHE interrupted the natural inflow and outflow of member enrollment in IHAWP. To address this, we will limit analyses to the period 2014–2019.

### Evaluation design

#### Target and comparison populations

##### Target populations

November 1, 2017, through December 31, 2019

Children and adults who were subject to the waiver of retroactive eligibility including all adults in Iowa Health and Wellness Plan (IHAWP) and adults and children in the Family Medical Assistance Program (FMAP), we may include children in the Children's Medical Assistance Program (CMAP). Eligibility for these coverage types is determined using the Modified Adjusted Gross Income (MAGI) methodology. Although members receiving Long-Term Services and Supports (LTSS) were subject to the waiver during this time, their utilization patterns vary significantly from any other group within Medicaid precluding their use in these analyses.

January 1, 2023, through December 31, 2024

Adults subject to the waiver of retroactive eligibility including all adults in IHAWP and FMAP coverage. Children were no longer subject to the waiver during this time frame. We have purposely eliminated any Public Health Emergency (PHE) years from the analyses.

##### Comparison populations

January 2011 through October 31, 2017

Pre-waiver population of adults and children in groups that are later subject to retroactive eligibility including all adults in IHAWP and FMAP coverage and children in CMAP.

January 1, 2020, through December 31, 2024

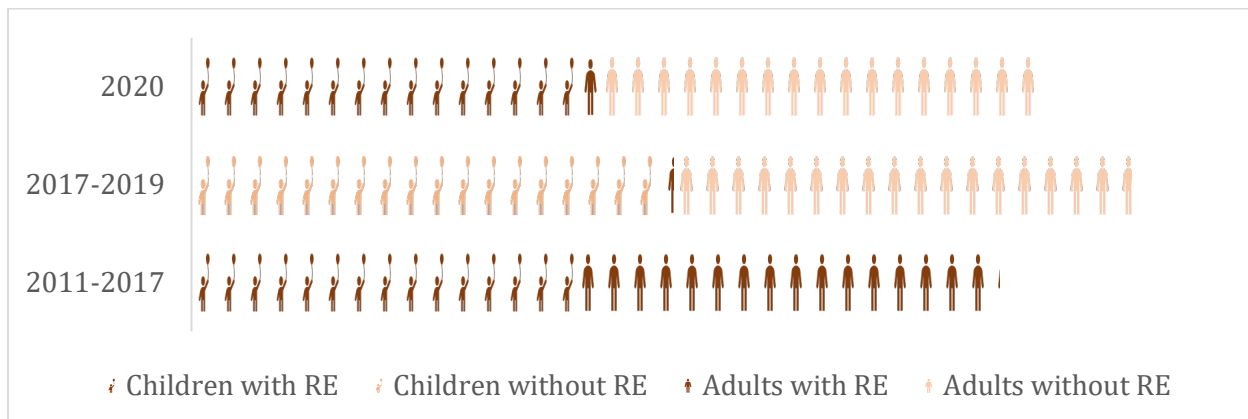
Children in CMAP are no longer subject to the waiver of retroactive eligibility at this time.

There are no adult comparisons groups due to the provision of presumptive eligibility.

Figure 22 provides a visualization of the number of adults and children subject to the waiver of retroactive eligibility within three key time periods: prior to the waiver, during

the first 2 years of the waiver and following adjustments to the waiver on January 1, 2020. Each figure represents 15,000 members.

**Figure 22. Visualization of Study Groups**



### Target population: Provider entities

Provider entities such as medical offices, public health offices, hospitals and long-term care facilities help patients/clients who may be eligible for Medicaid apply for benefits by initiating and, in some cases, following-up to make certain the application was filed in an effort to improve their ability to get paid for services. These activities may be performed by front office staff, billing and claim staff, discharge planners, care coordinators, outreach workers, peer counselors and a host of other staff. Additionally, service providers such as physicians, pharmacists, therapists, ARNPs, and PAs may act to trigger application assistance or may direct patients/clients to apply directly when application assistance is not available at their entity. Information from these sources is critical to understand entity/facility changes that may have occurred due to the waiver of retroactive eligibility. We will utilize process measures to understand and assess the effects of the waiver of retroactive eligibility on health care providers.

### Data sources

#### Iowa Medicaid administrative data

See [Secondary Data](#).

#### New Enrollee Survey

We are currently surveying newly enrolled members to learn about their experiences prior to and during Medicaid enrollment to address evaluation questions related to the impacts of the waiver of retroactive eligibility on enrollment, enrollment continuity and financial wellbeing.

The survey is cross-sectional and was initially planned to field in Spring, 2021. The COVID-19 pandemic and related PHE pausing Medicaid disenrollment postponed the fielding of the survey until August 2023.

### Sample

All newly enrolled adults in Iowa Health and Wellness plan (subject to the waiver) and newly enrolled children under 13 years the Family Medical Assistance Program (not subject to the waiver), are drawn on a monthly basis. We exclude members who have been eligible in the last 12 months, who are living out of state, or are without a valid phone number. Only one person is selected per household to ensure the independence of sample variance and reduce the respondent burden. For children as new members, parents or guardians provide the responses on behalf of them. To determine the sample size, we used a combination of strategies, including power calculation, previous survey evaluations with Medicaid members, and a one-month pilot survey. We plan to have a final sample of 1,200 new members, with a target of 100 completed surveys per month.

The Medicaid enrollment files contain a 'Language' variable which allows us to determine whether members prefer to receive communications in Spanish. The Spanish versions of the postcard and survey are sent to those indicating Spanish as their preferred language.

### Survey measures

The survey contains several domains, including new members' enrollment reasons and experiences, previous health insurance coverage and current coverage expectation, access to and use of health care, affordability of healthcare, and self-reported health status and financial well-being. The initial survey measures were informed by our previous member survey, disenrollment survey, the latest literature, and the relevant national surveys (e.g., Health Reform Monitoring Survey, National Health Interview Survey). We also involved The Iowa Social Science Research Center (ISRC) at The University of Iowa, our fielding partner, during the measurement development phase given their experience and expertise in other evaluation surveys with the Medicaid population. Additionally, using our pilot survey feedback, we further refined our health care use preference and medical debt measures, and edited response options for some enrollment related questions to improve clarity and better reflect this population's experiences. The survey instruments are offered in English and Spanish (see Supplemental Materials). Akorbi (<https://akorbi.com>) a professional translation company, was hired to provide the Spanish instrument translation.

### Survey administration

The data collection started in August 2023 and is planned to close in July 2024. It is a telephone-administered survey. In an effort to maximize response rates for this telephone survey, an introductory postcard with our survey info and a post-completion \$20 cash incentive are used. (See Supplemental Materials Document).

All the postcards are sent out using first-class mail service at the beginning of each month, which is at least one week prior to the telephone contact. For people who identify Spanish

as their preferred first language in the Medicaid eligibility file, Spanish postcards are mailed, and telephone calls are conducted accordingly by Spanish-speaking interviewers.

The ISRC at The University of Iowa is responsible for fielding and survey data collating. All survey staff are trained on the human subjects research protections, background of the Medicaid evaluation, and the survey instrument. Up to six call attempts are made to reach each potential respondent. Members who explicitly refuse to take the survey or hang up during survey introduction are removed from the contact list. For those who ask, a call backs are arranged at a convenient time for the respondent. The English version of the survey takes about 20 minutes to complete, while the Spanish version has taken approximately 30 minutes to complete.

#### Pilot survey

To have a better understanding of the response rates for a newly enrolled population and the performance of the survey instruments, we conducted a one-month pilot survey in June 2023. Postcards were mailed to 381 members (359 in English, and 22 in Spanish) On June 3. Calling was started on June 7. The overall response rate was 27%, with 26% for those presented with the English version and 48% for those presented with the Spanish version. We further adjusted the rates using AAPOR calculator by excluding ineligible members when surveying in the denominators, which result in 30%, 29%, and 69%, respectively. Table 25 presents the response rates by program and income level within the IHAWP program: 0-100% FPL childless adults in IHAWP program, 101-133% FPL childless adults in IHAWP program and parents of children in FMAP coverage program.

**Table 25. Response Rates by Program**

Group	Sample	Completes	Response Rate
0-100% FPL childless adults	283	73	26%
101-133% FPL childless adults	45	10	22%
parents of children	53	19	36%

For the survey instruments, the pilot tested both English and Spanish versions to ensure the survey domains and questions accurately addressed the research questions for this policy evaluation. Additionally, it tested whether the questions were defined in a clear and consistent manner, asked in an appropriate and easy way, and understood well by our target population.

Comments and feedback obtained from the pilot included:

- Length of the survey (plan was 15 minutes; pilot survey mean and median were at 20 and 19 minutes)
- Understanding of the questions and response options, including the logic, wording, content, and consistency.
- Commonly mentioned open-ended responses

- Structured response format (e.g., binary-option, multi-option)
- Other field notes

We discussed with the ISRC, and incorporated all the comments and feedback as we revised our introductory postcards and instruments. The ISRC re-trained and practiced the updated instruments with all their field staff.

#### Response bias and missing data

After the survey is closed, we will assess whether those who respond to the survey compare favorably with those who do not on demographic characteristics. We will also learn about the missing data (i.e., nonresponses) we may have from this survey, make plans for variables missing at different percentages and patterns, and consult statistician to explore the post-survey adjustments.

#### **Healthcare Provider Cost Reporting Information System (HCRIS)**

See [Secondary data](#).

#### **National Survey Options**

Though previous work, we have found that national surveys, such as the Medical Expenditure Panel Survey (MEPS) and the National Financial Capability Survey, do not recruit Iowans in sufficient numbers to allow for state-level comparisons. However, we may be able to utilize the American Community Survey (ACS) and/or the Behavioral Risk Factor Surveillance System (BRFSS) to assess some state level effects.

See discussion [Secondary data](#).

#### **Covid-19 Adjustments**

The following text has been taken from a report 'Iowa Health and Wellness Plan Interim Report: Coverage during the PHE' which was produced to determine the effects of the PHE on churning and gaps in coverage in preparation for WRE analyses.

The eligibility adjustments related to the federal PHE prevented Medicaid members from being disenrolled for any reason including non-payment of premiums or non-completion of Healthy Behaviors.

The following notification was provided to members:

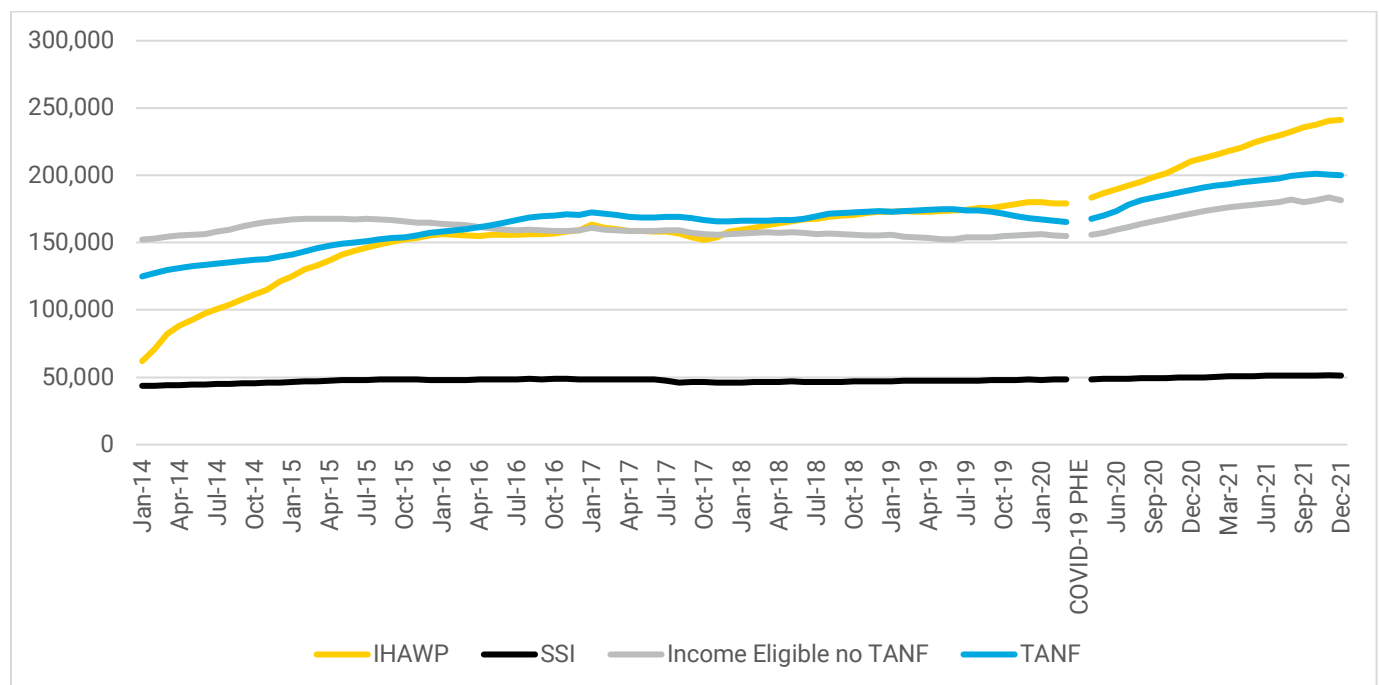
*No one will be disenrolled or have their Medicaid services reduced due to an inability to pay a premium, incomplete Healthy Behaviors, or other means throughout the*



*duration of the COVID-19 pandemic. (Disenrollment will still occur for those who are no longer a resident of Iowa, deceased, or requested benefits to be canceled.)<sup>1</sup>*

This resulted in members experiencing longer periods of enrollment without disruption. Additionally, we expected that more people would enroll for Medicaid as people who were unable to maintain employment sought help to pay for healthcare. Figure 23 portrays the increase in Medicaid membership following the COVID-19 Public Health Emergency declaration for 4 groups of Medicaid members: 1) IHAWP, 2) SSI – adults provided Medicaid coverage through a disability determination, 3) Income Eligible no TANF – includes adults and children eligible through programs directed to mothers and children and 4) TANF – adults as members of families eligible for Temporary Assistance to Needy Families.

**Figure 23. Number of Medicaid members per month by program – January 2014 – December 2021**



Two factors affect the rising number of Medicaid members per month. First, enrollments may increase to include people who are losing jobs and/or benefits due to the pandemic. Second, the curtailment of disenrollment allows people to retain coverage.

<sup>1</sup> [No Medicaid Disenrollments or Reduced Services During COVID-19 Pandemic | Iowa Department of Human Services](#), accessed 12/1/2021

## Membership changes over time

Figure 24 provides some insight into the mechanism at work by showing the number of members moving into and out of Medicaid and Medicaid programs.

*Gray – Not in a Medicaid program.*

*Red – Marketplace Choice (Folded into Iowa Health and Wellness Plan December 31, 2015)*

*Yellow – Iowa Health and Wellness Plan*

*Dark blue – IowaCare (ended December 31, 2013)*

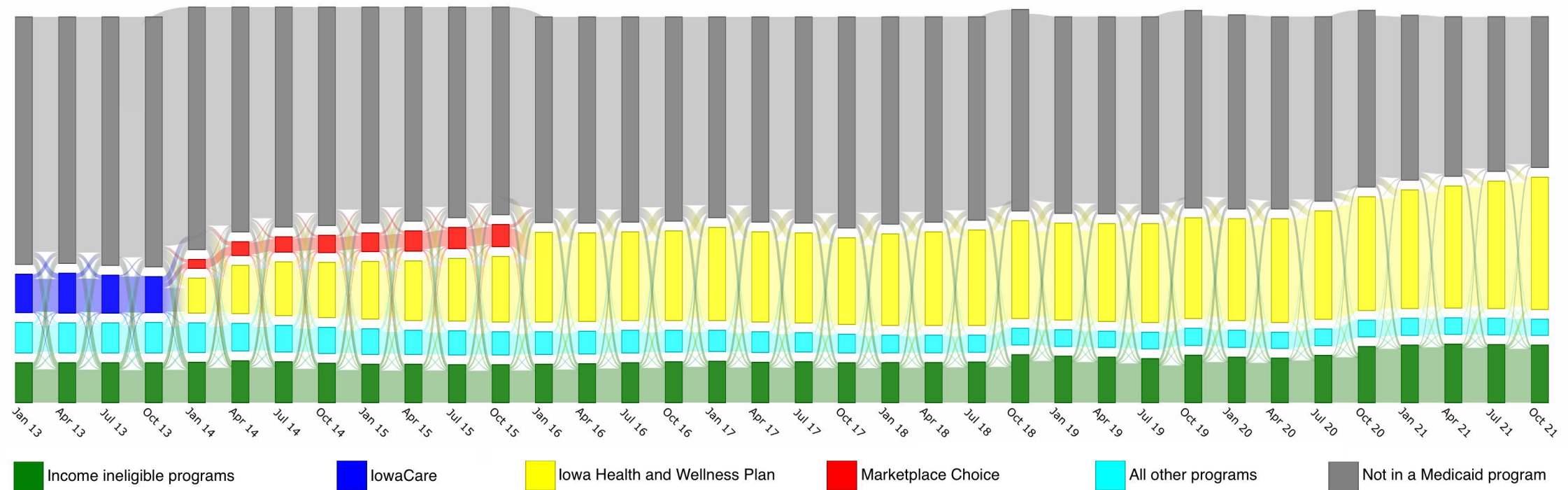
*Green – Income eligible programs such as MAC – medical assistance to Mothers and Children*

*Teal – All other programs.*

We focus particularly on the grey, those not in Medicaid, and the yellow, those in Iowa Health and Wellness Plan with attention paid to the lines moving from grey to yellow and yellow to grey.

Lines moving from grey to yellow (left to right) represent the number of people entering Iowa Health and Wellness Plan after having no Medicaid-funded coverage option, while those lines moving from yellow to grey (left to right) represent those moving out of Iowa Health and Wellness Plan to having no Medicaid-funded coverage. We are interested in the period immediately before and during the pandemic. During the time prior to the pandemic, these two lines are even and fairly thick meaning that as many members were entering as were leaving Iowa Health and Wellness Plan. After April 2020, during the pandemic, the line moving from no coverage to Iowa Health and Wellness Plan remains similar to the pre-April pattern; however, the line moving from Iowa Health and Wellness Plan to no coverage nearly disappears. This indicates that we are not seeing more people entering Iowa Health and Wellness Plan (these numbers are staying relatively stable), but there are far fewer members leaving Iowa Health and Wellness Plan, as one might expect given the suspension of disenrollment.

Figure 24. Alluvial Chart of member movement by quarter



To assess whether there are increases in the number of people applying for and receiving Medicaid coverage, we determined the number of new members per month for the period one year prior to the PHE (March 2019) through December 2021.

*New – Member who became enrolled in Medicaid and had no Medicaid-funded coverage in the previous year.*

*Disenrolled – Member who is not covered for at least 6 months following loss of coverage.*

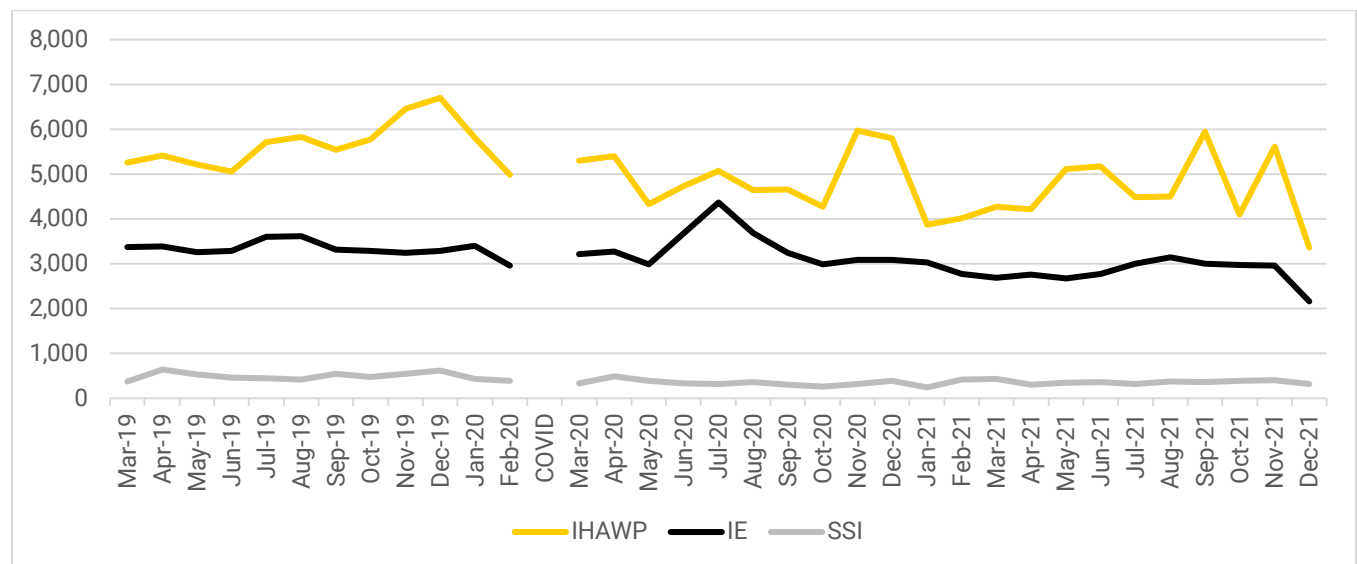
*IHAWP – Iowa Health and Wellness Plan*

*IE – Income eligible members 19–64 years of age*

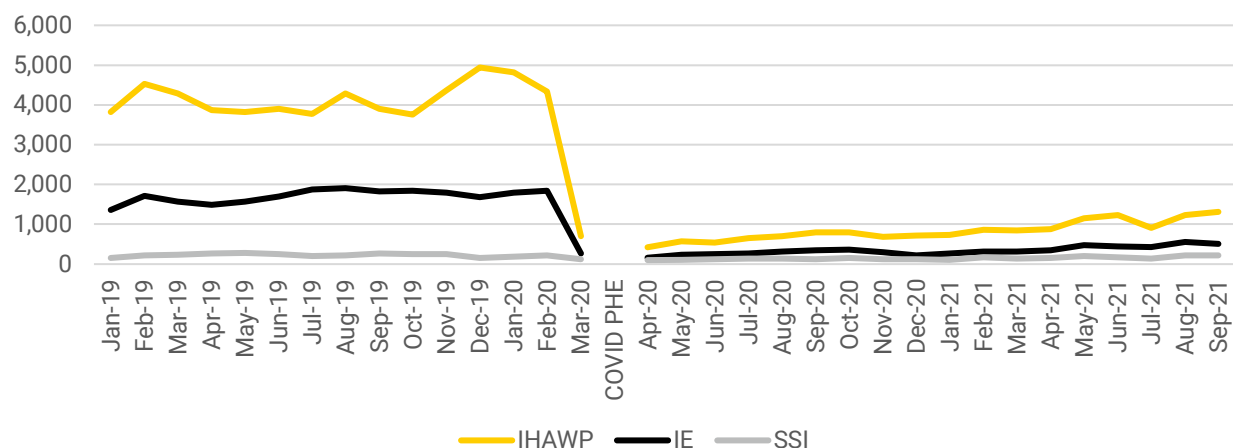
*SSI – Disability determination eligible members 19–64 years of age*

Generally, Figure 25 shows that, generally there were no increases in new enrollees from April 2020 through December 2021 as compared to the pre-PHE period (March 2019–March 2020). This suggests that the increased member numbers over time are due to members remaining on the program longer. This is evident in Figure 26. The number of members disenrolled drops sharply in April 2020, at the beginning of the PHE and does not increase over time.

**Figure 25. Number of new members per month by program – March 2019 – December 2021**



**Figure 26. Number of members disenrolled by program and month – March 2018 - September 2021**



## Churn

Medicaid member churn describes the movement of individuals in and out of the Medicaid program. Figure 2 provides a visualization of the changes in membership over time, highlighting the increased membership and reduced churn during the PHE. Further evidence of the stability in membership during the PHE is discussed below.

*Study period – March 2018 through December 2020.*

*Program – Medicaid program member was enrolled with at beginning of churn event (switch, gap).*

*Study groups – Members who were enrolled in Iowa Health and Wellness Plan (IHAWP) or due to income eligibility (IE) or due to a disability determination (SSI) at the time that the churn occurred.*

*Switch – A change in program **without a gap** in coverage.*

*Gap – A period of Medicaid coverage lapse lasting at least one month with coverage before and after the non-covered period.*

## Coverage switches

Medicaid members may switch programs for a variety of reasons including a change in health care needs leading to reduced income or increased disability, changes in economic situation such as increased income or reductions in paid time, or alterations in household composition with the addition of a new child, divorce or death.

Switches are considered successes of the program as they allow coverage to continue as member circumstances change. In particular, movement from the income eligible



programs to the Iowa Health and Wellness Plan (IHAWP) provides evidence of members being able to maintain coverage as they increase their income.

There were 82,907 Medicaid members who switched: 48,366 in IE, 3,981 in SSI, and 30,560 in IHAWP. There was a total of 103,689 switches with 56,820 from IE, 5,680 from SSI, and 41,189 from IHAWP. The distribution of switches by year is shown in

**Figure 27. Program switches by year – March 2018-December 2020**

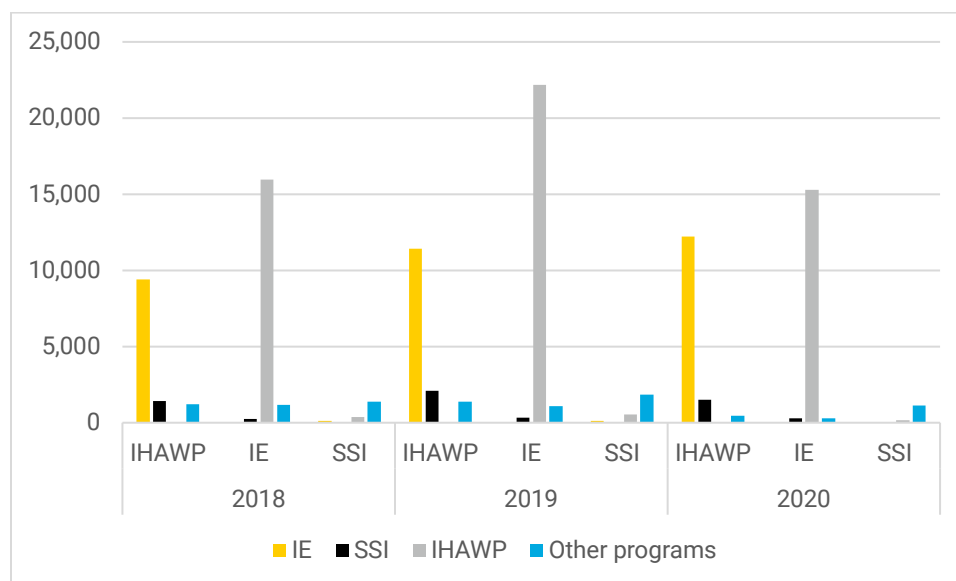


Figure 27 shows that most switches either occur from IHAWP to an IE program or from an IE program to IHAWP, even during the PHE. Members in SSI normally switch to another coverage option such as dual eligibility with Medicare or the Medicaid for Employed People with Disabilities (MEPD).

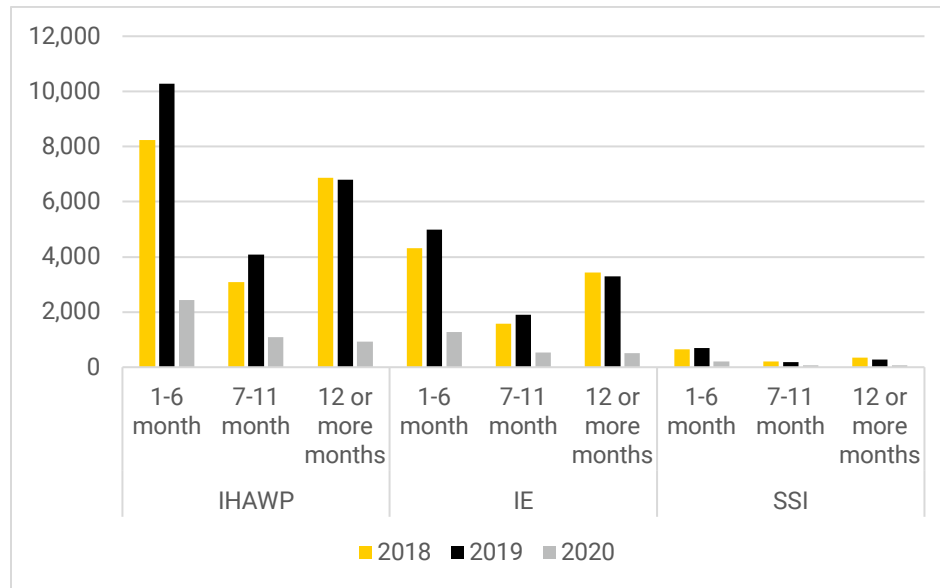
### *Coverage gaps*

Within the Medicaid program, gaps in coverage may arise for many reasons, however, one primary reason for a gap in coverage may result from members not providing needed documentation regarding eligibility such as income information. When there is little or no immediate need for care the time and effort required to gather documentation may be overwhelming compared to the other needs of an individual or family. The PHE halted all disenrollment except as requested by a member.

There were 64,204 members who had at least one gap during the period March 2018 through December 2020. Of these, 20,355 were in IE, 2,589 were in SSI, and 41,260 were in IHAWP. Medicaid members experienced 68,303 gaps with 21,801 for IE members, 2,709 for SSI members, and 43,793 for IHAWP members. Figure 28 shows the gaps by length,

program and year. The outcome of the PHE is clear in the significant reduction in gap numbers and length during CY 2020.

**Figure 28. Gap length by program and year – March 2018 - December 2020**



## Conclusion

WRE analyses will include data through 2019. These results indicate clearly that the data during the PHE is not useful for assessing the results of WRE.

WRE Evaluation Measures Summary (See attached Evaluation Plan for question detail)

Comparison Strategy		Outcomes measures(s)	Data sources	Original	Analytic approach Revised
Hypothesis 1: Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.					
Primary Research Question 1.1: Are people subject to the waiver of retroactive eligibility more likely to enroll in Medicaid relative to members in the same programs prior to the waiver?					
Subsidiary Research Question 1.1a: Are people subject to the waiver of retroactive eligibility more likely to enroll while still healthy relative to members in the same programs prior to the waiver?					
Study group: Medicaid members subject to waiver – IHAWP, FMAP, SSI Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy	In general, how would you rate your (your child's) physical health (mental and behavioral health, dental health) now?	New enrollee survey	OLS August 2023-July 2024	Unchanged for summative report.	
Study group: Adults in IHAWP, FMAP, SSI CY 2018-2021 and children in Medicaid CY 2018-2019 Comparison group: Adults in IHAWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2020-2024	Hospitalizations per 1,000 members per month ED visits per 1,000 member per month Ambulatory care visits per 1,000 member per month Average number of prescriptions per member per month	Medicaid claims	ITS Pre-REW CY 2014-2017 Post-REW CY 2018-2024	The post-REW period has been changed to CY 2018-2019 due to continuous enrollment during PHE.	
	PMPM Medicaid reimbursement in first 3 months of enrollment		CITS Pre-REW CY 2014-2017 Post-REW,2018-2024		

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Subsidiary Research Question 1.1b: Are people subject to the waiver of retroactive eligibility more likely to enroll earlier?				
Study group: Medicaid members subject to waiver – IHAWP, FMAP, SSI Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy, SSI members	In the year prior to joining [PLAN NAME], so since [CURRENT MONTH] [CURRENT YEAR-1], were you covered by any kind of health insurance? Was the most recent insurance private insurance? (Private means you or your family got it through an employer or individually purchased it). In which year did that earlier coverage end? In which month in (previous answer year) did that earlier coverage end? Thinking about your recent application to [PLAN NAME], how long ago did you start thinking about applying?	New enrollee survey	Means test August 2023-July 2024	Unchanged for summative report.
Primary Research Question 1.2: Do people subject to the waiver of retroactive eligibility have increased enrollment continuity relative to members in the same programs prior to the waiver?				
Subsidiary Research Question 1.2a: Do people subject to the waiver of retroactive eligibility understand that they will not be covered during enrollment gaps?				
Study group: Medicaid members subject to waiver – IHAWP, FMAP, SSI Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy, SSI members	For some people, [PLAN NAME] may pay the costs of medical care they received before joining the plan. When you applied for [PLAN NAME], did you think that the plan would pay for any of the medical care you received BEFORE joining?	New enrollee survey	Means tests and descriptive analyses August 2023-July 2024	Unchanged for summative report.
Subsidiary Research Question 1.2b: What are the barriers to timely renewal for those subject to the waiver of retroactive eligibility?				
Study group: Medicaid members subject to waiver – IHAWP, FMAP, SSI Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy, SSI members	How easy or difficult was it to apply for [PLAN NAME]? What difficulties did you have when applying?	New enrollee survey Member survey	Descriptive analyses August 2023-July 2024	Unchanged for summative report.

Comparison Strategy		Outcomes measures(s)	Data sources	Original	Revised	Analytic approach
Subsidiary Research Question 1.2c: Among members subject to the retroactive eligibility waiver, is timely renewal more likely by those who might be expected to value coverage highly, relative to those who might value coverage less?						
Study group: Medicaid members subject to waiver – IHAWP, FMAP, SSI Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy, SSI members		Everyone has their own opinion about health insurance: What about you? Would you say that, for you, having health insurance coverage is...?	New enrollee survey	Descriptive analyses August 2023-July 2024	Unchanged for summative report.	
Study group: Adults in IHAWP, FMAP, SSI CY 2018-2019 and 2023-2024 Comparison group: Adults in IHAWP, FMAP, SSI CY 2014-2017		Number of enrollment gaps over 2 months within the calendar year Average length of enrollment gap in the calendar year Risk stratified by prescription use and presence of chronic conditions as measured by CCS	Medicaid enrollment files	CITS Pre-REW CY 2014-2017 Post-REW, Non-PHE CY 2018-2019 and 2023-2024	The post-REW period has been changed to CY 2018-2019 due to continuous enrollment during PHE.	
		Length of enrollment period Total months of enrollment from first enrollment in period to end of enrollment or end of period, whichever comes first, adjusted for months remaining in period at enrollment.				
Subsidiary Research Question 1.2d: Are people subject to the waiver of retroactive eligibility more likely to remain continuously enrolled relative to members in the same programs prior to the waiver?						
Study group: Adults in IHAWP, FMAP, SSI CY 2018-2019 and 2023-2024 and children in Medicaid CY 2018-2019 Comparison group: Adults in IHAWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2023-2024		Longer periods of continuous enrollment Average months of continuous enrollment, adjusted for months remaining in period at enrollment	Medicaid enrollment files	CITS Pre-REW CY 2014-2017 Post-REW, non-PHE CY 2018-2019 and 2023-2024	The post-REW period has been changed to CY 2018-2019 due to continuous enrollment during PHE	
		Time to first enrollment gap		Survival analysis CY 2014-2019, 2023-2024 Time dependent covariates including REW, PHE	The post-REW period has been changed to CY 2018-2019 due to continuous enrollment during PHE.	



Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Subsidiary Research Question 1.2e: Are people subject to the waiver of retroactive eligibility more likely to re-enroll following a voluntary or administrative disenrollment relative to members in the same programs prior to the waiver?				
Study group: Adults in IHAWP, FMAP, SSI CY 2018-2019 and 2023-2024 and children in Medicaid CY 2018-2019  Comparison group: Adults in IHAWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2023-2024	Length of enrollment gap Number of months between disenrollment (forced or voluntary) and re-enrollment	Medicaid enrollment files	CITS Pre-REW CY 2014-2017 Post-REW, non-PHE CY 2018-2019 and 2023-2024	Will include PHE period with appropriate interaction terms, CY 2018-2024.
	Rates of re-enrollment Proportion of members disenrolled (forced or voluntary) who re-enroll within 1 year		Descriptive analyses CY 2014-2019 and 2023-2024	Will include PHE period with appropriate interaction terms, CY 2018-2024.
Hypothesis 2: Eliminating retroactive eligibility will not increase the likelihood of negative financial impacts on members.				
Primary Research Question 2.1: Are there any negative financial impacts on consumers because of the waiver of retroactive eligibility relative to members in the same programs prior to the waiver?				
Subsidiary Research Question 2.1a: Do beneficiaries subject to the waiver of retroactive eligibility experience greater ‘medical debt’ relative to members in the same programs prior to the waiver?				
Study group: Medicaid members subject to waiver – IHAWP, FMAP, SSI  Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy	In the last 3 months [coverage gap time if fewer than 3 months], did you have any health care bills? Include bills such as from doctors, dentists, hospitals, therapists, and pharmacies etc. (Yes, No) Did you have any difficulty paying these bills? (Yes, No) Were these bills for any of the following types of services? Medical care; Dental care; Prescription medication; (Yes, No) For this question, think about your [IF DOV_FAMSIZE>1: and your family’s] health care experiences over the past 12 months, that is, since [CURRENT MONTH] [CURRENT YEAR-1]. Did you [IF DOV_FAMSIZE>1: or anyone in your family] have problems paying any medical bills? Include bills for doctors, dentists, hospitals,	New enrollee survey	OLS August 2023-July 2024 OLS August 2023-July 2024	Unchanged for summative report.

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
	therapists, medication, equipment, nursing home, or home care. (Yes, No) Do you [IF DOV_FAMSIZE>1: or anyone in your family] currently have any medical bills that are being paid off over time? This could include medical bills being paid off with a credit card, through personal loans, or bill paying arrangements with hospitals, doctors, or other health care providers. The bills can be from earlier years as well as this year. (Yes, No) Do you [IF DOV_FAMSIZE>1: or anyone in your family] currently have any unpaid medical bills that are past due? Include bills for doctors, dentists, hospitals, therapists, medication, equipment, nursing home, or home care. This could include medical bills owed directly to health care providers or paid with a credit card or personal loan. The bills can be from earlier years as well as this year. (Yes, No) About how much do you [IF DOV_FAMSIZE>1: or your family] currently owe for medical bills that are past due? Exclude bills that will likely be paid by an insurance company. Your best estimate is fine. (Less than \$500, \$500-less than \$1,000, \$1,000-less than \$2,500, \$2,500-less than \$5,000, \$5,000-less than \$10,000, \$10,000 or more)			
Subsidiary Research Question 2.1b:Do hospitals experience higher rates of uncompensated care after the enactment of the waiver of retroactive eligibility?				
Iowa Hospitals before and after the waiver	Reported rate of uncompensated care	HCRIS	ITS Pre-REW CY 2014-2017 Post-REW, CY 2018-2024	The post-REW period has been changed to CY 2018-2019 due to continuous enrollment during PHE.

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Hospitals in comparison states without waivers	Reported rates of uncompensated care		CITS Pre-REW CY 2014-2017 Post-REW CY 2018-2024	The post-REW period has been changed to CY 2018-2019 due to continuous enrollment during PHE.
<b>Hypothesis 3: Eliminating retroactive eligibility will improve member health.</b>				
<b>Primary Research Question 3.1: Do people who are subject to waiver of retroactive eligibility have better health outcomes?</b>				
Study group: Adults in IHAWP, FMAP, SSI CY 2018-2021 Comparison group: Adults in IHAWP, FMAP, SSI CY 2014-2017	Avoidable inpatient admissions	Medicaid claims files	Descriptive analyses Pre-REW CY 2014-2017 Post-REW CY 2018-2024	The post-REW period has been changed to CY 2018-2019 due to continuous enrollment during PHE.
<b>Hypothesis 4: Eliminating retroactive eligibility will reduce the annual Medicaid services budget.</b>				
<b>Primary Research Question 4.1: What are the effects on the Medicaid services budget?</b>				
Study group: Iowa Medicaid CY 2013-2017  Comparison group: Iowa Medicaid CY 2018-2024	Total annual Medicaid health care services expenditures	Medicaid claims	ITS Pre-REW CY 2013-2017 Post-REW CY 2018-2024	The post-REW period has been changed to CY 2018-2019 due to continuous enrollment during PHE.
Study group: Iowa Medicaid CY 2013-2017  Comparison group: Iowa Medicaid CY 2018-2022	Total number of months Medicaid eligibility	Enrollment files	Descriptive analyses Pre-REW CY 2013-2017 Post-REW, non-PHC CY 2018-2019 and 2023-2024	
<b>Hypothesis 5: Providers will increase initiation of Medicaid applications for eligible patients/clients.</b>				
<b>Primary Research Question 5.1: Have health care providers increased the initiation of Medicaid application for eligible patients/clients?</b>				
Providers at the individual, MCO, ACO level	Provider reports of Medicaid application initiation process and follow-up	Key stakeholder interviews	Descriptive analyses July 2021-June 2022	Unchanged for summative report.

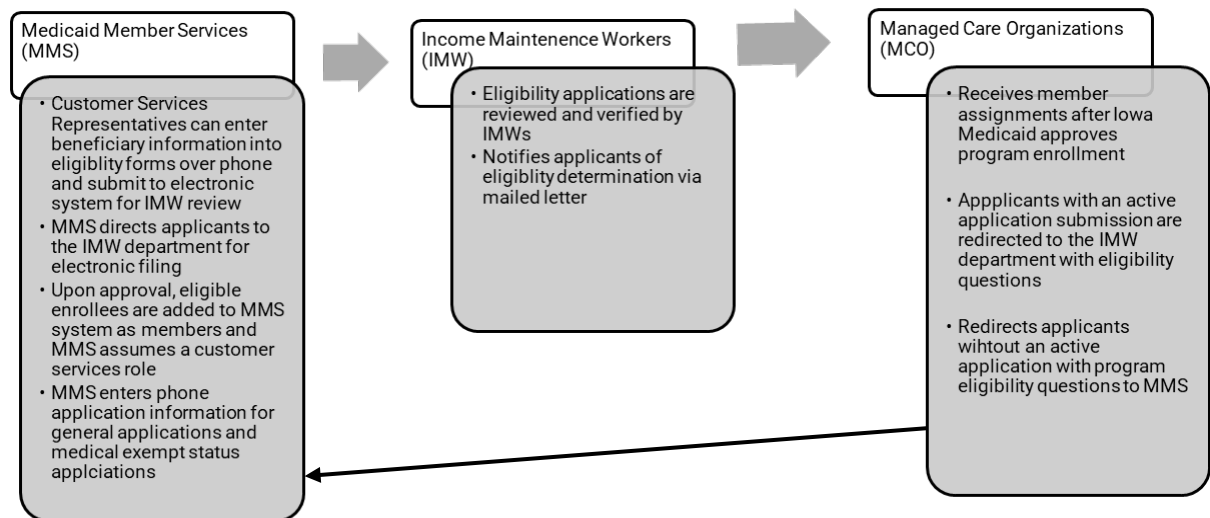
## WRE Results

### WRE Process evaluation

#### General

Interviewees described how steps of member enrollment are managed across organizations. Figure 27 summarizes the flow of applications and roles of each organization in the process.

**Figure 29. Retroactive Eligibility and Medicaid Enrollment Process**



#### Enrollment and enrollment continuity

Interviewees noted some areas in which the retroactive eligibility waiver intention could be compromised, including provider's ability to attend to enrollment logistics, situations in which an uninsured person could be incapacitated and unable to apply for enrollment in a timely fashion, and, generally, a provider association representative stated, "I think the intent is good. I think that the implementation is still rather messy."

A representative from Iowa Medicaid described the categorical eligibility policy as so nuanced that it is difficult to communicate to members en masse, saying, "I don't know that there's anything on the website specific to retroactive eligibility. I think it's more just part of the application process, since it's so specific to either age or other requirements."

Representatives from an MCO and provider association elaborated that the intention of retroactive eligibility waiver to encourage proactive enrollment amongst eligible populations may lack effectiveness due to a complex design, more immediate competing priorities, and a general lack of awareness of potential eligibility, saying:

*"That would make sense. I mean, that might be how I would think about it. I don't know if that's how the average person who's eligible for the Iowa Health and Wellness Plan thinks about it, but I understand the design." – MCO representative*

*"If you're just barely paying your bills, you're just not thinking about, 'Hey, maybe I'll go try to buy insurance, or I'll try to qualify for Medicaid.' You just may not have thought of that." – MCO representative*

*"Just by the nature that folks don't always know that those items can be covered by Medicaid...a lot of times, they don't know that they have those benefits." – Provider Group representative*

Interviewees shared experiences of how uninsured Iowans eligible for retroactive Medicaid coverage initiate the enrollment process. Stakeholders described various avenues to enrollment, including provider direction and initiation.

*"I think it's situational. It [provider involvement in enrollment] depends on how the member presents the information. And we say this a lot member services because it really does depend on how someone says everything. If they have everything together, they might not mention that they've worked with their provider at all. It really would be hard to drill down to that level." – Medicaid Member Services representative*

*"They're the ones who've completed that application [providers] for the client in the portal and their name's on it and they list themselves as the representative." – Income Maintenance worker*

*"Well, that would be, for the most part, when somebody calls in and wants to do an application, we tend to not really know whether a provider assisted them unless they are coming through the DHS, the qualified entities that the hospitals and clinics all have, where they can do an application online with a member if there's an issue or something, they contact us and we help walk them through those processes. So other than that, we would not know probably whether this member worked with their provider or not. Only to say, somebody may say, 'Well, I went to the doctor and they told me to call and apply.' – Medicaid Member Services representative*

Medicaid representatives also described member-initiated applications (as opposed to provider initiated), noting that members may apply via the **online portal, fax or email, or filling out applications in person at a clinic.**

*"I'm guessing a lot of it is word of mouth between clients too, especially when they realize they don't have coverage or the smaller clinics like [clinic name]. It's not a big hospital, but they serve a lot of people...they'll help them with an application or I'm not sure if they're telling them to go online to do it.. Most of my applications come in online versus them going to the office and filling out an application." – Income Maintenance worker*

*"They could drop it off or fax it in or email... Well, they could email it in, but most of the time they go to the office, fill it out or drop it off." – Income Maintenance worker*

Interviewees described the types of provider staff who work with uninsured people admitted to the emergency room or hospital to gain access to Medicaid retroactive coverage, which included examples like **patient advocates, social workers, and financial counselors.**



*"I don't know if say a patient comes in, in the middle of the month. I don't know how soon it is before that person knows, "Hey, room 502, they don't have health insurance. Someone needs to get up and talk to them." Possibly put in a presumptive eligibility application or a Medicaid application. I don't know how the process works on the hospital side of it as far as when they get notification that someone needs help." – Income Maintenance worker*

*"And usually with the presumptive apps I get, if they're working with a patient advocate or financial counselor with the hospital or provider, they aren't shy about emailing us regarding the status or what potentially is needed to determine eligibility for that particular patient or client." – Income Maintenance worker*

One interviewee noted the variation in access to staff who can assist with Medicaid applications, depending on the timing of healthcare utilization (whether it was during regular business hours).

*"Locally, our hospital, the moment you walk into the ER, they're asking for your insurance coverage. At that moment, that person knows you don't have insurance. That's our social worker at our hospital, that's their job from that point on to get them insurance. Do not let them walk out the door until they fill out that application. Now, if it is a weekend or sometime that maybe the social worker isn't there, and honestly, I'm not sure that we have more than one at our small hospital. I really do think that that person that took your insurance information is going to give you an application before you leave and have that social worker follow up on Monday morning, because locally our county would have to write that off if they didn't pay their bill." – Income Maintenance worker*

Clinic staff shared comments about member experiences with **wait times** when calling Medicaid to update members' personal information such as an address change or a name change.

*"We found that there's very, very long wait times...I have been on hold with these people for 45 minutes with Medicaid to get through to them." – Clinic staff*

*"Well 45 minutes or even longer because I've heard you even say that." – Clinic staff*

*"Like [STAFF] said, it is a barrier. More often than not, I can honestly say there's only been one time I was able to get right through and it was very early in the morning, like 7:30 in the morning. Otherwise, the minimum has been a 45-minute wait most of the time. It's frustrating. I mean that's a lot of time to wait to just change it, to update your information with Medicaid. That's if you want to report an address change even. Or phone number change or that you got married or had a baby." – Clinic staff*

#### Verification

Interviewees described the verification process, including timeline between application and member ability to utilize their coverage to access care, noting up to a 45-day processing timeline (although generally actual processing time is shorter) and no ability to process applications in an expedited manner for uninsured people with urgent health needs (in contrast to other benefits like SNAP).

*"We don't have expedited medical. We don't expedite Medicaid. We do SNAP benefits, but we don't do Medicaid...When work comes into our number or into our queues to work, we don't rush medical in*

any way. It gets processed in date stamp order. Unless we're told by a supervisor like, "This needs to be expedited," which does not happen very often." – Income Maintenance worker

"It varies from worker to worker. I know for us; I think we have 45 days to process a medical application. Very rarely in my case does it ever take that long but we have the expectation in my service area that we have to have all of our applications touched within seven days of it coming in, of it being pushed into our queue to process, to either have it processed or at least have a request out or contact made somehow with whether it's SNAP Medical or cash assistance, it doesn't matter." – Income Maintenance worker

"I feel like right now it's in our busiest time of the year to begin with. We were in open enrollment. People always apply more during the holidays, which Thanksgiving then turnaround right away, it's Christmas. We are always the busiest this time of year but normally just on a regular scale, I feel like we can get medical applications processed within five days, easy. They're easy because you don't have to request anything. If everything passes through the system, you don't have to request and wait the 10 days to have them provide something back to you. So, you can literally take an application and it may take you five minutes from start to finish to approve that application and moving on." – Income Maintenance worker

#### Enrollment

Stakeholders shared perspectives about the Medicaid enrollment process within the scope of the retroactive eligibility waiver, noting the various roles and steps involved. Interviewees reported hospital-based advocates, MCO case managers, administrative positions, community health workers, hospital social workers, healthcare staff and socialized enrollment staff as having roles in guiding newly identified eligible members through the enrollment process and maintaining related records.

One provider association representative described the staff involved in implementing retroactive coverage, saying,

*"in our smaller [provider settings], it's much more likely to be a provider or administrative position [managing enrollment]. In our larger [provider settings], a lot of those have hired social workers, community health workers, or just enrollment staff. And a lot of those enrollment staff assist with just the day-to-day insurance checks and eligibility checks."*

A representative from Iowa Medicaid noted that typically, MCO case workers would be relied upon for care coordination tasks, but people in the process of applying for retroactive coverage don't have access to that support, saying,

*"If they're enrolled in MCO, the case management on medical management will work with social workers at the hospital to assist in any of those needs [enrollment]. But if they're not enrolled, then I'm not sure."*

A provider association representative reported efforts to connect patients with a provider once coverage is verified, saying,

*"their [health care staff] goal with the patients, if they can, is to make sure they're enrolled, then that they know that they have coverage, and then get them into some kind of treatment plan and work to*

*get them back in a timely fashion. And once a patient comes in, they try really hard to make sure that they understand if the patient is eligible and help them get into that."*

Representatives from both MCOs acknowledged the expectation of provider intervention in assisting uninsured members in the prerequisite enrollment process for retroactive coverage, saying,

*"Different providers have varying levels of sophistication about enrolling Medicaid. If you're a hospital and somebody has no insurance, they come in and they maybe had something pretty major, the hospitals are pretty motivated to see if they can't qualify for Medicaid. They lead the process there, but other providers may not be that sophisticated and motivated, and so then the members end up getting medical bills they can't pay or something. Then it doesn't go quite as well."*

In response to the question, "Do you think this has any kind of impact on provider workflow or administrative burden?" an MCO representative replied,

*"I'm sure it does. I don't hear about that as much from providers, but I can't imagine it wouldn't. Because they're trying to make sure that those members are getting the paperwork in with Iowa Medicaid to get the eligibility that they need. I'm not familiar with the ins and outs of the process, but it would be work on their end for sure."*

In contrast, a representative from Iowa Medicaid, denied provider involvement prior to confirmation of Medicaid eligibility, saying,

*"Generally, providers aren't involved until we know that the member is eligible, of course. If they're working together, if there's a miss, as far as the potential for retroactive eligibility, and it didn't happen at the time of application, then we might have some provider involvement in it at that point, but generally not do the providers." This account from Iowa Medicaid of providers not being involved in enrollment processes conflicts with MCO and provider association representative accounts in which healthcare providers reportedly do assist with verifying eligibility and initiating enrollment."*

An Iowa Medicaid representative talked about how various positions interact to verify Medicaid eligibility and coverage, saying,

*"the enrollment process, well, it's kicked off by the members' application, of course, but then it's our field operations, and income maintenance field staff that process the applications."*

Interviewees reported about the various eligibility categories within the retroactive eligibility waiver, noting the difference between coverage for members who are and are not eligible for 90-day retroactive eligibility. A representative from Iowa Medicaid elaborated, saying,

*"If they're not eligible for retroactive coverage, the notice of decision that we send indicating approval would just be effective the month of application... Their effective date, if they're approved, then their effective date of eligibility would be reflected, whether it be one, or all three months of the retroactive coverage, or just from the month of application forward, because they don't meet the criteria to be eligible for retroactive coverage."*

In prior sections of the key stakeholder interview findings, several spillover effects (e.g., impacts not directly intended by the policy) related to the retroactive eligibility waiver for the IHAWP members emerge from the content, described below:

A representative from a provider association discussed the role of providers and clinic staff in operationalizing retroactive eligibility, reporting that providers are burdened with additional administrative work to verify member eligibility and funding care at the time of service, describing the process as, “back sorting through a lot of paperwork” and “navigating a number of players involved in getting reimbursement.” This representative continued, noting challenges assessing eligibility with patients unfamiliar with Medicaid and lacking information needed to determine eligibility.

#### Illustrations of the provider experience

*“We also have a patient population which I would say it's harder to get that stuff out of. and it's just not a population like you and I, who has at our fingertips and can scan it or send it in or whatever. So, I think that puts some burdens on our providers as well.”*

*“A lot of times, they [uninsured patients] don't know that they have those benefits and don't communicate that possibly to a center and then they are treated as a slide patient...from what I've seen, we probably have a bigger risk of missing somebody or using that money and finding out there's coverage later... Just by the nature that folks don't always know that those items can be covered by Medicaid.”*

*“You asked a question about providers being paid. From our perspective, that continues to be an issue. Providers are having to reach out to their associations to get help. If there is an issue where the service plan is not developed in authorizations, dated as such...any work that's done is after the fact, and it is to adjust for decisions that have been made and denials for payment...and it is still a bit of a struggle, I think that the MCO staff on the ground are willing to work with us, but that is not the way the system is set up.”*

A provider association representative described their response to challenges and barriers encountered while navigating retroactive eligibility waiver, saying staff has “to go back and do the legwork themselves, but we can at least say,

*“Hey, you have this, let's say, 20% of your population that hasn't given you any updates as to what their insurance is. And you have nothing on file as to what their family income is either. What workflows can we help you put in place to help winnow through that list a little better and get that list a little bit more accurate.” Of course, then you're just always still riding up against our patient population and also staff resources too.”*

The representative also noted,

*“we do have a little bit more of a hands-on approach with some of our patients, that maybe that continuity issue isn't lost as much, thanks to our staff.”*

#### Financial impacts on members

One interviewee talked about the specific content in the application form regarding financial hardship paying medical bills in the last three months, which, regardless of

answer, the IHAWP-eligible population is expected to apply within the calendar month for coverage, saying,

*"There's a question on the applications that states, 'Do you need help paying medical bills for the past three months?' That's a question the client answers on the application....And so if they are actually only eligible for IHAWP, they could answer yes to that and then kind of find out that they are actually only eligible for that kind of coverage for the calendar month."*

Interviewees described the experiences of uninsured people applying for coverage and submit their applications too late, missing the calendar month application window.

*"Yeah, or they have services and somehow the hospital or provider doesn't realize that they don't have coverage, which doesn't happen very often. But we do get, or I get, I shouldn't say for all of us, but I get quite a few applications where the adult is asking for retro coverage and they're not eligible for it." – Income Maintenance worker*

"It [retroactive coverage] would go back to the first of the month in which they applied, but a lot of the times that doesn't benefit some people if they've waited too long." – Income Maintenance worker

One interviewee described how providers **leverage alternative funding sources** to assist uninsured or underinsured patients with medical bills, saying,

*"I've worked a lot of applications where they get in an accident not expecting a \$250,000 bill deductible. They meet may be very high. They have health insurance, the [hospital] wants them... they want them to apply because if they're denied over income for Medicaid, then they can step in for that financial assistance. So, I know that we do applications like that to help them get assistance. They don't want to deny that they are withdrawing the application because they know they make too much. They need that for the [hospital]. I know some workers will deny at their request because they know they're not eligible. That's not what the [hospital] wants. They want them denied over income then financial assistance can step in for them." – Income maintenance worker*

*"I take it as that's just from the provider at the hospital. They just have to have that kind of to back them up why they're doing financial assistance. They want the client to reach out and extend all options that no one else can pay that bill, then they'll step back in and do either... And I think I've heard it's one of two things. They can do financial assistance and hopefully write the bill off, or what they do is they'll say, 'We can do so much of it,' but they'll make the patient pay a percentage still." – Income Maintenance worker*

Clinic staff shared member experiences related to retroactive eligibility, noting low awareness amongst members and reluctance to utilize healthcare because of past unpaid bills or expectation of payment.

*"I do know that that retroactive for the three months, not everyone is still... Some people still think that's in action and it's not." – Clinic staff*

*"Yeah, very difficult. Along with what we were talking about in regards to the retro with the benefits and stuff, it can be very, I think that's very difficult because like [STAFF] and [STAFF] have both said here is that then they just give up and those members don't... Whoever it is, patients don't want to*



*take that time then because it's so long. Then they come in and by the time they realize, "Oh, I have [STAFF] or I have [STAFF] that can help me out with this." Then it's like, "Oh, now you know what? I saw a doctor two months ago." Now they're very concerned because now they have to pay that past bill and that too." – Clinic staff*

*"That's losing that 90-day retroactive I think also is that barrier too, because then here they are... I've had patients say they don't want to even make an appointment or come in because they know they already owe. They don't know how they're going to pay that. It's like, no, no, no, no, no, no, no. You need to come in, you need to see a doctor. We don't want you not to see a doctor. Anyways, wrapping that back to the retro piece of it, at least that's my opinion." – Clinic staff*

A representative from Iowa Medicaid spoke to the positive impact for uninsured people gaining coverage to relieve financial burden from a medical crisis, saying,

*"In general, it's a wonderful thing for people. Because it really helps them out when they're in a bad crunch. So, no, I haven't heard anything negative." Along with a dearth of negative feedback, an Iowa Medicaid representative cited changes to benefit eligible populations as evidence for effectiveness, saying "I would assume [policy effectiveness] because they gradually added populations back to allow retro that those were lessons learned, or there was feedback that contributed to making those changes."*

#### Improve member health

An MCO representative shared perceptions about retroactive coverage positively influencing future care utilization and behaviors, saying,

*"[Does] giving people eligibility, even retroactive eligibility, motivates them to get insurance in the future and whatnot. I would probably say yes. Maybe their situation changes. They've maybe established care with the provider, and they see the importance of it, especially if they have a chronic issue. They probably realize, 'Hey, I thought I [was] healthy and immortal before I had this other issue that then got me on Medicaid, and now I need to think about that going forward.' I do think it probably does influence them."*

#### Medicaid services budget

##### Program Level Financial Solvency

*"I think there was probably some cost concern in it too...I know it's been re-extended to a couple of provider types. We don't necessarily get the total reason and rhyme for that and why not others, but we also know what the price tag was to re-extend to everybody, the fiscal note for the legislature. And that was not something that would be appealing to the legislature at that time. So, guess that's my basic understanding, assumptions of it." – Provider group representative*

In response to whether the state has seen any cost saving impact from the retroactive eligibility waiver, a representative from Iowa Medicaid responded,

*"That, I'm not sure. I don't have the numbers on that. So, I can't really say to that."*

##### Promoting efficiency in the enrollment, care management, and reimbursement processes

*"The tighter the retroactive timeframe, the more efficient it would be for a provider. And so, if you're working in a scenario where you have six months of retroactive eligibility, which is not what we have*

*in place here, just from a provider perspective that's six months where, from an accounts receivable standpoint, they're carrying those balances on the books until they know where to bill appropriately. So, the tighter the timeframe, the more efficient ultimately." – MCO representative*

#### Initiation of Medicaid applications

##### Member Awareness

In regard to the ability of calendar month-limited retroactive coverage to influence member decisions to proactively enroll in Medicaid, two stakeholders perceived limited awareness amongst members, with an MCO representative saying,

*"that distinction is, I don't think, common knowledge," and a provider association representative saying, "I would say, across the board, patients have no idea."*

Interviewees shared perceptions that the IHAWP-eligible population has limited awareness of Medicaid eligibility, in part due to limited interactions with the healthcare system.

Interviewees commented on how the improved awareness amongst providers has, in turn, benefited awareness amongst people eligible for IHAWP coverage. Increased awareness, amongst both stakeholder types, supports the retroactive eligibility waiver's utilization and successful access to retroactive coverage within the calendar month timeframe.

*"I don't think that's something that your average Medicaid recipient is clued in on, just because it does get a little technical. Again, those that are seeking the coverage possibly because they might have had that conversation with a hospital or a provider's office when they were there with their financial assistance staff, but I would say most probably are not." – Medicaid Member Services representative*

*"We have seen it [retroactive eligibility] utilized, especially when the program was first coming up and people were not aware that there was an option. I would say, generally, people might not be aware of their insurance options until they're in a healthcare need, so I don't know if it's necessarily Medicaid specific. I think that's probably more collective healthcare system based. At least what we see, it doesn't feel like a lack of education on the Medicaid Program. It feels just a little bit more of a lack of awareness of resources in general about health insurance and how to get services covered." – Medicaid Member Services representative*

*"So it's a little bit tough to say whether or not people know about it is a gauge of the effectiveness or anything like that because it does seem to us that when people are presented with a healthcare challenge, it's them navigating the whole process, not necessarily not aware of Medicaid members that have been on Medicaid, it's something that people know. Like I said, especially when we first were launching, we did see a lot of it because people didn't have other options before, so it was something that people seem to be aware of that they could apply." – Medicaid Member Services representative*

#### Provider awareness

Interviewees described increased provider awareness through experience with the stipulations of the IHAWP retroactive eligibility policy, noting a motivation to avoid the consequence of unpaid services if care is provided to an uninsured person. Interviewees

agreed that providers are likely to direct uninsured people to apply for Medicaid within the calendar month services are received to ensure compensation for care.

*"I think most providers know if we're getting to the end of the month, we better be getting them coverage for this month if they're there. There's always going to be that fine line of, it was a weekend and it was the last day of the month and things like that, but I think they've probably learned the hard way since 2016 that that day is not going to be covered if you don't apply." – Income Maintenance worker*

*A representative from a provider association discussed the role of providers and clinic staff in operationalizing retroactive eligibility, reporting that providers are burdened with additional administrative work to verify member eligibility and funding care at the time of service.*

## WRE Quantitative results

### **Hypothesis 1: Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.**

Primary Research Question 1.1: Are people subject to the waiver of retroactive eligibility more likely to enroll in Medicaid relative to members in the same programs prior to the waiver?

*Subsidiary Research Question 1.1a: Are people subject to the waiver of retroactive eligibility more likely to enroll while still healthy relative to members in the same programs prior to the waiver?*

*The new enrollee survey is currently in field.*

*Subsidiary Research Question 1.1b: Are people subject to the waiver of retroactive eligibility more likely to enroll earlier?*

*The new enrollee survey is currently in field.*

Primary Research Question 1.2: Do people subject to the waiver of retroactive eligibility have increased enrollment continuity relative to members in the same programs prior to the waiver?

*Subsidiary Research Question 1.2a: Do people subject to the waiver of retroactive eligibility understand that they will not be covered during enrollment gaps?*

*The new enrollee survey is currently in field.*

*Subsidiary Research Question 1.2b: What are the barriers to timely renewal for those subject to the waiver of retroactive eligibility?*

*The new enrollee survey is currently in field.*

*Subsidiary Research Question 1.2c: Among members subject to the retroactive eligibility waiver, is timely renewal more likely by those who might be expected to value coverage highly, relative to those who might value coverage less?*

The new enrollee survey is currently in field.

*Subsidiary Research Question 1.2d: Are people subject to the waiver of retroactive eligibility more likely to remain continuously enrolled relative to members in the same programs prior to the waiver?*

Dataset complete, analyses underway.

*Subsidiary Research Question 1.2e: Are people subject to the waiver of retroactive eligibility more likely to re-enroll relative to members in the same programs prior to the waiver?*

Dataset complete, analyses underway

## **Hypothesis 2: Eliminating retroactive eligibility will not increase negative financial impacts on members.**

Primary Research Question 2.1: Are there any negative financial impacts on consumers because of the waiver of retroactive eligibility relative to members in the same programs prior to the waiver?

*Subsidiary Research Question 2.1a: Do beneficiaries subject to the waiver of retroactive eligibility experience greater 'medical debt' relative to members in the same programs prior to the waiver?*

Data has been curated.

*Subsidiary Research Question 2.1b: Do hospitals experience higher rates of uncompensated care after the enactment of the waiver of retroactive eligibility?*

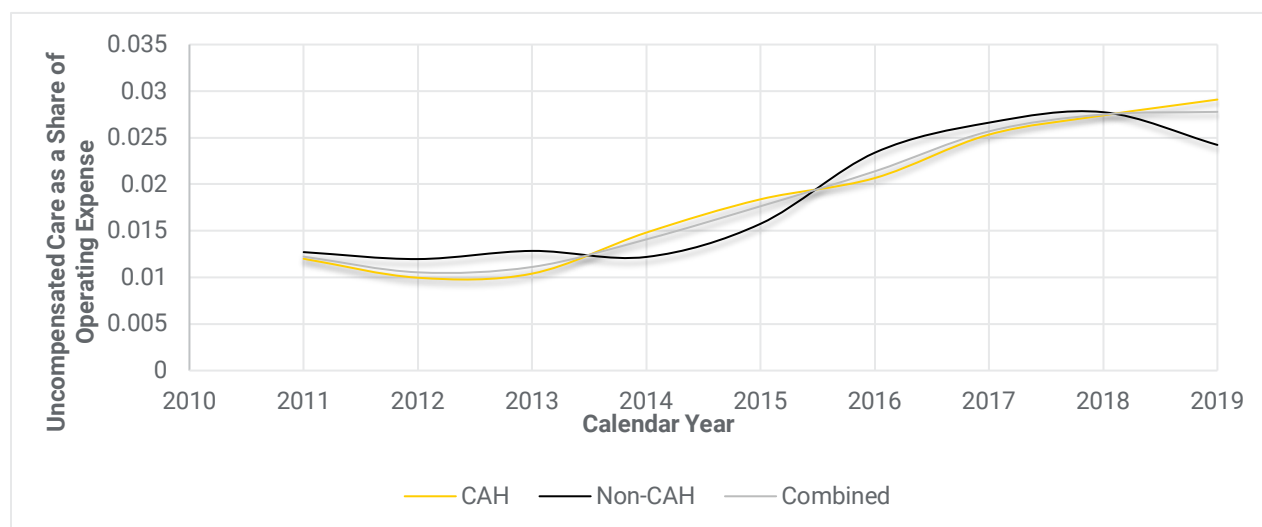
HCRIS Data has been curated, analyses underway, preliminary analyses complete.

Preliminary data through 2019 are provided below. Our data encompassed 116 Iowa hospitals. 82 of the hospitals were designated CAHs and 34 hospitals were not designated CAHs. Iowa expanded Medicaid under the ACA January 1st, 2014, between fiscal year 2013 and 2014. Source: CMS Hospital Cost Report Information System 2011-2019. These results were previously published in a Policy Brief entitled 'The effects of the ACA on uncompensated care, bad debt, and charity care in Iowa Critical Access Hospitals'.

Figure 28 - Figure 30 provide insights into the positive effects that the ACA had on Critical Access Hospitals, an important health asset in rural states such as Iowa. To provide a preliminary assessment of the waiver of retroactive eligibility on these outcomes, we implemented an event study model, comparing results from 2016-2017 versus 2018-2019 for CAH hospitals compared to non-CAH hospitals. We do not find that changes in uncompensated care, charity care, or bad debt were different when

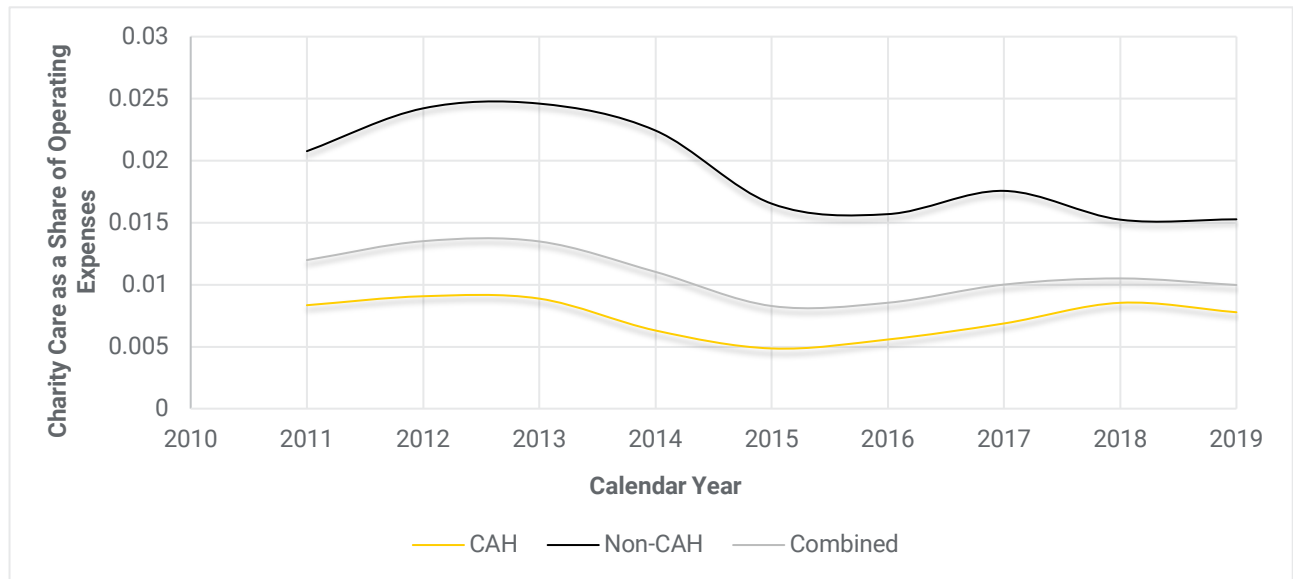
comparing CAH versus non-CAH hospitals before and after the change in retroactive eligibility. We caution that this is not a complete modeling effort as no covariates that might affect these outcomes were included in the event study. We anticipated that eliminating retroactive eligibility would initially result in an increase in uncompensated care and charity care as hospitals are not reimbursed for care provided prior to the member application date. However, it also possible that hospitals quickly adapt, as has been indicated in the process evaluation, resulting in eligible members being enrolled quickly. A complete modeling exercise will be part of the summative report.

**Figure 30. Uncompensated Care as a Share of Operating Expenses by Fiscal Year for Iowa Hospitals**

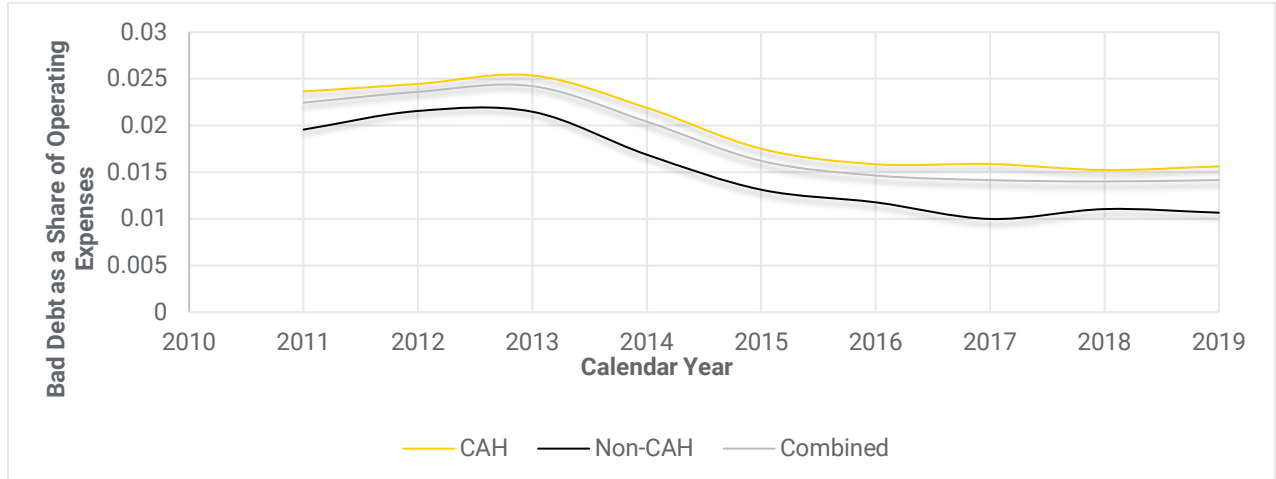




**Figure 31. Charity Care as a Share of Operating Expenses per Fiscal Year**



**Figure 32. Bad Debt as a Share of Operating Expenses per Fiscal Year**



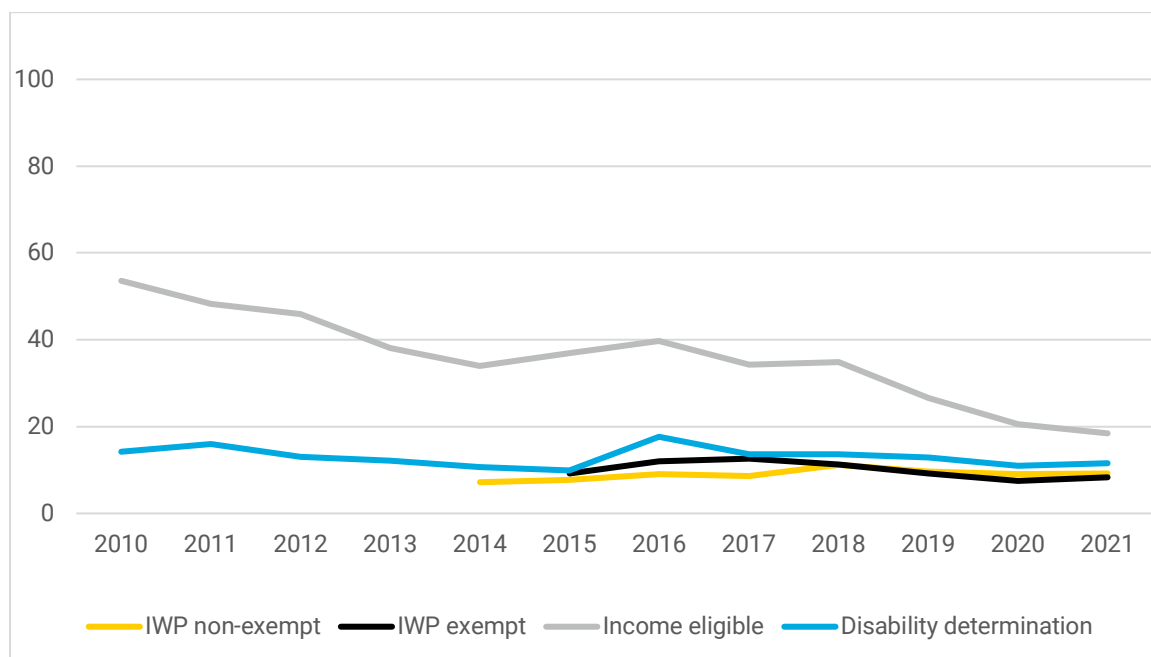
### Hypothesis 3: Eliminating retroactive eligibility will improve member health.

Primary Research Question 3.1: Do people who are subject to waiver of retroactive eligibility have better health outcomes?

Though inpatient hospital data has not been processed, we have been able to utilize emergency department data that has been assimilated for other analyses. These data provide an additional insight into the effects of the retroactive eligibility waiver. Preliminary data has been analyzed to determine the pattern of ED visits per 1,000 member months for 4 specific groups. We included IHAWP members who were not exempt from the Healthy Behaviors Incentive (HBI) requirements (would need a preventive visit to avoid a premium), IHAWP members who are exempt from the HBI requirements (medically exempt or in exempted population such as American Indian or FPL under 50%), adults in households that are income eligible for Medicaid, and adults in households who are eligible for Medicaid due to a disability determination.

Figure 31 shows the pattern of outpatient ED visits/1,000 member months for the period 2011-2021. The members enrolled due to a disability determination (DD) have a unique pattern. Prior to 2014 (year IHAWP was instituted) the trend is stable. There is a spike in outpatient ED visits for this group during 2016, the year Iowa Medicaid moved to an all MCO model of care. The outpatient ED rate for these members never returned to pre-MCO levels. For members enrolled due to income eligibility the outpatient ED rates have continued to fall over the 12 years shown in the trend. Rates for IHAWP non-exempt members and IHAWP exempt members have fallen since IHAWP began in 2014, with the greatest drop in the IHAWP exempt group. Statistical tests show that the ED visit rates for the income eligible group (gray line) started and continue to be higher than all other groups over this study period.

**Figure 33. Outpatient ED Rates by Program and Year**



*IHAWP exempt group rates begin in 2015 as HBI exemption was not determined until 1 year post HBI initiation 2014*

**Hypothesis 4: Eliminating retroactive eligibility will reduce the annual Medicaid services budget.**

Primary Research Question 4.1: What are the effects on the Medicaid services budget?

*This research question will not be addressed due to the effects of COVID-19 on costs.*

**Hypothesis 5: Providers will increase initiation of Medicaid applications for eligible patients/clients**

Primary Research Question 5.1: Have health care providers increased the initiation of Medicaid applications for eligible patients/clients?

*Information provided through the process evaluation indicates that providers have increased their role in initiating Medicaid applications.*

# Cost Sharing

## Executive summary

### Key progress

- Medicaid emergency department data compiled for 2010–2022 with indicators as to whether the state considers the visit emergency and ACG level assignments for emergent level.
- Synthetic control analyses were used to determine comparison states for emergency department comparisons: Kansas, Nebraska, Maine, and Utah.

## Cost sharing general background information

**Prior to the IHAWP program, Medicaid recipients were required to pay a \$3 copayment for non-emergent care received in an emergency room.** The IHAWP cost sharing component provides for an \$8 copayment for non-emergent care within the ED. Iowa Medicaid provides a listing of the diagnosis codes that qualify as an emergency visit on the Medicaid 'Provider Claims and Billing' webpage. This page is updated at least annually but may be updated more frequently, for example, it was updated on April 1, 2020, to reflect emergency diagnoses related to COVID-19.

The \$8 copayment was suspended during the PHE.

## Cost sharing goals

- Educate members the ED is not the appropriate place for all care
- Educate members about the cost of emergency department care
- Build relationships with primary care providers improving preventive and chronic care
- Increase the availability of emergency departments for those who need them

## Cost sharing evaluation design

Many of the analyses rest on determining whether an ED visit is non-emergent. We originally experimented with using the New York University Emergency Department algorithm to assign outpatient ED visits. This algorithm indicates what proportion of the visit can be attributed as non-emergent, emergent/primary care treatable, ED care needed preventable/avoidable, and ED care needed not preventable or avoidable. This method required that we determine a cutoff related to the proportion of the visit attributed as non-emergent. Our results would differ given changes in the cutoff levels. Visits that were attributed to injury, mental health related, alcohol related, or substance abuse related are not categorized in the algorithm. Additionally, this algorithm consistently resulted in approximately 16% of the visits being 'unclassified', leaving data 'on the table' that we could not use.

We are now utilizing 2 methods for assignment as non-emergent. First, we utilize the lists of emergent diagnoses that are provided by Iowa Medicaid. Lists from 2011 through present have been assimilated. Diagnoses are considered non-emergent if they do not appear on the state's 'emergency diagnosis' listing for the time period of the visit. Second, we are utilizing the John's Hopkins ACG software to assign visits to the following categories: non-emergent, emergent primary care treatable, emergent ED needed potentially avoidable, emergent ED needed not potentially avoidable. Additionally, visits are categorized into mental health/substance use, injury and unclassified. This method yields less than 1% of visits as unclassified.

### **Quantitative analyses**

See General Methods: [Analytic Methods](#)

### **Cost sharing target and comparison populations**

#### **IHAWP members**

See discussion General Background Information: [IHAWP members](#).

#### **Comparison populations**

##### *Income eligible Medicaid members (IE)*

See discussion General Background Information: [Income eligible members](#).

##### *Disability Determination Medicaid members (DD)*

See discussion General Background Information: [Members eligible due to a disability determination](#).

#### **Other states**

HCUP data for states that do and do not utilize an ED copayment will be compared to Iowa for the period CY 2014–2022.

### **Data sources**

We will utilize data from the Iowa Medicaid Administrative files, Iowa Hospital Association, and Healthcare Cost & Utilization Project – HCUP. Descriptions of these data sources are found in [Secondary Data](#).

#### **Member surveys**

We utilize CAHPS survey measures to conduct enrollee surveys for Iowa Medicaid. Surveys are completed every 18 months for a representative sample of Medicaid enrollees. In the past, specific questions related to ED use and beliefs around ED use have been included. These will be refined and included in future surveys.

#### **Emergency Department use survey**

The research team will develop a telephone survey to be administered to members who utilize the ED for non-emergent diagnoses in Spring 2024. We anticipate recruiting 50



members per month for 1 year. This should yield 300 completed surveys (100 per group) with sufficient power to detect moderate differences at .05.

### **Evaluation period**

#### **Pre- Post-Implementation period (CY 2012-2022)**

Analyses involving state-level data will be conducted for the period CY 2012-2022. Though we do not have an adequate pre-implementation group for direct comparison to the IHAWP population, we will utilize pre-implementation trends for the adult members in income eligible categories.

#### **Post-Implementation period (CY 2014-2022)**

The post-implementation period provides a very interesting opportunity to assess the effect of the \$8 copayment. The copayment was in place from January 2014-March 2020, then waived due to COVID-19 from March 2020 through end of PHE when it will be reinstated.

### **COVID-19 adjustments**

During the COVID-19 pandemic Iowa Medicaid waived the \$8 copayment for inappropriate ED use and updated the ICD-10 diagnosis codes that could be used to determine appropriate use to reflect COVID-related visits. Additionally, health care utilization, in particular ED use, was affected by a general avoidance of the ED to help hospitals preserve much needed PPE and lessen members' exposure to COVID-19. We will continue to monitor policies and activities, utilize the data to try to account for COVID-19 effects and monitor best practices as other researchers also adjust analyses for these effects. We are currently developing a regression model that will utilize this break in the policy to enhance our ability to determine the effects.

Cost Sharing Evaluation Measures Summary (see Evaluation Plan for question detail)

Comparison Strategy		Outcomes measures(s)	Data sources	Analytic approach	
				Original	Revised
Hypothesis 1: Members understand the \$8 copayment for non-emergent use of the ER.					
Research Question 1: Do members understand the \$8 copayment for non-emergent use of the ER?					
Study group: IHAWP members completing the consumer survey  Two comparison groups: 1: FMAP adult members completing the consumer survey 2: SSI adult members completing the consumer survey	Sometimes health plans require members to pay part of cost when they use the emergency room. This is considered a copayment. Are you required to pay any part of the cost when you use the emergency room? If yes, do you know how much you will need to pay? If yes, are there any reasons why you might not have to pay? What are these reasons?	Consumer survey	Descriptive analyses 2024	Unchanged for summative report	
Hypothesis 2: Cost sharing improves member understanding of appropriate ER use.					
Research Question 2.1: Do members subject to an \$8 copayment understand appropriate use of the ER better than members who are not subject to the copay?					
Study group: IHAWP members completing the consumer survey  Two comparison groups: 1: FMAP adult members completing the consumer survey 2: SSI adult members completing the consumer survey	In the last 6 months, how many times did you go to an emergency room (ER) to get care for yourself. Do you think the care you received at your most recent visit to the ER could have been provided in a doctor's office? What was the main reason you did not go to a doctor's office or clinic for the care you received at your most recent visit to the ER? Choose only one response.	Consumer survey	Descriptive analyses; DID 2017 and 2024 consumer surveys	We are eliminating the DID analyses.	
Research Question 2.2: Do members subject to an \$8 copayment understand cost of the ER better than members who are not subject to the copay?					
For those indicating they had an ER visit in the last 6 months.  Study group: IHAWP members completing the consumer survey indicating they understand the \$8	[Measure under development] Thinking back to the last time you went to the emergency room: How much did the care cost you? How much did the emergency room charge your insurance?	Consumer survey	Descriptive analyses 2024 Consumer survey	Unchanged for summative report.	

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
copayment  Comparison group: IHAWP members who said they did not understand the \$8 copayment on the 2017 consumer survey				
Research Question 2.3: Are members subject to an \$8 copayment for non-emergent use of the ER less likely to use the ER for non-emergent care?				
Study group: IHAWP members who indicated they understood the \$8 copayment on the 2024 consumer survey  Comparison group: IHAWP members who said they did not understand the \$8 copayment on the 2024 consumer survey	Member probability of a non-emergency ED visit  Newly developed measure indicating whether there was a claim in measurement period for a non-emergent diagnosis which is defined as NOT on the list of emergency diagnoses provided by IDHS	2024 Consumer survey Medicaid claims	DID 1-year period surrounding the 2024 survey	Unchanged for summative report.
Study group: IHAWP members  Two comparison groups 1: FMAP adult members 2: SSI adult members	Rate of a non-emergency ED claims  Newly developed measure indicating number of ED visits for a non-emergent diagnosis (see above) during the measurement period Rate of ER readmission 7 days and 30 days  This measure has been used in other studies by the research team. It is based upon the hospital readmission measure in HEDIS but substitutes ED visit for hospitalization throughout.	Medicaid claims	CITS Pre-COVID PHE \$8 copay present, COVID PHE \$8 copay suspended, Post-COVID PHE \$8 copay reinstated	Unchanged for summative report.
Comparable states with no copayment required	Rate of ER readmission 7 days and 30 days Rate of ER use for non-emergent acute care	HCUP ER files	Comparison of rates CY 2013 and CY 2014	Unchanged for summative report.
Research Question 2.4: Are members subject to an \$8 copayment for non-emergent use of the ER more likely to use the primary care providers for non-emergent care?				
Study group: IHAWP members  Two comparison groups	Rate of primary care provider office use for non-emergent acute care	Medicaid claims	CITS Pre-COVID PHE \$8 copay present, COVID PHE \$8 copay suspended, Post-	Unchanged for summative report.

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
1: FMAP adult members 2: SSI adult members	Newly developed measure indicating proportion of population that utilized an MD, DO, ARNP, PA, rural health clinic, FQHC or otherwise identified primary care clinic during the measurement year for non-emergent care.		COVID PHE \$8 copay reinstated	
<b>Hypothesis 3: Members subject to cost sharing are more likely to establish and utilize of a regular source of care as compared to members not subject to cost sharing.</b>				
<b>Research Question 3.1: Are members who are subject to the \$8 copayment for non-emergent ER use more likely to have a regular source of care than those not subject to the copayment?</b>				
Study group: IHAWP members completing the consumer survey indicating they understand the \$8 copayment  Three comparison groups 1: FMAP adult members 2: SSI adult members 3: IHAWP members who said they did not understand the \$8 copayment on the consumer survey	A personal doctor is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor? (The answer to this question will focus on members who did not have a personal doctor in a 2017 survey.)	Consumer survey	DID 2017 and 2021 consumer surveys	We are eliminating the DID analyses.
Study group: IHAWP members  Two comparison groups 1: FMAP adult members 2: SSI adult members	Utilization of a regular source of care  New developed measure one visit to an MD, DO, ARNP, PA, rural health clinic, FQHC or otherwise identified primary care clinic during the measurement year for preventive care or 2 or more visits for acute care.	Medicaid claims	Means tests CY 2014-2022	Study period will change to CY 2014-2019.
<b>Research Question 3.2: Are members who are subject to the \$8 copayment for non-emergent ER use more likely to receive preventive care and chronic care monitoring than those not subject to the copayment?</b>				
Study group: IHAWP members  Three comparison groups	Rates of annual well-person visit	Medicaid claims	CITS Pre-IHAWP CY 2012-2013 Post-IHAWP CY 2014-2022	Post-IHAWP period will change to CY 2014-2019

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
1: FMAP adult members 2: SSI adult members	Based on HEDIS Adult Access to Ambulatory/Preventive Care (utilize the preventive codes only)			
	Rates of HbA1c monitoring for persons with Diabetes		DID CY 2014-2022	Study period will change to CY 2014-2019.
	HEDIS Comprehensive Diabetes Care measure component			
	Rates of primary care follow-up visit within 7 days of ER use			
	Based on HEDIS Follow-up After Emergency Department Visit for Mental Illness and Emergency Department Utilization measures			

Hypothesis 4: Cost sharing improves long-term health care outcomes.

Research Question 4.1: Do members who are subject to the \$8 copayment for non-emergent ER use have more favorable long-term health care outcomes?

Study group: IHAWP members  Two comparison groups 1: FMAP adult members 2: SSI adult members	In general, how would you rate your overall health now? <i>(Excellent; Very good; Good; Fair; Poor)</i>	Consumer surveys	DID 2017 and 2021 consumer surveys	We are eliminating the DID analyses.
	In general, how would you rate your overall mental and emotional health now? <i>(Excellent; Very good; Good; Fair; Poor)</i>		Means tests 2017 and 2021 consumer surveys	Unchanged for summative report.
	Rates of avoidable inpatient admissions  AHRQ measure incorporating Ambulatory Care-Sensitive Condition	Medicaid claims	DID CY 2014-2022	We will utilize OLS/Logistic regression rather than DID.
Comparable states with no copayment required	Rates of avoidable inpatient admissions	HCUP ER files	Descriptive analyses CY 2012-2015	Unchanged for summative report.

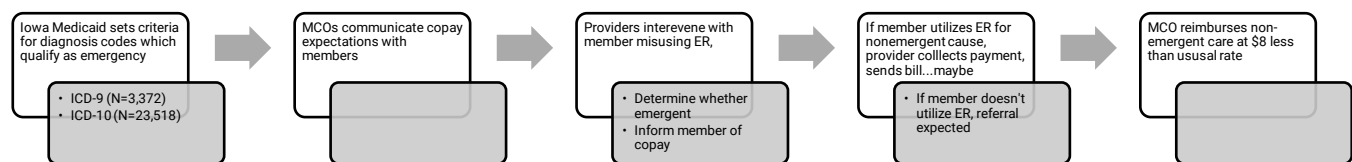


## Cost Sharing Results

### Cost sharing process evaluation

#### General

Figure 34. Cost Sharing Process as Described by Key Stakeholders



A large body of research shows premiums serve as a barrier to obtaining and maintaining Medicaid coverage. Cost sharing can decrease enrollment, decrease access to essential health care, and increase use of more expensive health care services such as the emergency department. States may also experience increased administrative burden when implementing cost sharing with enrollees. “Even relatively small levels of cost-sharing are associated with reduced care, including necessary services, as well as increased financial burden for families; and state savings from premiums and cost-sharing in Medicaid are limited.”

#### \$8 Copayment billing and collection process

Within the conversation about the effectiveness of the co-pay, stakeholders commented on the amount of the co-pay charged (\$8) and perceptions about that amount, with one MCO representative saying, “I respect the amount. It's not a lot, but I think it's more than five bucks. It's more than a buck. It's enough to... It's \$8. It's almost awkward. You almost have to think about it. Oh, I need to give you five and three?”

MCO representatives doubted the impact of the \$8 copay, suggesting the amount was too nominal to impact member decision-making or incentivize enforcement, saying:

*“I will say that it's been my observation historically, whether \$8 is an effective deterrent or not. It's \$8. It's \$8. And then again, does the emergency room even try to collect it, how they use it...I would not say \$8 is a material enough of a number to probably have an impact on that one way or the other.” – MCO representative*

*“Now, if an \$8 copay has a negative impact or deterrent there, I don't believe so. I really don't.” – MCO representative*

Regarding whether an \$8 copay is substantive enough, stakeholders suggested that for low-income members, the amount could be effective in decisions about type of care, saying:

*"\$8 doesn't sound like a lot for someone that's working, but for someone who is not working, it may be impactful, and it may make them think twice." – MCO representative*

*"I think it's an interesting amount, and I don't know if it works in the Iowa Health and Wellness Program, but I am pretty confident that copays work in terms of helping people think through their decisions about do I go, or do I not go?" – MCO representative*

Representatives from Iowa Medicaid and an MCO shared perceptions about whether a copay might interfere with necessary use of the emergency room, reporting that \$8 was unlikely to cause financial strain or a barrier to needed care.

*"Even prior to PHE, we never really heard any complaints about it or any hardship things." – Iowa Medicaid representative*

*"I worry a lot about copays, especially in emergent care. I think there's been enough research that says when a copay gets hefty enough, it can discourage people from early presentation of serious emergent care. I think the state put a lot of thought into what's too hefty and what's not hefty enough. I don't know the right answer, but \$8 certainly seems like something that would get me thinking, but is also probably not a serious... barrier is too strong a word, but stepping stone... It's not a serious barrier to seeking care when you really need it." – Iowa Medicaid representative*

Interviewees shared skepticism about whether members were solicited to pay or actually paid the \$8 copay for non-emergent care, suggesting that the rationale behind cost sharing (promote member investment in healthcare decisions) is not consistently realized.

*"So, I can tell you from my experience when I worked at our ER that they didn't charge copays. They asked, but nobody paid, and you can't deny care. Whether or not they ever got that \$8 later, I don't know. Doubtful. Honestly, it was probably written off is my guess." – Clinic staff*

*"As far as the copays, I don't think that most people don't pay them." – Clinic staff*

*"I think it's accountability. I think that maybe for the people that are using the ER who shouldn't be, maybe they should, in my opinion, you only get two times and if it was an emergency, then you can't use the ER or you'll be billed and Medicaid won't pay for it type of thing. Make them accountable. Right now, I don't think there's any accountability. It's being paid for. They don't care how much it costs. The \$8 copay, that's nothing if they pay it or not." – Clinic staff*

*"Yeah, \$25 gift card is a lot cheaper than paying for an ER visit for a child that's vomiting, or you know what I'm saying?" – Clinic staff*

One MCO representative shared the perception that determination of emergency care stems from location, which is not consistent with Informational Letter 2259 (issued August 10, 2021), which delineated appropriate **diagnosis codes** for full emergency room claim reimbursement to providers.

*"The billing of these services are based on not the diagnosis in an ED, but the location. So, whether it's something that they should have gone to the emergency room or not, it's billed as an ED visit." – MCO representative*

Enforcement and collection

Representatives from MCOs reported that the **\$8 copay** is deducted from the claim's reimbursement amount sent to providers, and members with questions about the co-pay usually interact with providers, except in cases of financial hardship, which can involve MCO support. One MCO representative also mentioned that collection of the copay due by IHAWP members is contingent on provider awareness of copay due at time of service.

*"It's a deduction from the payment to the provider. So often they're probably calling whoever billed them for the \$8 copay to ask questions about it. They also can be subject to have that waived if they say that they can't afford to pay that copay. So that's in place. They could call us to get support." – MCO representative*

*"It [co-pay collection] would be based on that education and awareness of the Iowa Medicaid rules. Hopefully that's known upfront so they can collect that at the time of service. But yeah, if for some reason it's not at that point in time, we would basically short pay it by that copayment amount." – MCO representative*

*"I think where the impact may be is, and you'd mentioned it a little bit, is administratively. It's the awareness of and the collection upfront of that copayment. So those who may not be aware or in tune with that and know that that's part of the Iowa Medicaid requirement, I think that's where we may have issue. Because obviously if we receive a claim and it was for non-emergent type services, but in an ER setting, we'll pay the claim, but we would still assume that the provider's going to have to go back and collect that copayment." – MCO representative*

*"We don't have anybody from claims on specifically. At this point in time, I don't know. I do know that we have gotten claims where there's been an \$8 copayment that was collected. I don't know if I have any specific detailed breakdowns as to the percentage that might be collected at the time of service versus unable to be collected versus collected post service. But we do know that there are situations where we have seen that sent over with the claim form where it was collected. So, our assumption is that the provider is collecting that in certain circumstances or at least certainly asking for it upfront." – MCO representative*

Interviewees were skeptical that providers expend effort in coordinating collection of the \$8 copay from IHAWP members, suggesting that providers usually absorbed the loss of the \$8 short payment in claims reimbursement. Interviewees shared that data tracking whether copays are collected is not available and few questions arise about provider collection.

*"I don't think they are, in my experience. But there's higher dollar payments they're probably chasing, not from Medicaid necessarily, but other patients. That's probably one they're pretty willing to write off." – MCO representative*

*"We'd work with the hospital if the hospital is truly chasing that payment. But we don't generally get a lot of questions about that non-emergent use cost share." – MCO representative*

*"We don't know if a provider collects. If that's what the question is." – MCO representative*

*"It could be that the providers are writing at all for all we know, but unfortunately, yeah, we don't have that level of insight." – MCO representative*

*"When providers call in, really within the calls they haven't called us and complained about the copay on the claims. So, I don't think it's very impactful, from what I've witnessed them calling in for." – MCO representative*

*"I would say whether the copay is collected or not does not impact our processes." – MCO representative*

*"I don't believe we collect that [receipt of copays]. We don't collect it and I'm not aware of any effort on behalf of the state." – MCO representative*

*"So, I can tell you from my experience when I worked at our ER that they didn't charge copays. They asked, but nobody paid, and you can't deny care. Whether or not they ever got that \$8 later, I don't know. Doubtful. Honestly, it was probably written off is my guess." – Clinic staff*

Interviewees discussed whether the \$8 copay presented a financial strain for IHAWP members, noting that ensuring members won't avoid care due to cost as a priority. MCO representatives also mentioned various outlets for financial support in a Social Determinants of Health department and a grievance and appeal process to waive the copay.

*"If the provider doesn't submit the claim, Member Services calls the billing company and handles the situation, so it is between the provider and the MCO not the provider and the member. We need to eliminate as much abrasion to the member as possible. We don't want them thinking next time that they can't seek services at an ER because of a previous bill situation." – MCO representative*

*"So, I think we might not, as the insurance company, always know about the times when a member does declare a hardship. I think they were probably directly calling the hospital to say, 'Hey, I can't afford \$8.' And if that's not successful, then they could reach out to us, and we expect them to file a grievance with us. And that would lead our grievance team to go on behalf of them, reach out to the provider to work through that if that was what was needed." – MCO representative*

*"If we do receive a phone call about that \$8 being a deterrent, we do have a department in the quality team, it's called housing and resources for SDOH needs. So, we can refer them to our SDOH team, and they can help find resources that may be available to them to help them with that copay." – MCO representative*

*"And like we said, we do have that housing and resource team, so if we are aware, it is a deterrent then we can work with them and help with them." – MCO representative*

*"Yeah, we would usually engage our grievance and appeal staff. And I could say since we've been in Iowa now seven years, it's not happened as far as I'm aware. But there is an option if that were to occur where a member could say they couldn't afford it and we would work on behalf of them with the hospital to have that waived." – MCO representative*

Provider understanding and implementation of \$8 copayment

A representative from Iowa Medicaid suggested that member utilization of emergency care is generally validated by providers, avoiding the imposition of a copay altogether, saying, “I think they are seen and, it sounds me, which I'm not real sure that there aren't very many that end up even owing that \$8. I don't know numbers...Typically the hospital does not deem it as not an emergency.”

Regarding the motivation of providers to enforce cost sharing and solicit copays from members, stakeholders acknowledged wide recognition of inefficiency, noting that the nominal amount of money to collect is not worthwhile for providers. One MCO stakeholder summarized, saying,

*“ultimately a provider would be in the best position to answer that question because they're the one that would be collecting the copay or the cost share. I think from their experience and whether or not they actually collect them or not, or they simply waive it.”*

Additionally, stakeholders report that in cases that members don't pay the copay at time of admission, providers absorb the copay charged to members rather than collecting payment via billing, a decision which could vary by hospital size.

*“It's not widely used. That it is at the discretion of the hospital. And they often do not seek that \$8 reimbursement.” – Iowa Medicaid representative*

*“In terms of, if the provider actually goes and gets the \$8, we really don't know. Presume not, because it's not worth the time to chase it. They're probably just writing it off is my guess. Yeah.” – MCO representative*

*“The estimate is that it cost about \$9 to send a bill out. It's not uncommon for some providers to say, “If they didn't pay upfront, is it even worth sending a bill,” or is there a level at which you write things off because it's costs more to try to collect it? Everybody has a different level. Is it at \$5? Is it \$8 or something? Depending on the healthcare organization, and again with the ER, typically you are not allowed to refuse service if they don't have the copay with them at the time, so I'm sure there are some that may make that as that it's not worth sending the bill out.” – MCO representative*

*“I think sometimes the hospitals have a hard time even collecting the \$8. So, just because of all of the issues that come with it, patients won't always come in with the \$8, and so you can't get it. And then when you go to bill them, there are lots of things that can happen just in that part of it.” – Provider group representative*

A provider association representative suggested that better tracking of payments and follow-through from providers would be needed to understand the effectiveness of cost sharing, saying,

*“I think that to answer that question really well, you'd have to see some kind of data on how often it's collected, as to compared to how many times is it paid and how many times should have been paid, would give you a better information than anything else.”*



Effectiveness

Interviewees discussed perceptions of the effectiveness of the cost sharing component of the IHAWP program in reducing preventative emergency room use, noting that member awareness of alternative care settings is an important factor in determining effectiveness. Interviewees shared other factors involved in a member's decision to use the emergency room (other than the \$8 copay), including a lack of viable in-person alternatives (scarcity of urgent care options due to location or timing), experiencing severe symptoms or pain (not technically determined as emergent), and habitual or learned use of the emergency room for healthcare. An MCO representative noted a 24-hour nurse hot line available to members.

*"I think probably sometimes it comes down to education on where their resources are, what's available to them, where there's an urgent care. And what emerging services are, and where their needs can be met otherwise. So sometimes there's a member education component to it." – MCO representative*

*"I think that sometimes people don't understand what emergent means. It means something different to us than it does to them. Sometimes to a member an ear infection is emergent because their child's screaming and stuff, but that's not emergent to us. Right?" – MCO representative*

*"I was going to say too it does have a lot to do with the educational piece and providing them the nearest urgent cares. And sometimes it's just out of habit. They're so used to doing it over time and maybe their older family members did it over time. And so, it's kind of this generational thing that kind of keeps occurring. But once they get that education and we send them where the locations are, sometimes that does help deter that and they use those avenues for the minor issues. Or they can call our nurse line. We have a 24-hour nurse line for questions and some members use it and some members don't. But it's there if they want to use it." – MCO representative*

Interviewees from both MCOs shared perceptions that the \$8 copay requirement for non-emergent ER utilization was **not** an effective motivator to deter emergency department use among IHAWP members.

*"Based on my experience and what I've seen in the past, it's [\$8 copay] generally not a deterrent from use of the emergency department compared to members who don't have cost sharing, I guess that is." – MCO representative*

*"I don't think it's a deterrent in the way it's probably intended to be a deterrent." – MCO representative*

*"From my perspective, I don't think so. I don't know if our member services team, if we ever hear much about members saying, well, I don't want to go to the ER for emergency services because I have to pay a copay." – MCO representative*

An MCO representative described the various settings for care and options for member who are considering using the emergency room, saying,

*"There's different levels of access 24 hours a day. We have emergency room, we have urgent cares and provider offices that stay open a little later, but if they're curious, they can call into our 800*

*number and they can either ask for the nurse line or they can talk to member services and find out what's the available tool in their area. And then we have telehealth as well."*

Another MCO representative talked about education efforts aimed at providers, aimed at increasing alternatives to IHAWP member ED use, saying,

*"We do annual training across the state with all of our providers on all the services we provide in conjunction with the other MCOs and Iowa Medicaid. And at the provider level from [MCO name], we do have provider engagement staff that are nurses that go into provider offices, primary care providers, and OB-GYNs on the majority. And we educate on the same available benefits for members such as our telehealth, our 24-hour nurse line, and the availability. And then they know that the access to care regulations that they have, that they refer somebody to emergency room or that they have a 24 hour access on their phone system if it's an emergency, go to the emergency room, that kind of thing, they have some access and availability requirements to be part of our network." – MCO representative*

#### Improved ED availability for emergent care

One interviewee suggested that providers may advise members to utilize the emergency room, in non-emergent situations, which could have been handled in less intensive settings, like urgent care clinics. Interviewees noted **same-day and after-hours access to the ER as important characteristics for members seeking care.**

*"So, it's not just individual members, but even those providers. Because even they were using the ERs many times where they could have used urgent care clinics. Member stubs their toe or something, you don't need to take them to the ER. But they feel that they have to take them somewhere. They were using the ER instead of urgent cares." – MCO representative*

*"Well, they have most of the same services other than they may have to go to the hospital for something. But I think the access part is really big, and not only for our members, but for the providers that are serving our members... That they have somewhere they can take them into the evening versus just until 5:00." – MCO representative*

[Prompt: Do you think that's another piece of it [non-emergent ED use] as far as having that same day access?] *"Absolutely." – MCO representative*

When discussing topics related to cost sharing and ER use, clinic staff shared perspectives about Medicaid member use of the ER (emergency vs. non-emergency) and about Medicaid members who have a PCP vs. members who do not have a PCP:

*"Because honestly, most of the people, and I don't want to sound biased, but most of the people that would come to the ER that were on Medicaid truly didn't need to be in the ER. They needed to go through their doctor, but it was just easier for them to just go into the ER." – Clinic staff*

*"I think also people don't have PCPs, so because they don't have an identified PCP they just go to the ER. That's what they know. Because I know there's been... I feel like we get lots of new patients and that have not had a PCP, and it's like how have you not had a PCP? Also, that's probably something that they've not been used to. They have a primary care physician that is there for them to call. I think*

*that that also plays into it because then they're like, who do they call? They go to the ER because they don't have anyone else." – Clinic staff*

## Cost sharing quantitative results

### **Hypothesis 1: Members understand the \$8 copayment for non-emergent use of the ER.**

Research question 1: Do members understand the \$8 copayment for non-emergent use of the ER?

*Due to the PHE this question was not included on the 2021 consumer survey but will be included in the 2024 consumer survey.*

### **Hypothesis 2: Cost sharing improves member understanding of appropriate ER use.**

Research Question 2.1: Do members subject to an \$8 copayment understand appropriate use of the ER better than members who are not subject to the copay?

Research Question 2.2: Do members subject to an \$8 copayment understand the cost of the ER better than members who are not subject to the copay?

Research Question 2.3: Are members subject to an \$8 copayment for non-emergent use of the ER less likely to use the ER for non-emergent care?

Research Question 2.4: Are members subject to an \$8 copayment for non-emergent use of the ER more likely to use the primary care providers for non-emergent care?

*The research questions above are addressed through surveys and outcomes analyses. Due to the PHE this question was not included on the 2021 consumer survey but will be included in the 2024 consumer survey. Datasets are currently being curated and cleaned for analyses.*

### **Hypothesis 3: Members subject to cost sharing are more likely to establish and utilize a regular source of care as compared to members not subject to cost sharing.**

Research Question 3.1: Are members who are subject to the \$8 copayment for non-emergent ER use more likely to have a regular source of care than those not subject to the copayment?

Research Question 3.2: Are members who are subject to the \$8 copayment for non-emergent ER use more likely to receive preventive care and chronic care monitoring than those not subject to the copayment?

*Datasets are currently being curated and cleaned for analyses.*

### **Hypothesis 4: Cost sharing improves long-term health care outcomes.**

Research Question 4.1: Do members who are subject to the \$8 copayment for non-emergent ER use have more favorable long-term health care outcomes?

*Datasets are currently being curated and cleaned for analyses*

# Cost and Sustainability

## Executive Summary

### Key progress

- Sources identified for administrative data related to state budgets.
- HCRIS data obtained, and preliminary analyses completed.

## Cost and sustainability general background information

A number of external changes affect the revenue and expenditure streams in Iowa Medicaid making this component of the evaluation more difficult: 1) the PHE has increased costs for care due to pandemic related care and also seen an increase in revenue due to federal supports, 2) Iowa Medicaid is now part of a combined Iowa Department of Health and Human Services, which aligns the Iowa Department of Public Health with the Iowa Department of Human Services and 3) expenditures related to state-level changes such as implementation of the MCOs, may be difficult to separate from IHAWP administrative costs.

## Cost and sustainability goals

The goals of the IHAWP program as they pertain to cost are likely going to impact the following:

1. Short term-increase FMAP payments and reduce bankruptcies
2. Intermediate term- Increased preventive care use, Decreased ED cost/use, Decreased inpatient admissions/cost, Decreased uncompensated care
3. Longer term-Statewide cost reductions

CMS guidance outlines the following key questions for investigation.

([https://www.hhs.gov/guidance/sites/default/files/hhs-guidance-documents/ce-evaluation-design-guidance-sustainability-appendix\\_0.pdf](https://www.hhs.gov/guidance/sites/default/files/hhs-guidance-documents/ce-evaluation-design-guidance-sustainability-appendix_0.pdf))

1. What are the administrative costs to operate the demonstration?
2. What are the short- and long-term effects of eligibility and coverage policies on health service expenditures?
3. What are the impacts of eligibility and coverage policies on provider uncompensated care costs?



## Cost and Sustainability Methodology

### Evaluation design

Quantifying and evaluating the cost and sustainability of the Iowa Health and Wellness Plan is being expanded for this waiver period to include state-level sustainability. Two phases of data collection will be utilized: Phase 1 to gather process information that will inform the analytical strategies (Phase 2).

### Process analyses

#### Qualitative analyses

See discussion in [Empirical Strategy](#).

#### Target and comparison populations

##### Comparison states

We have used synthetic controls to narrow the comparison states to Kansas, Maine, Nebraska, and Utah. These non-expansion states have comparable pre-expansion year trends and have available data for the period 2010–2022.

##### Target population: IHAWP members

See discussion in General Background Information: [IHAWP members](#).

##### Comparison population

See discussion in General Background Information: [Income eligible members](#) and [members due to a disability determination](#).

### Data sources

We will utilize data from the Iowa Medicaid Administrative files, Iowa Hospital Association Files, HCRIS, Transformed Medicaid Statistical Information System – TMSIS, and Healthcare Cost and Utilization Project – HCUP. For a description of these data sources please see [Secondary Data](#).

Cost and Sustainability Evaluation Methods Summary

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Hypothesis 1: Ongoing administrative costs will increase due to implementation of IHAWP				
Primary Research Question 1.1: What are the administrative costs associated with IHAWP?				
Subsidiary Research Question 1.1a: How did the Medicaid program administrative costs change with implementation and ongoing support of IHAWP?				
Pre- and post-IHAWP state fiscal years	Administrative costs	MCO capitation payments/budget documents	Descriptive analyses SFY 2011-2021	Study period will change to SFY 2011-2019.
Hypothesis 2.1: IHAWP will result in short-term outcomes supporting a sustainable program.				
Primary Research Question 2.1: What are the changes in revenue streams as a result of IHAWP?				
Subsidiary Research Question 2.1a: How do Federal Medical Assistance Percentage (FMAP) payments change as a result of IHAWP?				
Pre- and post-IHAWP state fiscal years	FMAP percentages	ASPE Website	Descriptive analyses SFY 2011-2021	Study period will change to SFY 2011-2019.
	Proportion of Medicaid budget covered through FMAP payments	Iowa Medicaid budget documents		
Subsidiary Research Question 2.1b: How does the rate of individual bankruptcies in the state change with implementation of IHAWP?				
Pre- and post-IHAWP state fiscal years	Bankruptcy rates	State fiscal reports	Descriptive analyses SFY 2011-2021	Study period will change to SFY 2011-2019.
Hypothesis 3: IHAWP results in intermediate outcomes supporting a sustainable program.				
Primary Research Question 3.1: How does IHAWP change healthcare expenditures?				
Subsidiary Research Question 3.1a: How does IHAWP change healthcare expenditures in the Medicaid program?				
Study group: IHAWP members  Two comparison groups 1: FMAP adult members 2: SSI adult members	Per member per year (PMPY) expenditures on preventive care Total Medicaid reimbursement per person per year for services considered preventive such as annul well visit, monitoring labs, and vaccines.	Medicaid claims	CITS Pre-IHAWP CY 2012-2013 Post-IHAWP CY 2014-2021	Study period will change to CY 2012-2019.
	PMPY expenditures on ED visits Total Medicaid reimbursement per person per year for emergency		DID CY 2014-2021	Study period will change to CY 2011-2019.

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
	department use not resulting in hospitalization			
	PMPM expenditures on inpatient admissions			
	Total Medicaid reimbursement per person per year for hospitalizations			
Study group: Iowa pre- and post-IHAWP implementation	PMPY expenditures on ED visits Total Medicaid reimbursement per person per year for emergency department use not resulting in hospitalization	TMSIS	DID CY 2015-2021 (year limitations due to cutover dates)	Study period will change to CY 2015-2019.
Comparison group: Kansas, Maine, Nebraska, Utah	PMPM expenditures on inpatient admissions Total Medicaid reimbursement per person per year for hospitalizations			
Subsidiary Research Question 3.1b: How does IHAWP change state-wide healthcare expenditures?				
Study group: Iowa pre- and post-IHAWP implementation	Rate of self-pay/charity care	HCRIS	CITS Pre-IHAWP CY 2012-2013 Post-IHAWP CY 2014-2021	Study period will change to CY 2012-2023.
Comparison group: Kansas, Maine, Nebraska, Utah	Reported rates of uncompensated care			
Iowa Hospitals pre- and post-IHAWP	ED expenditures Total all-payor charges for ED care at Iowa hospitals	Iowa Hospital Association files	Descriptive analyses CY 2012-2021	Study period will change to CY 2015-2019.
	Inpatient expenditures Total all payor charges for hospitalizations at Iowa hospitals.			
Study group: Iowa pre- and post-IHAWP implementation	ED expenditures Total all-payor charges for ED care at Iowa hospitals	HCUP	CITS Pre-IHAWP CY 2012-2013 Post-IHAWP CY 2014-2021	Study period will change to CY 2012-2019.

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Comparison group: Kansas, Maine, Nebraska, Utah	Inpatient expenditures Total all payor charges for hospitalizations at Iowa hospitals.			
Primary Research Question 3.2: How does IHAWP change healthcare utilization?				
Subsidiary Research Question 3.2a: How does IHAWP change healthcare utilization in the Medicaid program?				
Study group: IHAWP members	Preventive care utilization Whether or not member obtain an annual wellness exam.	Medicaid claims	CITS Pre-IHAWP CY 2012-2013 Post-IHAWP CY 2014-2021	Study period will change to CY 2012-2019.
Three comparison groups 1: FMAP adult members 2: SSI adult members	Avoidable hospitalizations			
Members who used the ED during the calendar year Study group: IHAWP members	Non-emergent ED use Whether or not ED visit was for a non-emergent reason as defined by the IDHS.		DID	Unchanged for summative report.
Two comparison groups 1: FMAP adult members 2: SSI adult members				
Study group: Iowa pre- and post-IHAWP implementation	Non-emergent ED use	TMSIS		
Comparison group: Kansas, Maine, Nebraska, Utah	Avoidable hospitalizations	TMSIS/HCUP		
Subsidiary Research Question 3.2b: How does IHAWP change healthcare utilization in Iowa?				
Study group: Iowa pre- and post-IHAWP implementation	Preventive care utilization	BRFSS	CITS	Unchanged for summative report.
Comparison group: Kansas, Maine, Nebraska, Utah				
Iowa Hospitals pre- and post-IHAWP	Non-emergent ED use	Iowa Hospital Association Files		
	Avoidable hospitalizations			

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach	
			Original	Revised
Study group: Iowa pre- and post-IHAWP implementation	Non-emergent ED use	HCUP	DID	Unchanged for summative report.
Comparison group: Kansas, Maine, Nebraska, Utah	Avoidable hospitalizations			
Hypothesis 4: IHAWP results in long-term outcomes supporting a sustainable program.				
Primary Research Question 4.1: What are the long-term, state-wide changes resulting from IHAWP?				
Study group: Iowa pre- and post-IHAWP implementation  Comparison group: Kansas, Maine, Nebraska, Utah	Self-ratings of physical health	BRFSS	CITS	Unchanged for summative report
	Self-ratings of mental health			
	Annual average (median) per person healthcare expenditures	ACS		
	Rate of private insurance coverage			
	Rates of unemployment			



## Cost and sustainability results

### **Hypothesis 1: Ongoing administrative costs will increase due to implementation of IHAWP.**

Primary Research Question 1.1: What are the administrative costs associated with IHAWP?

*Subsidiary Research Question 1.1a: How did the Medicaid program administrative costs change with implementation and ongoing support of IHAWP?*

*We are working with the IDHHS to gather historical documents related to this question.*

*Subsidiary Research Question 1.1b: How do the contractor/agency/provider costs change after implementation of IHAWP?*

*We are removing this subsidiary question from the evaluation as it has proven nearly impossible to gather the required information.*

### **Hypothesis 2: IHAWP will result in short-term outcomes supporting a sustainable program.**

Primary Research Question 2.1: What are the changes in revenue streams as a result of IHAWP?

*Subsidiary Research Question 2.1a: How do Federal Medical Assistance Percentage (FMAP) payments change as a result of IHAWP?*

*We know that there is an increase in FMAP payments due to the enhanced ACA match. This data is being assimilated for analysis.*

*Subsidiary Research Question 2.1b: How does the rate of individual bankruptcies in the state change with implementation of IHAWP?*

*We are conducting an analysis of the impact of the Medicaid expansion in Iowa in 2014 on bankruptcy filings. The specific outcomes of interest are total bankruptcy filings, total personal bankruptcy filings, chapter 7 bankruptcy filings, and chapter 13 bankruptcy filings. Quarterly data are available from the US Bankruptcy Courts. In Iowa, the number of personal bankruptcy filings fell from 1,350 during the first quarter of 2013 to 1,076 during the first quarter of 2015. Chapter 7 is the most common type of bankruptcy in Iowa; due to the income eligibility requirements, chapter 7 is also the most applicable type of bankruptcy for low-income members who could be eligible for Medicaid after the expansion. The number of chapter 7 personal bankruptcy filings fell from 1,234 during the first quarter of 2013 to 972 during the first quarter of 2015. These decreases spanned the expansion of Medicaid in Iowa; but*

there was an economic expansion, and the trends in states that did not expand Medicaid also show that bankruptcy filings decreased during this period. We are in the process of selecting the most appropriate comparison group for Iowa, based on the trends in bankruptcy filings prior to 2014, to determine the changes due to the expansion of Medicaid.

### **Hypothesis 3: IHAWP results in intermediate outcomes supporting a sustainable program.**

Primary Research Question 3.1: How does IHAWP change healthcare expenditures?

*Subsidiary Research Question 3.1a: How does IHAWP change healthcare expenditures in the Medicaid program?*

We have created a longitudinal monthly dataset with all members eligible for at least one month for the period CY 2011-CY 2022. This dataset is the foundation for many of the outcome related questions within the evaluation, this one included. We will create a per member per month cost to add to this dataset. Though this does not provide true costs for all periods (MCO per capita costs are not included and would be relevant since 2016), this allows for comparisons of cost for care, which may be more relevant. Additionally, all costs will be adjusted to present day dollars.

*Subsidiary Research Question 3.1b: How does IHAWP change state-wide healthcare expenditures?*

Data related to state-wide healthcare expenditures has been difficult to obtain. We are anticipating a change to look at the state-wide cost of ED visits and inpatient visits as proxies for total expenditure. We would expect to see these reduced over time due to the improved access provided through IHAWP.

Primary Research Question 3.2: How does IHAWP change healthcare utilization?

*Subsidiary Research Question 3.2a: How does IHAWP change healthcare utilization in the Medicaid program?*

*Subsidiary Research Question 3.2b: How does IHAWP change healthcare utilization in Iowa?*

See response to Subsidiary Question 3.1b.

### **Hypothesis 4: IHAWP results in long-term outcomes supporting a sustainable program.**

Primary Research Question 4.1: What are the long-term, state-wide changes resulting from IHAWP?

*ACS data has been accessed through IPUMS. We are assessing the census level at which this data will provide the most useful information. BRFSS data will be accessed at the state level.*

# Non-Emergency Medical Transportation

## Executive summary

A survey was conducted with IHAWP members to evaluate the impact of the waiver for the coverage of non-Emergency Medical Transportation (NEMT). Results were compared, where appropriate, with medically-exempt IHAWP members and a traditional group of Medicaid-enrolled adults, both who retained their NEMT coverage.

Overall, although Iowa's NEMT benefit was waived for non-medically exempt adults in the Iowa Medicaid program, their transportation-related access to health care was similar or better than other Iowa Medicaid-enrolled adults with the NEMT benefit, as underlying risk factors were more important than the benefit itself.

Regardless of NEMT waiver status, transportation was an important issue for all Medicaid members. One in ten had missed a health appointment in the last 6 months due to transportation issues, one in 12 had a transportation-related unmet need for health care, one in three indicated a concern for the cost of transportation to health care,

Awareness of the NEMT benefit was not well understood by IHAWP or traditional Medicaid members. About one in five Medicaid members with the NEMT benefit knew that they had transportation coverage and about one in ten IHAWP members "thought" they had NEMT coverage.

Key progress included development, fielding, analyzing and submitting a report on the impact of the NEMT waiver. Planning is underway to conduct a follow up survey in summer/fall of 2024.

## **NEMT general background information**

Programmatically, the IHAWP was designed to include a benefit structure more like commercial insurance than traditional Medicaid. Specifically, IHAWP benefits were based on the state of Iowa employees' commercial health insurance plan. The State of Iowa received a waiver from the Centers for Medicare and Medicaid Services (CMS), so they did not have to provide some of the extensive benefits traditionally associated with Medicaid under the State Plan. One change approved by CMS in 2014 was that Iowa Medicaid does not have to include non-emergency medical transportation (NEMT) as a benefit for IHAWP members. NEMT services continue to be available for other adults in the Medicaid program. IHAWP members are eligible for NEMT services only if they qualify as medically or EPSDT exempt. When the IHAWP waiver renewal was approved on January 1, 2020, the waiver of NEMT was extended through December 2024. Medically frail beneficiaries and those eligible for EPSDT services are exempt from this waiver.

The goals of the NEMT waiver as stated in the original "Iowa Wellness Plan 1115 Waiver Application" from August 2013 and the state's discussion in CMS's letter to the state granting the latest 1115 renewal are:

1. To align benefits with those specified by the enabling legislation and make the benefits consistent with those offered by commercial insurers.
2. To help Iowa improve the fiscal sustainability of its Medicaid program, without significant negative effects on beneficiary access to services.

This report presents results of NEMT, and transportation-related questions included in a 2022 survey with IHAWP and Medicaid members about their experiences with the program.

## **NEMT methodology**

### **Member experience survey**

Information about the potential impact on Medicaid members of IHAWP's waiver to provide NEMT and other transportation-related issues was collected as part of the 2022 Member Experience Survey, conducted during the summer/fall of 2022. This survey utilized a sequential mixed-mode strategy, combining mail (with web option) and a telephone follow-up to non-respondents. The sampling frame included 6,000 IHAWP members, and 6,000 traditional Medicaid members who were eligible as adult members of a family not covered due to pregnancy or a disability. The traditional Medicaid comparison group is primarily associated with families eligible through Temporary Assistance to Needy Families (TANF), which is termed the Family Investment Program (FIP) in Iowa. Random samples for each group were drawn from IHAWP and Medicaid enrollment data current as of June 2022. Members were considered eligible if they had been in their current plan for at least the previous six months, were between the ages of 19 and 64, living in Iowa, were not enrolled in Medicare, and with a phone number. To reduce respondent burden, we



excluded members who had been selected for the HBI phone survey, and one person was selected per household to reduce the relatedness of the responses and respondent burden.

Surveys were first sent by mail on June 29, 2022. Respondents were given the option to complete the survey on paper or online by entering a unique access code. Nominal monetary pre-incentives were utilized to maximize response rates for mailed surveys. Both a pre-incentive and gift card lottery were used in the first mailing: each initial survey packet included a \$2 bill and respondents who completed and returned the survey within two weeks of the mailing were entered into a random drawing for one of twenty \$100 Walmart gift cards.

A reminder postcard was sent to the entire sample one week after the initial mailing. Five weeks after the first mailing (August 2, 2022), a second survey and cover letter were sent to those who had not responded to the initial mailing. Approximately 3 weeks after the second mailing, the phone follow-up for non-respondents began. At least two attempts were made to each viable number. The phone follow-up field period closed at the end of October.

### Survey instrument

The foundation for the survey instrument was the most recent versions of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) 5.1 Health Plan Survey<sup>2</sup> and the CAHPS Clinician and Group Survey.<sup>3</sup> Additional items were included to provide information about the following topic areas:

- Need and Unmet Need for Health Care Services (derived from National Health Interview Survey)
- Quality of Primary Care Delivery (derived from the CAHPS Patient-Centered Medical Home Item Set and Original items)
- Emergency Room Care and Hospitalizations (Original items)
- Mental Health and Emotional Health Care (Original Items)
- Non-Emergency Medical Transportation (Original Items)
- Functional Limitations (derived from the Behavioral Risk Factor Surveillance System)
- Chronic Physical and Mental Health Conditions (Original Items)
- Managed Care Organizations (Original Items)
- Dental Health Care (Original Items)

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<sup>2</sup> Agency for Healthcare Research and Quality (AHRQ). CAHPS Surveys and Tools to Advance Patient-Centered Care. CAHPS Health Plan Survey. Available at <https://cahps.ahrq.gov/surveys-guidance/hp/index.html>

<sup>3</sup> AHRQ. CAHPS Surveys and Tools to Advance Patient-Centered Care. CAHPS Clinician and Group Survey. Available at <https://cahps.ahrq.gov/surveys-guidance/cg/index.html>

The full survey instrument can be found in the appendix of the Iowa Health and Wellness Plan 2022 Member Survey Report available here: <https://doi.org/10.17077/rep.006599>.

The results presented in this report focus on the transportation-related issues and the potential impact on other issues such as access to health care.

### Response rates

There were 1,216 IHAWP members and 1,055 adult Medicaid members who responded to the survey for overall adjusted response rates of 26% for the IHAWP sample and 21% for the Medicaid sample [Table 26]. Response rates were adjusted by removing from the denominator those ineligible to complete a survey because of undeliverable survey, out-of-state addresses, or because the intended respondent was deceased or incarcerated.

**Table 26. Survey Response Rates for IHAWP and Traditional Medicaid Members**

Program	Total Sampled	Adjusted*	Completed	Adj. Response Rate*
IHAWP	6,000	4,668	1,216	26%
Traditional Medicaid	6,000	4,913	1,055	21%
Total	12,000	9581	2271	24%

\*Adjusted for ineligible: Removed respondents who no longer had a valid address or were out of Iowa or had died.

A breakdown of responses by mode is provided in Table 27. IHAWP respondents were more likely to have completed the survey by mail than Medicaid respondents (67% and 56% respectively). Medicaid respondents were more likely than IHAWP respondents to complete the survey by phone (27% and 18% respectively).

**Table 27. Survey Responses by Mode for IHAWP and Traditional Medicaid Members\***

Program	Mail	Online	Phone
IHAWP	67%	15%	18%
Traditional Medicaid	56%	17%	27%
Total	61%	16%	22%

\* Statistically significant difference at  $p < .05$

### Data analysis

Our primary analyses make comparisons between IHAWP and traditional Medicaid members for different transportation-related measures. We also conduct selected subgroup analyses, for example showing how transportation-related barriers to care and forgone health care due to transportation vary between IHAWP vs. Medicaid members with an activity limitation and for those without an activity limitation.

Data were tabulated and bivariate analyses (i.e., chi-square tests) were conducted using SPSS and Stata. Group differences are considered statistically significant if the p-value was

less than 0.05. When there were statistically significant differences, they are noted in the text and within the relevant tables and figures.

The sample was randomly selected from all eligible members of IHAWP and Medicaid. Because all analyses compared IHAWP and Medicaid members, findings are not impacted by the sampling strategy, and we are reporting unweighted results in this report.

### Limitations

There are some limitations with survey research that can affect the interpretation of the results. First, while a comparison is being made throughout between IHAWP and traditional Medicaid members, it is understood that these two groups differ significantly based on their Medicaid eligibility categories and thus their demographics. Traditional Medicaid members are initially eligible only up to 50% of the federal poverty level and tend to be women with families, whereas IHAWP members are eligible up to 133% of the federal poverty level and tend to be more likely single adults and male. Second, those who choose to respond to the survey may be different from those who choose not to respond, and this can create biased results. In this evaluation, respondents in both groups (IHAWP, traditional Medicaid) were more likely to be female, white, and older than those who did not respond to the surveys (See Table 28 and Table 29). Finally, respondents may have difficulty accurately remembering events which may introduce recall bias. This risk may not be high because of the relatively short time period for recalling events in this survey (6 months).

**Table 28. Demographic Characteristics of IHAWP Respondents and Non-respondents\***

	Respondents (n=1,216)	Non-respondents (n=4,784)	Total (n=6,000)
Age in Years†			
19-34	31%	51%	47%
35-54	38%	38%	38%
55-64	31%	12%	16%
Sex†			
Female	63%	53%	55%
Race/Ethnicity†			
White	68%	61%	62%
Black or African American	5%	11%	9%
Hispanic/Latino (all races)	7%	7%	7%
Other^	4%	6%	5%
Unknown	17%	16%	16%

\* Demographic information is taken from Medicaid Eligibility data and does not necessarily match the self-reported demographic information provided by survey respondents

† Statistically significant difference at  $p < .05$ .

^ Includes American Indian, Asian, Pacific Islander and multiple races

**Table 29. Demographic Characteristics of Medicaid Respondents and Non-respondents\***

	Respondents (n=1,055)	Non-respondents (n=4,945)	Total (n=6,000)
Age in Years†			
19-34	50%	58%	56%
35-54	46%	41%	32%
55-64	4%	1%	2%
Sex†			
Female	90%	86%	87%
Race/Ethnicity†			
White	65%	60%	61%
Black or African American	10%	14%	13%
Hispanic/Latino (all races)	9%	10%	9%
Other^	5%	7%	6%
Unknown	11%	11%	11%

\* Demographic information is taken from Medicaid Eligibility data and does not necessarily match the self-reported demographic information provided by survey respondents

† Statistically significant difference at  $p < .05$ .

^ Includes American Indian, Asian, Pacific Islander and multiple races

NEMT Evaluation Measures Summary

Comparison Strategy	Outcome Measures(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 1: Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.				
Research Question 1.1: Are adults in the IHAWP less likely to report barriers to care due to transportation than other adults in Medicaid?				
Adults in Medicaid	Member experiences with transportation issues to and from health care visits	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.
Research Question 1.2: Are adults in the IHAWP less likely to report transportation-related barriers to complete HBI requirements than other adults in Medicaid who report awareness of the NEMT benefit?				
Adults in Medicaid	Member experiences with completing HBI requirements to avoid premiums	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.
Research Question 1.3: Are adults in the IHAWP less likely to report barriers to care for chronic condition management due to transportation than other adults in Medicaid who report awareness of the NEMT benefit?				
Adults in Medicaid	Member experience with transportation issues for chronic condition management	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.
Research Question 1.4: Are adults in the IHAWP less likely to report unmet need for transportation to health care visits than other adults in Medicaid (who report awareness of the NEMT benefit)?				
Adults in Medicaid	Member experience with unmet need for transportation	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.



Comparison Strategy	Outcome Measures(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 1.5: Are adults in the IHAWP less likely to report worry about the ability to pay for cost of transportation than other adults in Medicaid (who report awareness of the NEMT benefit)?				
Adults in Medicaid	Member experience with cost of transportation	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.
Hypothesis 2: Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.				
Research Question 2.1: Are adults in the IHAWP less likely to report transportation-related missed appointments than other adults in Medicaid who receive the NEMT benefit?				
Adults in Medicaid	Member reports of transportation-related missed appointments	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.
Hypothesis 3: Wellness Plan members without a non-emergency transportation benefit will report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.				
Research Question 3.1: Do adults in the IHAWP less frequently report that their health care plan provides non-emergency transportation than other adults in Medicaid who receive the NEMT benefit?				
Adults in Medicaid	Member reports of health care plan providing NEMT	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.

Comparison Strategy	Outcome Measures(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 4: Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.				
Research Question 4.1: Do adults in the IHAWP who live in rural areas report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?				
Adults in Medicaid	Subgroup analyses of 1-3 by rurality	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.
Research Question 4.2: Do adults in the IHAWP who have limitations to activities of daily living (ADLs) report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?				
Adults in Medicaid	Subgroup analyses of 1-3 by ADLs	IHAWP Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.

## NEMT-Related Quantitative Results

Table 30 - Table 32 show the overall results for each of the hypotheses and research questions for the 2021 Member survey related to the waiver of Non-Emergency Transportation (NEMT). More details about the results for each of the hypotheses and research questions (e.g., text, table/figures) presented in the summary results, follow the tables.

**Table 30. Transportation-Related Outcomes for IHAWP vs. Traditional Medicaid Members**

	<b>IHAWP (n=1,216)</b>	<b>Traditional Medicaid (n=1,055)</b>
<b>Hypothesis 1: Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.</b>		
Research Question 1.1: Are adults in the IHAWP less likely to report barriers to care due to transportation than other adults in Medicaid?		
<b>Any Unmet Health Care Need Due to Transportation Problems in Past 6 Months</b>	7%	9%
<b>Transportation Problems as A Reason for Unmet Check-up or Routine Medical Care Need (among those with an unmet need)</b>	20%	24%
<b>Transportation Problems as A Reason for Unmet Preventive Medical Care Need (among those with an unmet need)</b>	23%	18%
<b>Transportation Problems as A Reason for Unmet Mental Health Care Need (among those with an unmet need)</b>	21%	13%
<b>Transportation Problems as A Reason for Unmet Dental Health Care Need (among those with an unmet need)</b>	22%	21%
Research Question 1.4: Are adults in the IHAWP less likely to report unmet need for transportation to health care visits than other adults in Medicaid?		
<b>Had a Time in Past 6 Months when Transportation to Health Visit was Needed but Not Received</b>	7%	9%
Research Question 1.5: Are adults in the IHAWP less likely to report worry about the ability to pay for cost of transportation than other adults in Medicaid?		
<b>How often Worried about Cost of Transportation to Health Visits in Past 6 Months</b>		
<b>Never</b>	69%	60%*
<b>Sometimes/Usually/Always</b>	31%	40%*

	IHAWP (n=1,216)	Traditional Medicaid (n=1,055)
<b>Hypothesis 2: Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.</b>		
Research Question 2.1: Are adults in the IHAWP less likely to report transportation-related missed appointments than other adults in Medicaid who receive the NEMT benefit?		
<b>Any Missed Health Appointment Due to Transportation Problems in Past 6 Months</b>	8%	11%*
<b>Hypothesis 3: Wellness Plan members without a non-emergency transportation benefit will report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.</b>		
Research Question 3.1: Do adults in the IHAWP less frequently report that their health care plan provides non-emergency transportation than other adults in Medicaid who receive the NEMT benefit?		
<b>Thought Health Plan Provided Transportation to Regular Health Visits</b>	11%	19%*

\*Chi-square &lt;0.05

**Table 31. Transportation-Related Outcomes for IHAWP vs. Traditional Medicaid Members by Location**

	Rural		Non-Rural	
	IHAWP (%)	Traditional Medicaid (%)	IHAWP (%)	Traditional Medicaid (%)
<b>Hypothesis 4: Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.</b>				
Research Question 4.1: Do adults in the IHAWP who live in rural areas report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?				
Any Unmet Health Care Need Due to Transportation Problems in Past 6 Months	8%	10%	7%	8%
Had a Time in Past 6 Months when Transportation to Health Visit was Needed but Not Received	7%	7%	8%	10%
Any Worry about the Cost of Transportation to Health Visits in Past 6 Months	33%	41%*	30%	39%*
Any Missed Health Appointment Due to Transportation Problems in Past 6 Months	7%	9%	8%	13%*

\*Chi-square &lt;0.05



**Table 32. Transportation-Related Outcomes for IHAWP vs. Traditional Medicaid Members by Activity Limitations Status**

	Activity Limitation		No Activity Limitation	
	IHAWP (%)	Traditional Medicaid (%)	IHAWP (%)	Traditional Medicaid (%)
<b>Hypothesis 4: Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.</b>				
Research Question 4.2: Do adults in the IHAWP who have limitations to activities of daily living (ADLs) report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?				
Any Unmet Health Care Need Due to Transportation Problems in Past 6 Months	13%	18%	5%	6%
Had a Time in Past 6 Months when Transportation to Health Visit was Needed but Not Received	15%	18%	4%	6%
Any Worry about the Cost of Transportation to Health Visits in Past 6 Months	46%	57%	24%	34%
Any Missed Health Appointment Due to Transportation Problems in Past 6 Months	18%	23%	3%	7%*

\*Chi-square &lt;0.05

**Hypothesis 1: Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.**

Research Question 1.1: Are adults in the IHAWP less likely to report barriers to care due to transportation than other adults in Medicaid?

*Barriers to care were assessed with four questions about unmet needs for health care services that also had follow-up questions asking members to select from a checklist the reasons they did not get the care they needed. Transportation problems were included in the list of possible reasons they did not get each type of care they needed. Members were asked if in the last 6 months they:*

*Had a time when a check-up or routine care was needed but they were unable to get it.*

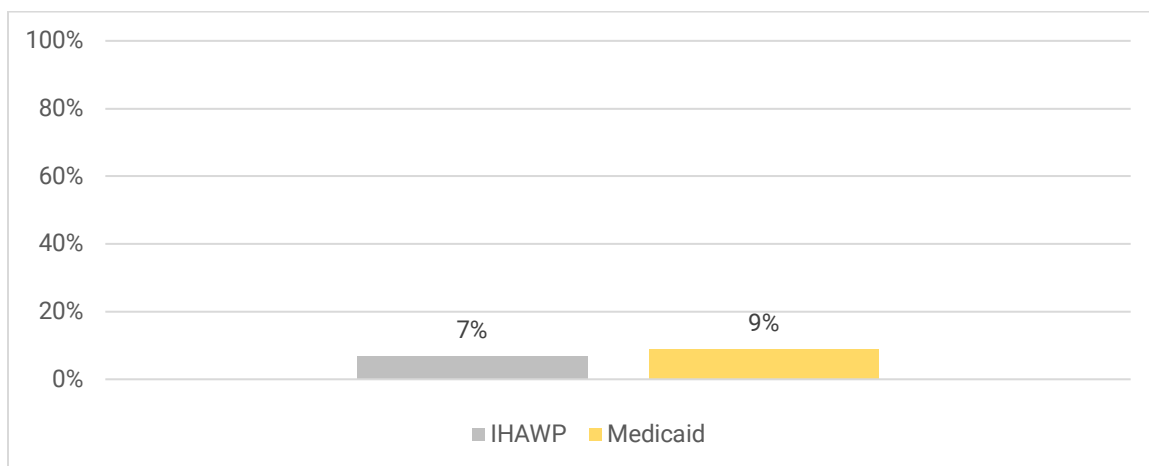
*Had a time when preventive care (e.g., check-up, physical exam, mammogram, or pap smear test) was needed but they were unable to get it.*

*Had a time when treatment or counseling for a mental or behavioral health problem was needed but they were unable to get it (asked of those who first indicated a need for mental health services).*

*Had a time when dental care was needed but they were unable to get it.*

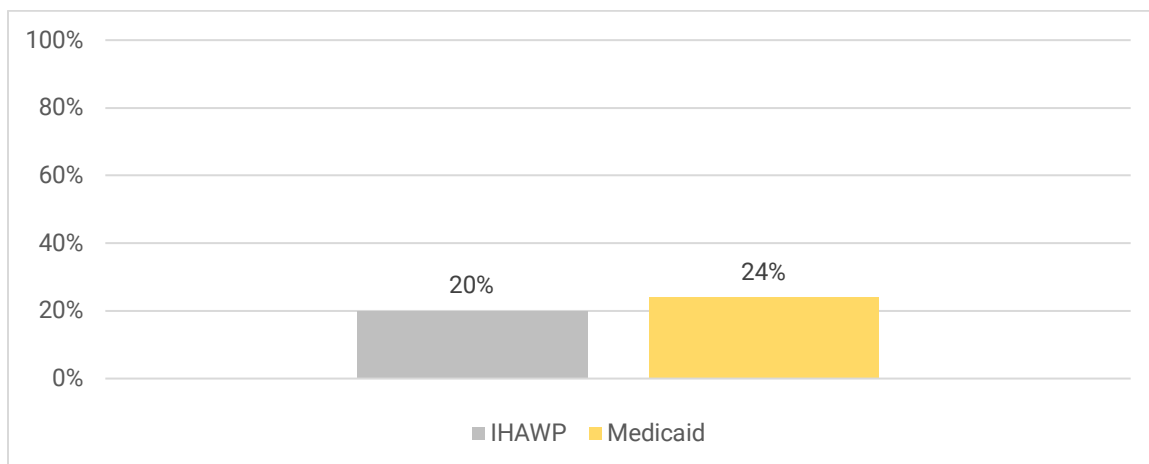
An indicator of unmet health care need due to transportation problems was constructed to show the proportion of respondents who had any unmet care need (check-up or routine care, preventive care, mental health care, dental care) attributed to transportation issues. Overall, 7% of IHAWP members reported having any unmet health care need due to transportation problems and 9% of Medicaid members reported an unmet health care need due to transportation Figure 33. This difference was not statistically significant.

**Figure 35. Unmet Health Care Need Due to Transportation Problems in Past 6 Months (IHAWP vs. Traditional Medicaid)**

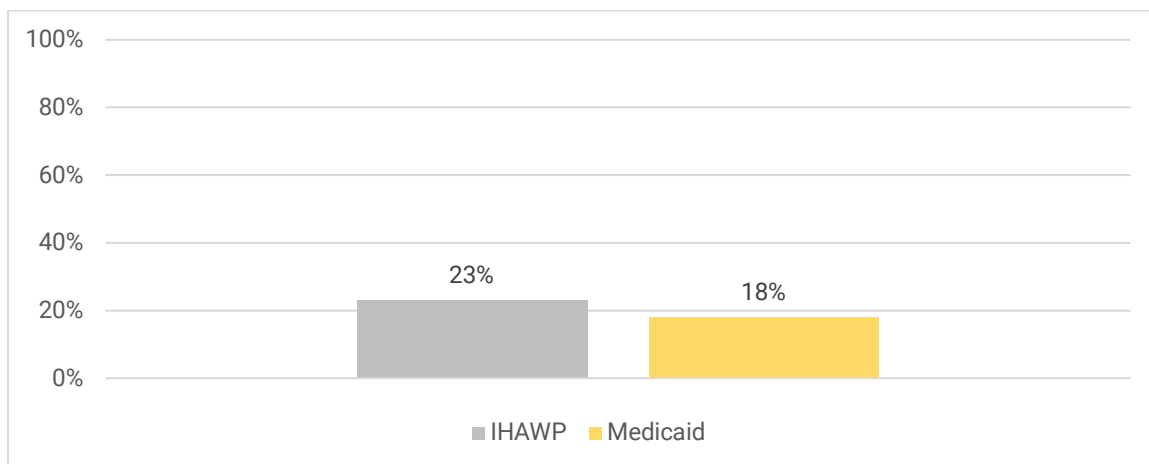


*Chi-square not significant.*

Among respondents with an unmet health care need, comparisons were made between IHAWP and Medicaid for the proportion who selected transportation problems as one of the reasons for their unmet need. Figure 34 shows that 20% of IHAWP members indicated transportation problems as a reason for their unmet check-up or routine medical care need and this did not differ significantly compared with 24% for Medicaid members. Figure 35 shows a similar pattern for selecting transportation problems as a reason for unmet preventive medical care needs (23% IHAWP vs. 18% Medicaid, chi-square not significant).

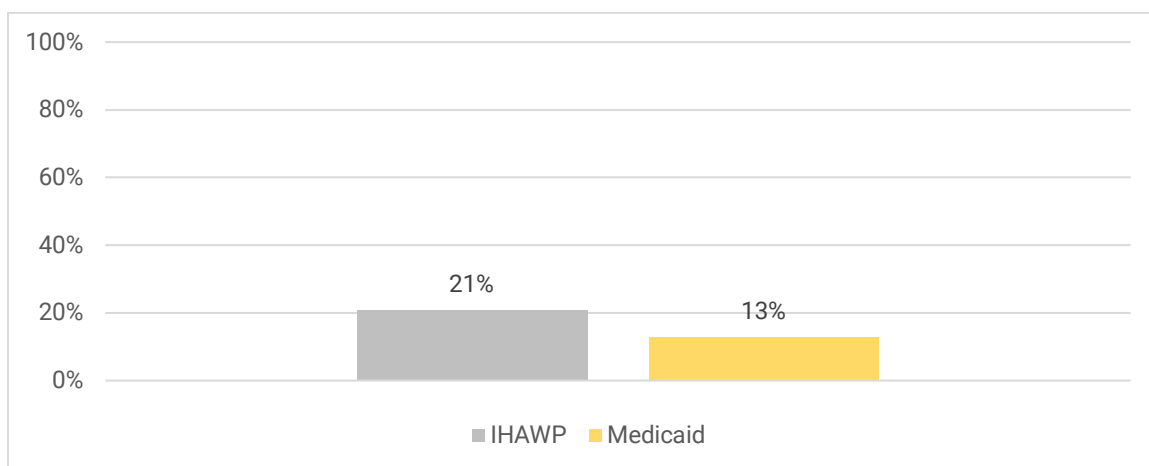
**Figure 36. Transportation Problems as a Reason for Unmet Check-up or Routine Medical Care Need**

Chi-square not significant. Sample includes only respondents with an unmet check-up or routine medical care need (IHAWP N=123, Traditional Medicaid N=132).

**Figure 37. Transportation Problems as a Reason for Unmet Preventive Medical Care Need**

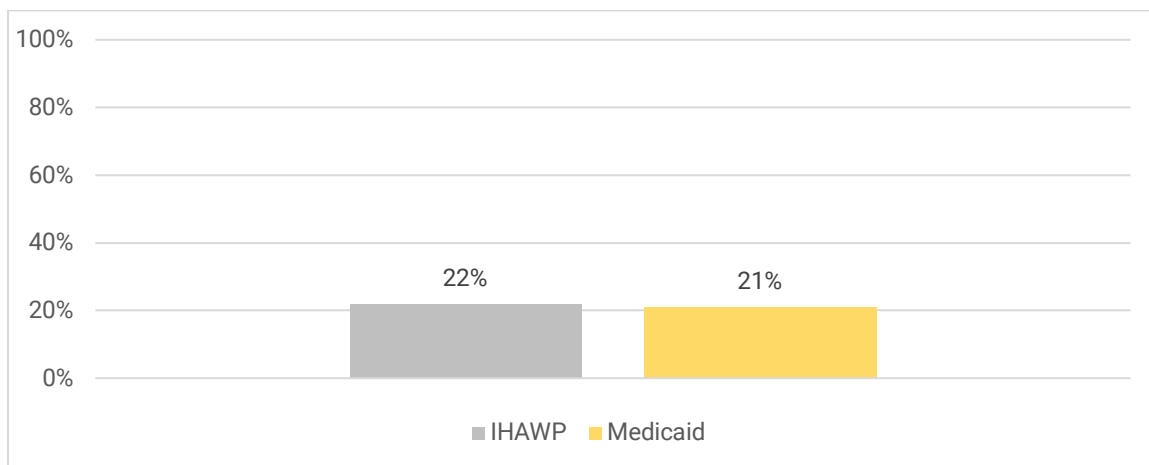
Chi-square not significant. Sample includes only respondents with an unmet preventive medical care need (IHAWP N=86, Traditional Medicaid N=73).

Among those with an unmet mental health care need, 21% of IHAWP members selected transportation problems as one of the reasons for their unmet need and 13% percent of Medicaid members selected transportation problems as a reason for their unmet need (Figure 36). This difference was not statistically significant.

**Figure 38. Transportation Problems as a Reason for Unmet Mental Health Care Need**

Chi-square not significant. Sample includes only respondents with an unmet mental health care need (IHAWP N=72, Traditional Medicaid N=102).

Figure 37 shows that among those with an unmet dental care need, just over 20% of respondents in each program indicated travel distance or transportation problems as a reason for their unmet need (22% IHAWP vs. 21% Medicaid, chi-square not significant).

**Figure 39. Travel Distance or Transportation Problems as a Reason for Unmet Dental Care Need**

Chi-square not significant. Sample includes only respondents with an unmet dental care need (IHAWP N=295, Traditional Medicaid N=327).

**Research Question 1.2:** Are adults in the IHAWP less likely to report transportation-related barriers to complete HBI requirements than other adults in Medicaid who report awareness of the NEMT benefit?

*Due to the Public Health Emergency, when the HBI requirements were waived, this question was not relevant and thus not included in the 2022 Member Experience Survey.*

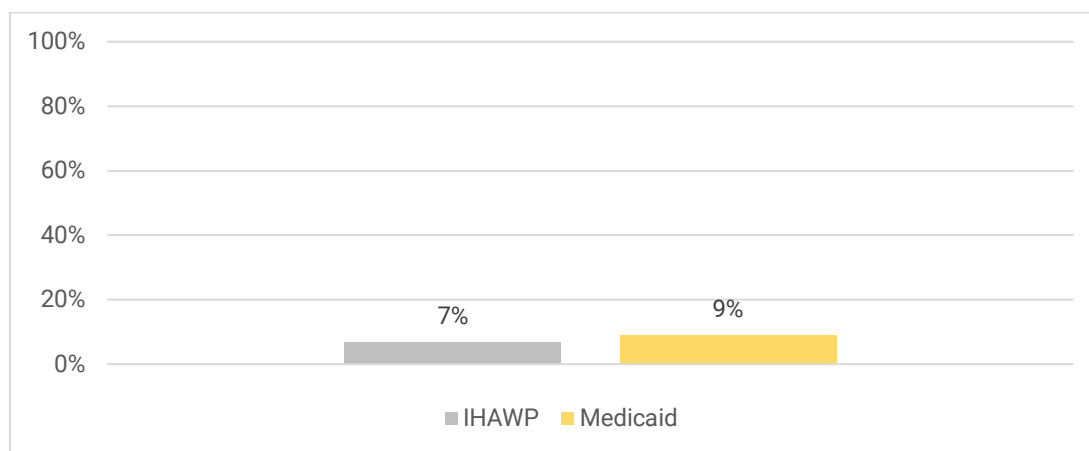
Research Question 1.3: Are adults in the IHAWP less likely to report barriers to care for chronic condition management due to transportation than other adults in Medicaid who report awareness of the NEMT benefit?

*This question was not included in the 2022 Member Experience Survey and will be considered for inclusion in the next member survey.*

Research Question 1.4: Are adults in the IHAWP less likely to report unmet need for transportation to health care visits than other adults in Medicaid?

*All respondents were asked if they had any time in the past 6 months when they needed transportation for a healthcare visit but couldn't get it for any reason. Figure 38 shows that comparing IHAWP members to all Medicaid members, the reported unmet need for transportation in the past 6 months was similar (7% IHAWP and 9% Medicaid). Analyses in a prior NEMT evaluation report revealed that Medicaid members who were Black or Hispanic, female, and in worse health were more likely to report awareness of the NEMT benefit.*

**Figure 40. Unmet Need for Transportation to Health Care Visits in Past 6 Months (IHAWP vs. Traditional Medicaid and IHAWP)**



*Chi-square not significant.*

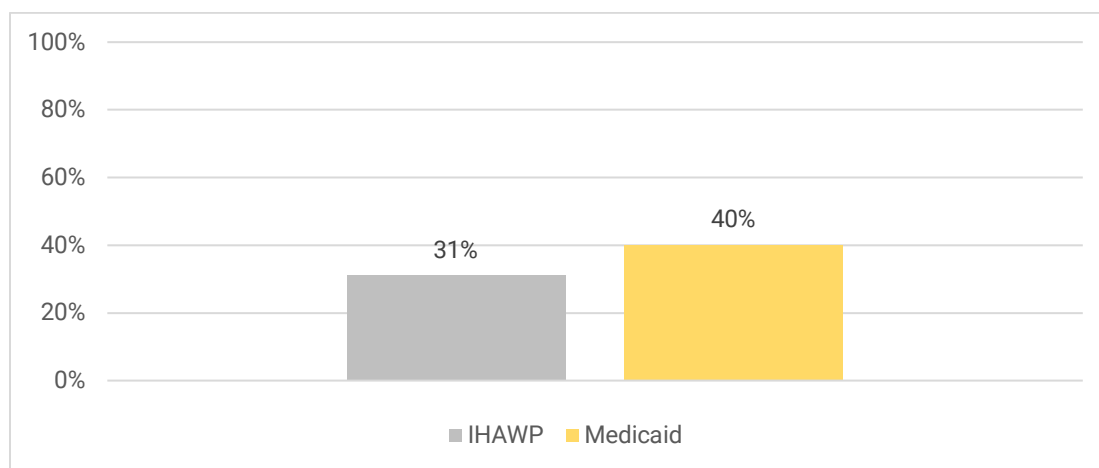
Research Question 1.5: Are adults in the IHAWP less likely to report worry about the ability to pay for cost of transportation than other adults in Medicaid?

*Respondents were asked how much they worried about their ability to pay for the cost of transportation to health care visits in the past 6 months. Responses of a little, somewhat, or a great deal were coded as expressing worry over their ability to pay for transportation.*



Figure 39 shows that around one-third of all members expressed concern about the ability to pay for the cost of health care-related transportation, but significantly fewer IHAWP members expressed concern (31%) compared to Medicaid members (40%).

**Figure 41. Worry about Cost of Transportation to Health Visits in Past 6 Months (IHAWP vs. Traditional Medicaid)**



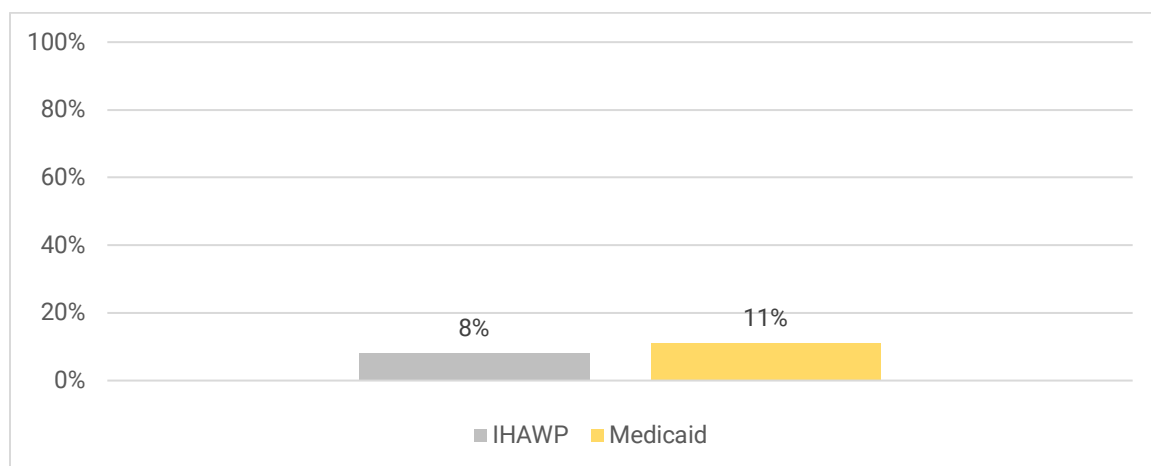
Chi-square  $p < .05$ .

**Hypothesis 2: Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.**

Research Question 2.1: Are adults in the IHAWP less likely to report transportation-related missed appointments than other adults in Medicaid who receive the NEMT benefit?

About one-tenth of members reported having missed an appointment for a regular health care visit in the past 6 months due to problems with transportation, however, fewer IHAWP members (8%) reported missing an appointment than Medicaid members (11%) and this difference was found to be statistically significant ( $p < .05$ , Figure 40).

**Figure 42. Reported Missed Appointment(s) Due to Transportation Problems in Past 6 Months (IHAWP vs. Traditional Medicaid)**

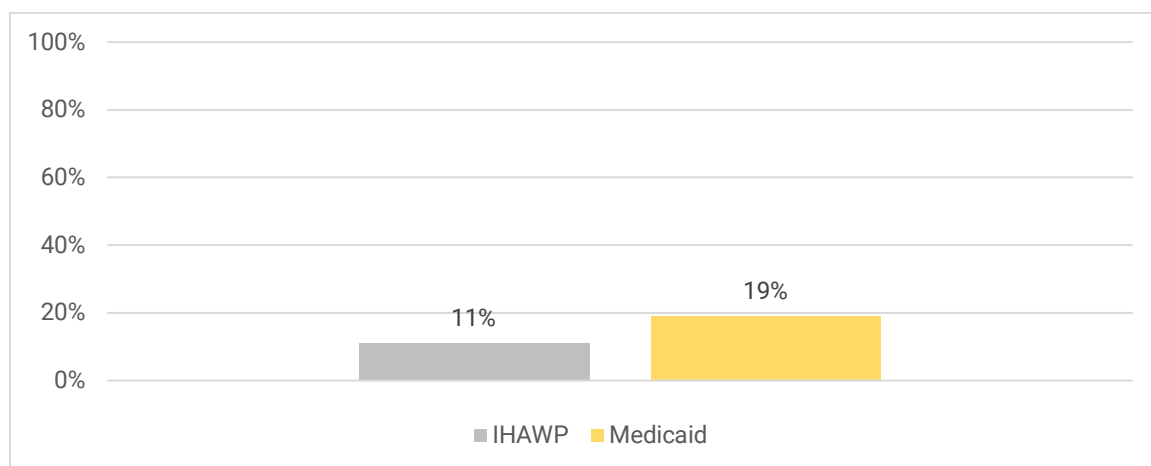


Chi-square  $p < .05$ .

**Hypothesis 3: Wellness Plan members without a non-emergency transportation benefit will report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.**

Research Question 3.1: Do adults in the IHAWP less frequently report that their health care plan provides non-emergency transportation than other adults in Medicaid who receive the NEMT benefit?

*Figure 41 summarizes responses for IHAWP and Medicaid members to the question: Does your MCO/Medicaid provide transportation services for regular health care visits? Fewer IHAWP than Medicaid members indicated that their health plan offered NEMT services (11% IHAWP, 19% Medicaid) and this difference was found to be statistically significant.*

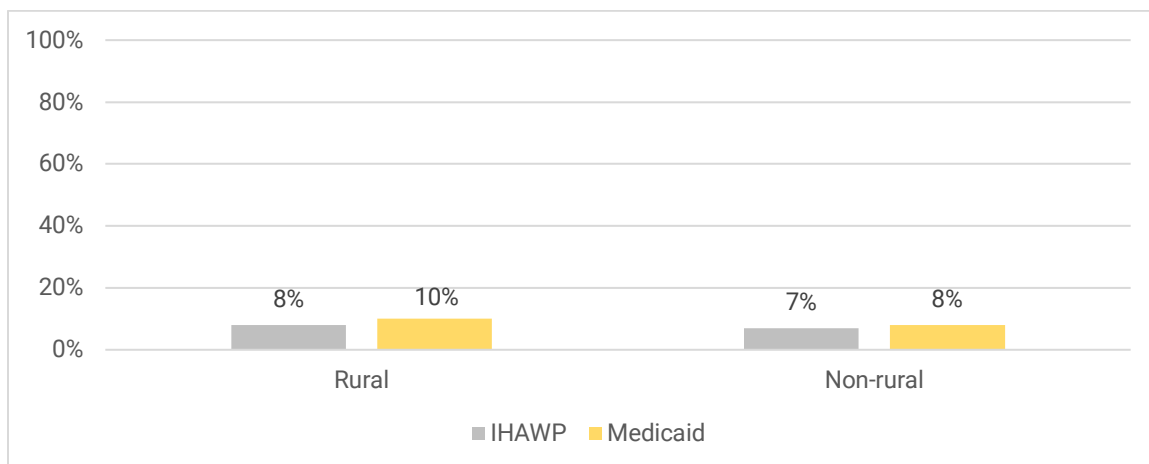
**Figure 43. Thought Health Plan Provided NEMT Services (IHAWP vs. Traditional Medicaid)**

Chi-square  $p < .05$ .

**Hypothesis 4: Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.**

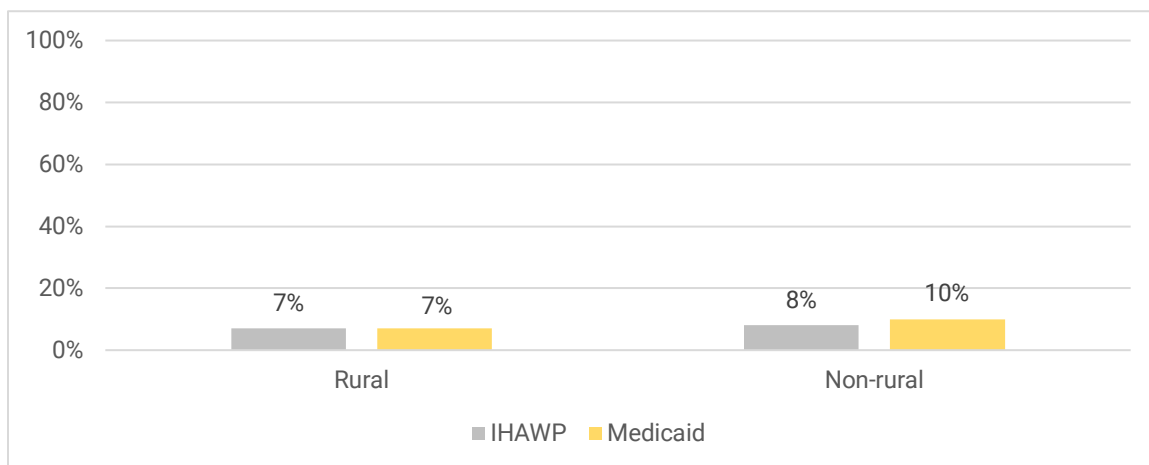
Research Question 4.1: Do adults in the IHAWP who live in rural areas report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?

Figure 42 shows rates of reported unmet health care needs due to transportation problems for IHAWP vs. Medicaid members in rural areas and those in non-rural areas. Among those residing in rural areas, 8% of IHAWP members reported an unmet health care need (routine or preventive medical care, mental health care, or dental care) due to transportation problems in the past 6 months. The rate for rural Medicaid members was 10% and not significantly different compared to IHAWP.

**Figure 44. Unmet Health Care Need Due to Transportation Problems in Past 6 Months (IHAWP vs. Traditional Medicaid by Rural and Non-Rural Location)**

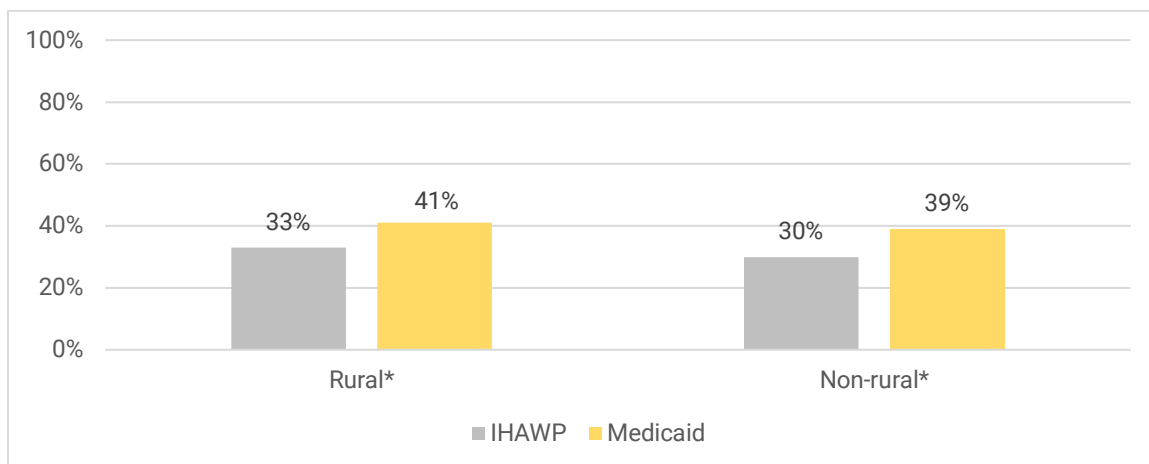
Chi-square tests for IHAWP vs. Traditional Medicaid not significant.

Figure 43 shows that reported rates of unmet need for transportation to health care visits in the past 6 months were 7% for both IHAWP and Medicaid members living in rural areas. These rates were slightly higher in non-rural areas but not significantly different for IHAWP (8%) vs. Medicaid members (10%).

**Figure 45. Unmet Need for Transportation to Health Visits in Past 6 Months (IHAWP vs. Traditional Medicaid by Rural and Non-Rural Location)**

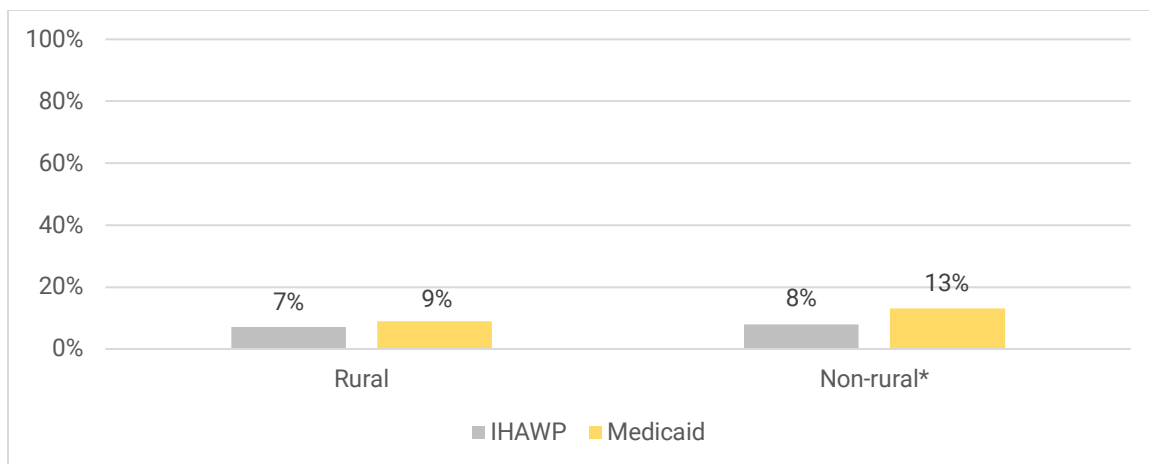
Chi-square tests for IHAWP vs. Traditional Medicaid not significant.

Figure 44 shows that having concerns about the cost of transportation to health care visits was less frequent for IHAWP members in rural areas (33%) than for Medicaid members in rural areas (41%). A similar pattern was found for IHAWP vs. Medicaid members in non-rural areas (30% vs. 39%).

**Figure 46. Worry about Cost of Transportation to Health Visits in Past 6 Months (IHAWP vs. Traditional Medicaid by Rural and Non-Rural Location)**

\* Chi-square  $p < .05$  for tests comparing IHAWP vs. Traditional Medicaid.

Reported missed appointments due to transportation problems in the past 6 months were more frequent in Medicaid (13%) than in IHAWP (8%) for those living in non-rural areas Figure 45. Rates were similar between IHAWP (7%) and Medicaid members (9%) living in rural areas.

**Figure 47. Reported Missed Appointment(s) Due to Transportation Problems in Past 6 Months (IHAWP vs. Traditional Medicaid by Rural and Non-Rural Location)**

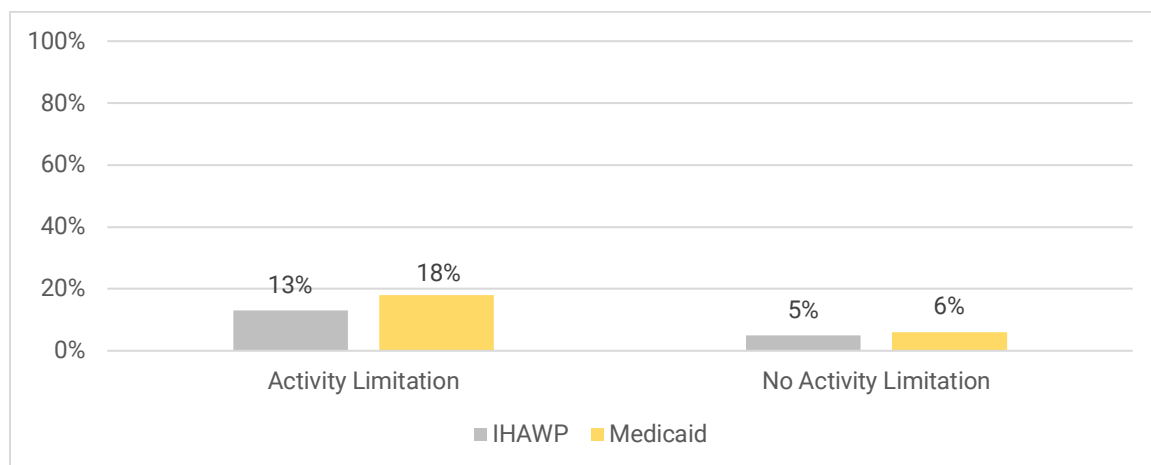
\* Chi-square  $p < .05$  for IHAWP vs. Traditional Medicaid in urban/suburban locations.

**Research Question 4.2:** Do adults in the IHAWP who have limitations to activities of daily living report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?



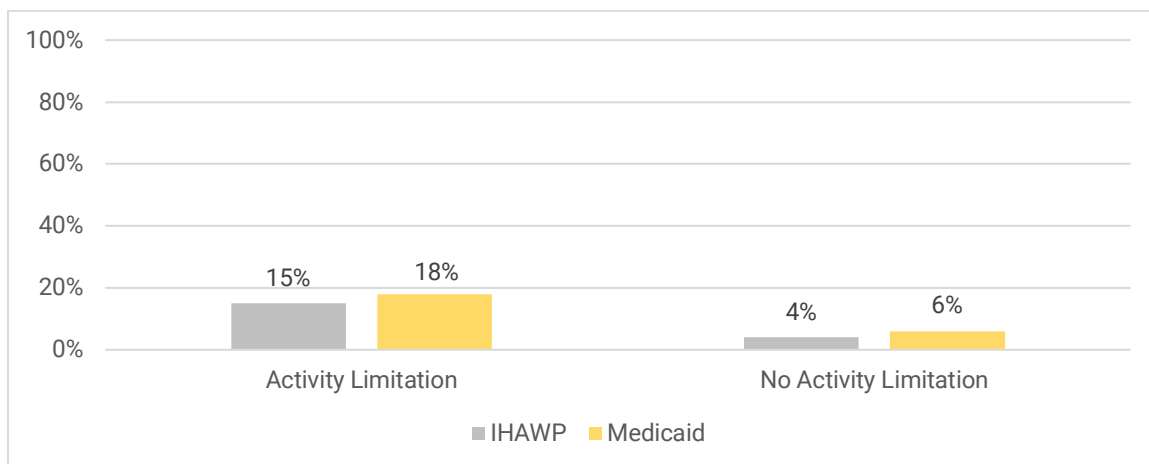
Figure 46 shows rates of reported unmet health care needs due to transportation problems for IHAWP vs. Medicaid members with an activity limitation and those without. Among those with an activity limitation, 13% of IHAWP members reported an unmet health care need (routine or preventive medical care, mental health care, or dental care) due to transportation problems in the past 6 months. The rate for Medicaid members was 18% and not significantly different compared to IHAWP.

**Figure 48. Unmet Health Care Need Due to Transportation Problems in Past 6 Months (IHAWP vs. Traditional Medicaid by Activity Limitation Status)**



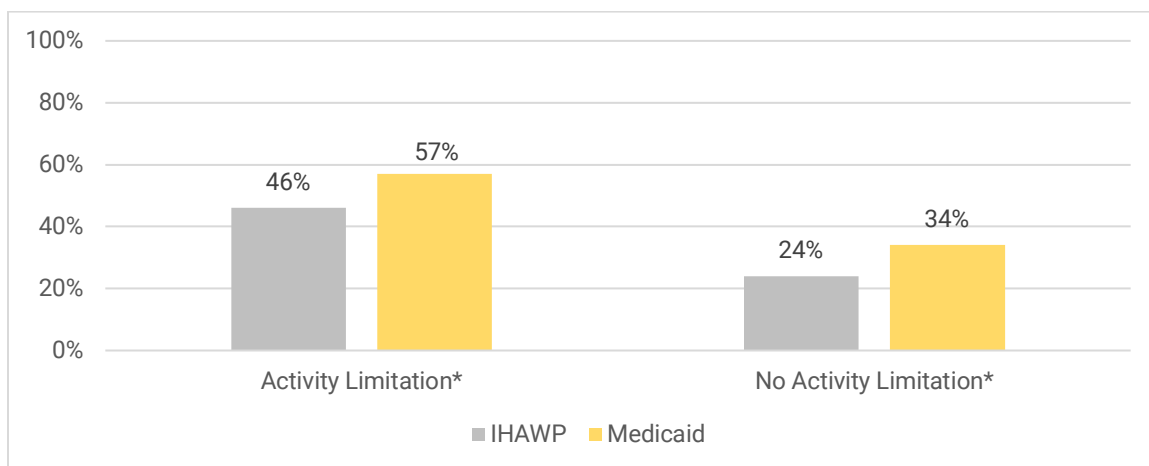
*Chi-square tests for IHAWP vs. Traditional Medicaid not significant.*

Figure 47 shows that reported rates of unmet need for transportation to health care visits in the past 6 months were high for both IHAWP (15%) and Medicaid members (18%) with an activity limitation. These rates were lower among those without an activity limitation and not significantly different for IHAWP (4%) vs. Medicaid members (6%).

**Figure 49. Unmet Need for Transportation to Health Visits in Past 6 Months (IHAWP vs. Traditional Medicaid by Activity Limitation Status)**

*Chi-square tests for IHAWP vs. Traditional Medicaid not significant.*

Figure 48 shows that having concerns about the cost of transportation to health care visits was common among those with an activity limitation. Cost concerns were more frequent for Medicaid members with an activity limitation (57%) than for IHAWP members with an activity limitation (46%). Overall rates were lower among those without an activity limitation and less frequent in IHAWP (24%) than in Medicaid (34%).

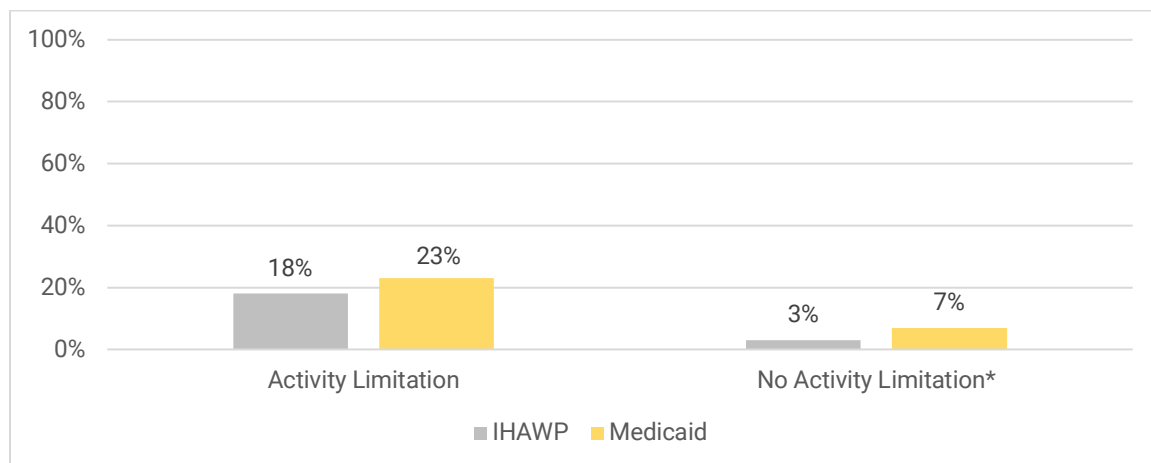
**Figure 50. Worry about Cost of Transportation to Health Visits in Past 6 Months (IHAWP vs. Traditional Medicaid by Activity Limitation Status)**

*\* Chi-square  $p < .05$  for tests comparing IHAWP vs. Traditional Medicaid.*

Reported missed appointments due to transportation problems in the past 6 months were more frequent in Medicaid (7%) than in IHAWP (3%) for those without an activity limitation (Figure 49). Among those with an activity limitation, 23% of Medicaid members

reported missed appointments due to transportation problems and this was not significantly different from 18% for IHAWP members with activity limitation.

**Figure 51. Missed Appointment(s) Due to Transportation Problems in Past 6 Months (IHAWP vs. Traditional Medicaid by Activity Limitation Status)**



\* Chi-square  $p < .05$  for IHAWP vs. Traditional Medicaid among those with no activity limitation.

## Member Experiences

### ME Executive Summary

The 2022 IHAWP member survey was used to assess the experience of members with access to care, health status and quality of the care they received. Results were compared to either national data from the Consumer Assessment of Healthcare Providers and Systems (CAHPS) Survey or the data from traditional Iowa Medicaid adult members, where appropriate.

Even though the IHAWP members were generally older and had a condition that affected their activities of daily living, their overall health status was rated similarly. There were more similarities than differences on a number of utilization measures: about three-quarters of all had a personal doctor, about half of all had received preventive care in the last 6 months, three-fifths had reported use of routine care, about one in three reported seeing a specialist and 40% needed urgent care and one in 11 were hospitalized in the previous 6 months.

Regarding access, again more similarities than differences between IHAWP and Medicaid members with about one in 10 having reported an unmet need for preventive care, one in 12 reported an unmet need for routine care, one in four an unmet need for a specialist and one in five reported an unmet need for urgent care.

IHAWP members did report lower rates of need, use and unmet need for mental health care and were more likely to report having received a seasonal flu vaccine and at least one COVID-19 vaccine. A smaller proportion of IHAWP members used the emergency department in the past 6 months than Medicaid members and among those who used the ED, significantly more Medicaid members than IHAWP members reported that the care they received in the ED could have been provided in a doctor's office.

### Member experiences general background information

The experiences of members of the Iowa Health and Wellness Plan (IHAWP) is an important aspect of the overall evaluation of the IHAWP program, as mentioned in both the STCs and other CMS correspondence with Iowa Medicaid. The topic areas of interest include access to care, coverage gaps and churning, and quality of care. These are all areas that would be expected to improve because of Medicaid coverage gained by the IHAWP population.

This is an interim report to the Centers for Medicare and Medicaid Services (CMS) as part of the evaluation of the Iowa Health and Wellness Plan (IHAWP) being conducted by researchers at the University of Iowa for the Iowa Department of Health and Human Services. This report is specific to the evaluation of member experiences associated with

the IHAWP program. The content of this report is based on a plan to evaluate the IHAWP that was approved by CMS in 2021.

## Member experiences goals

The goals being evaluated for this portion of the IHAWP evaluation derive from the expansion of eligibility to populations not previously eligible for Medicaid coverage, those between 0-138% FPL not categorically eligible for Medicaid. This increased coverage has the following goals:

- Goal 1: IHAWP members will have increased access to covered services.
- Goal 2: IHAWP members will experience consistent, reliable coverage.
- Goal 3: IHAWP members will experience improved quality of care.

## Member experiences methodology

The information and data presented in this report indicate the current status of the analytic methods and results that are derived from three primary data sources used for our IHAWP evaluation research: 1) the IHAWP Consumer survey 2) the 2022 CAHPS Health Plan Survey Database, and 3) Medicaid claims and eligibility files provided to the evaluators by the Iowa Medicaid program.

### Data sources

#### Member Experiences Survey

See description under [Member Experiences Survey](#) NEMT.

#### 2022 CAHPS Health Plan Survey Database

The CAHPS Health Plan Survey Database collects standardized information on enrollee experiences with health plans and their services. Various survey sponsors across the United States, including State Medicaid agencies, CHIP programs, and individual health plans voluntarily submit data collected using the CAHPS Health Plan Survey instrument to be included in the database. The 2022 results are based on survey data collected between July 2021 and July 2022.

For adult Medicaid enrollees included in the 2022 database, all information was collected using the 5.1 version of the CAHPS Health Plan Survey and supplemental items from the Healthcare Effectiveness Data and Information Set were also included. A total of 50,336 adult Medicaid enrollees who participated in CAHPS surveys conducted by various State Medicaid survey sponsors across many different states in the US are included in the database. For basic demographics of the adult Medicaid sample, 60% were female, 41% had some college or higher education, and 64% were age 45 years or over.



### Data Analysis

There were two main ways we focused our comparative analysis: 1) comparisons between members of IHAWP and adult members of the traditional Medicaid program in the 2022 Consumer Survey, and 2) comparisons between IHAWP members and national data on adult Medicaid recipients from the 2022 CAHPS Health Plan Survey database.

Data were tabulated and bivariate analyses were conducted using SPSS and Stata. Chi-square tests were used to examine differences between IHAWP members and traditional Medicaid members in the Consumer Survey. One sample z-tests for proportion were used to examine differences between IHAWP members and adult Medicaid enrollees from CAHPS National Benchmarking data. Group differences were considered statistically significant if the p-value was less than 0.05.

The Consumer Survey sample was randomly selected from all eligible members of IHAWP and Medicaid. Because all analyses compared IHAWP and Medicaid members, findings are not impacted by the sampling strategy, and we are reporting unweighted results in this report.

### Limitations

While the CAHPS Health Plan Survey Database is commonly used as a source of national benchmarking data, it is important to note that organizations from across the country voluntarily contribute data to the CAHPS database. Health plans choose whether or not to participate in the database. Therefore, data cannot be assumed to be representative of all US Medicaid enrollee populations.

### **Iowa Medicaid administrative data**

See discussion under [Secondary data](#).

### **Emergency Department Use Survey**

The survey team is developing a telephone survey to be administered to members who utilize the ED for non-emergent diagnoses. We anticipate recruiting 50 members per month for 1 year. This should yield 300 completed surveys (100 per group) with sufficient power to detect moderate differences at .05.

### **Analyses**

See discussion under [Empirical Strategy](#) in General Methods.

### **Evaluation measures summary**

The tables below present an updated list of the hypotheses, research questions, comparison strategy, outcome measures, data sources and analytic approach that was included in the 2021 IHAWP evaluation plan.

Any variances from the approved 2021 IHAWP evaluation plan design in the tables that follow reflect methodologic adjustments that were made based on available data and other methodologic issues (e.g., where CAHPS benchmarking data is no longer available). For

example, “National CAHPS benchmarking database” was changed to “Medicaid” because the data are no longer available in the National CAHPS benchmarking database. Therefore, we modified the methods to be a comparison of IHAWP to Medicaid. Other items were struck through because they were either redundant or no longer possible. Items that have not yet been completed as part of this evaluation may be included in the 2026 final evaluation report. Where methods are updated, the original language from the 2021 IHAWP evaluation is included in parentheses.

## Member Experiences Evaluation Measures Summary – Access to Care (see Evaluation Plan for measure detail)

Current Comparison Strategy (Originally Proposed)	Current Outcome Measure(s) (Originally Proposed)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 1.1: Wellness Plan members will have equal or greater access to primary care and specialty services.				
Research Question 1.1.1: Are adults in the IHAWP more likely to have had an ambulatory or preventive care visit than other adults in Medicaid?				
Study group: IHAWP members	Percent of members who had an ambulatory care visit in the measurement year (HEDIS AAP)	Medicaid claims	Means tests CY 2014-2022	Study period will be changed to CY 2014-2019 due to PHE.
Comparison group: FMAP adult members	Whether a member had an ambulatory or preventive care visit (HEDIS AAP)		DID CY 2014-2022	Analyses will be changed to OLS with PHE adjustments as we do not have pre-IHAWP data for the study group.
Research Question 1.1.2: Are adults in the IHAWP more likely to report greater access to urgent care (UC) than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	Single item assessing timely access to UC (	Member Survey	Means tests	Z-test: A similar test that is better suited for dichotomous outcomes.
Research Question 1.1.3: Are adults in the IHAWP more likely to report greater access to routine care (RC) than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	Item assessing timely access to RC	Member Survey	Means tests	Z-test: A similar test that is better suited for dichotomous outcomes.
Research Question 1.1.4: Are adults in the IHAWP more likely to get timely appointments, answers to questions, and have less time in waiting room than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	Two-item CAHPS composite, “Getting Care Quickly.”	Member Survey	DID	Z-test: A more appropriate test as there were significant differences in how the CAHPS and Iowa data were collected.
Research Question 1.1.5: Are adults in the IHAWP more likely to know what to do to obtain care after regular office hours than other adults in Medicaid?				
Adults in Medicaid (Adults in national estimates from National CAHPS Benchmarking Database)	Member experience with knowing what to do to obtain care after regular office hours (CAHPS question)	Member Survey	DID	Chi-square test: A more appropriate test as there were no policy changes related to after-hours care.

Current Comparison Strategy (Originally Proposed)	Current Outcome Measure(s) (Originally Proposed)	Data sources	Analytic Approach	
			Original	Revised
Research Question 1.1.6: Are adults in the IHAWP more likely to report greater access to specialist care than other adults' national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	Item assessing timely access to specialist care	Member Survey	DID	Z-test: A more appropriate test as there were significant differences in how the CAHPS and Iowa data were collected.
Research Question 1.1.7: Are adults in the IHAWP more likely to report greater access to prescription medication than other adults in Medicaid? (national estimates from National CAHPS Benchmarking Database?)				
Adults in Medicaid (Adults in national estimates from National CAHPS Benchmarking Database)	Two items assessing access to and unmet need for prescription medication.	Member Survey	DID	Chi-Square tests: A more appropriate test as there were no policy changes related to after-hours care.
Hypothesis 1.2: Wellness Plan members will have equal or greater access to preventive care services.				
Research Question 1.2.1: Are women aged 50-64 in the IHAWP more likely to have had a breast cancer screening than other adults in Medicaid?				
Study group: Female IHAWP members 50-64 yrs.	Percent of women 50-64 years of age who had a mammogram to screen for breast cancer (HEDIS BCS) during the measurement year	Medicaid claims	Means tests CY 2014-2022	Study period will be changed to Cy 2014-2019 due to PHE.
Comparison group: Female FMAP members 50-64 yrs.	Whether a woman 50-64 years of age had a mammogram to screen for breast cancer		DID CY 2014-2022	Analyses will be changed to OLS with PHE adjustments as we do not have pre-IHAWP data for the study group.
Research Question 1.2.2: Are women aged 21-64 in the IHAWP more likely to have had a cervical cancer screening than other adults in Medicaid?				
Study group: Female IHAWP members 21-64 yrs.	Percent of women 21-64 years of age who were screened for cervical cancer (HEDIS CCS)	Medicaid claims	Means tests CY 2017-2022	Study period will be changed to CY 2016-2019 due to PHE.
Comparison group: Female FMAP members 21-64 yrs.				
Adults in Medicaid	Whether a woman 21-64 years of age was screened for cervical cancer		DID CY 2017-2022	Analyses will be changed to OLS with PHE adjustments as we do not have pre-IHAWP data for the study group.

Current Comparison Strategy (Originally Proposed)	Current Outcome Measure(s) (Originally Proposed)	Analytic Approach		
		Data sources	Original	Revised
Research Question 1.2.3: Are adults in the IHAWP more likely to have had a flu shot in the past year than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	Percent of members 21-64 years of age who received an influenza vaccination (CAHPS question)	Member Survey	Means tests	Z-test: A similar test that is better suited for dichotomous outcomes.
Research Question 1.2.4: Are adults with diabetes in the IHAWP more likely to have had Hemoglobin A1c testing than other adults with diabetes in Medicaid?				
For those identified as having diabetes	Percent of members with type 1 or type 2 diabetes who had Hemoglobin A1c testing	Medicaid claims	Means tests CY 2012-2022	Study period will be changed to CY 2015-2019 due to PHE.
Study group: IHAWP members				
2 comparison groups: FMAP adult members SSI adult members	Whether a member with type 1 or type 2 diabetes had Hemoglobin A1c testing		CITS Pre-IHAWP CY 2011-2013 Post-IHAWP CY 2014-2022	Analyses will be changed to OLS with PHE adjustments as we do not have pre-IHAWP data for the study group.
Research Question 1.2.5: Are adults in the IHAWP more likely to report greater access to preventive care than other adults in Medicaid? national estimates from National CAHPS Benchmarking Database?				
Adults in Medicaid (Adults in national estimates from National CAHPS Benchmarking Database)	Two items assessing access to and unmet need for preventive care (CAHPS question)	Member Survey	DID	Chi-square tests: A more appropriate test as there were no policy changes related to preventive care.
Hypothesis 1.3: Wellness Plan members will have equal or greater access to mental and behavioral health services.				
Research Question 1.3.1: Are adults in IHAWP with major depressive disorder more likely to have higher anti-depressant medication management than other adults with major depressive disorder in Medicaid?				
For those identified as having major depressive disorder	Percent of members with major depressive disorder who remained on antidepressant medication (HEDIS AMM)	Medicaid claims	Means tests CY 2015-2022	Study period will be changed to CY 2015-2019 due to PHE.
Study group: IHAWP members				
2 comparison groups FMAP adult members SSI adult members	Time to first lapse in anti-depressant medication		Survival analyses CY 2015-2022	



Current Comparison Strategy (Originally Proposed)	Current Outcome Measure(s) (Originally Proposed)	Analytic Approach			
		Data sources	Original	Revised	
Research Question 1.3.2: Are adults in the IHAWP more likely to utilize mental health services than other adults in Medicaid?					
Study group: IHAWP members  2 comparison groups: FMAP adult members SSI adult members	Percent of members receiving any mental health services	Medicaid claims	Means tests CY 2014-2022	Study period will be changed to CY 2014-2019 due to PHE.	
For those identified as having mental health diagnosis  Study group: IHAWP members  Two comparison groups 1: FMAP adult members 2: SSI adult members	Whether member with mental health diagnosis received mental health services		DID CY 2015-2022		Analyses will be changed to OLS with PHE adjustments as we do not have pre-IHAWP data for the study group.
Members having an ED visit for a mental health illness  Study group: IHAWP members  2 comparison groups FMAP adult members SSI adult members	Whether member had a follow-up visit after ED visit for mental illness (HEDIS FUM)				
Research Question 1.3.3: Are adults in the IHAWP more likely to have greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database? (Redundant item)					
Adults in national estimates from National CAHPS Benchmarking Database	Access to and unmet need for preventive care (CAHPS question)	Member Survey	DID	Removed. See Research Question 1.2.5.	

Current Comparison Strategy (Originally Proposed)		Current Outcome Measure(s) (Originally Proposed)		Analytic Approach	
				Data sources	Original
Hypothesis 1.4: Wellness Plan members will have equal or greater access to care, resulting in equal or lower use of emergency department services for non-emergent care.					
Research Question 1.4.1: Are adults in the IHAWP more likely to have fewer non-emergent ED visits than other adults in Medicaid?					
Study group: IHAWP members	Number of non-emergent ED visits per 1,000 member months (HEDIS AMB) in the measurement year	Medicaid claims	Means tests CY 2014-2022	Study period changed to CY 2014-2019 due to PHE.	
Comparison group: FMAP adult members	Whether member had a non-emergent ED visit (HEDIS AMB) in the measurement period		DID CY 2014-2022	Analyses will be changed to OLS with PHE adjustments as we do not have pre-IHAWP data for the study group.	
Research Question 1.4.2: Are adults in the IHAWP more likely to have fewer follow-up ED visits than other adults in Medicaid?					
Study group: IHAWP members	Percent of members with ED visit within the first 30 days after index ED visit in the measurement year	Medicaid claims	Means tests CY 2014-2022	Study period changed to CY 2014-2019 due to PHE.	
Comparison group: FMAP adult members	Newly developed measure using the structure of hospital readmission from HEDIS and ED value set to define the visits				
Research Question 1.4.3: Are adults in the IHAWP more likely to utilize ambulatory care than other adults in Medicaid?					
Study group: IHAWP members	Rate of outpatient and emergency department visits per 1,000 member months (HEDIS AMB)	Medicaid claims	Means tests CY 2014-2022	Study period changed to CY 2014-2019 due to PHE.	
Comparison group: FMAP adult members					
Research Question 1.4.4: What other circumstances are associated with overutilization of ED?					
Members utilizing the ED ED providers	Identification of facilitators and barriers to other types of care and factors related to non-emergent ED use (e.g., knowledge of alternatives, access, ease of use, up-front cost, work or childcare coverage, financial stress)	Qualitative member interviews, ED provider interviews	Qualitative thematic coding	Unchanged for summative report.	

## Member Experiences Evaluation Measures Summary – Coverage Continuity (see Evaluation Plan for measure detail)

Current Comparison Strategy (Originally Proposed)	Current Outcome Measure(s) (Originally Proposed)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 2.1: Wellness Plan members will experience equal or less churning.				
Research Question 2.1.1: Are adults in the IHAWP less likely to have gaps in health insurance coverage over the past 12 months than other adults in Medicaid?				
Study group: IHAWP members	Number of months in the previous year when the respondent did not have health insurance coverage	Member Survey	DID	In consideration for future analyses
Comparison group: FMAP adult members				
Research Question 2.1.2: Are adults in the IHAWP more likely to have higher rates of consecutive coverage than other adults in Medicaid?				
Study group: IHAWP members	Percent of members with 6 months continuous eligibility and 12 months continuous eligibility	Enrollment files	CITS Pre–CY 2010-2013 Post–CY 2014-2021	Analyses will be changed to OLS with PHE adjustments as we do not have pre-IHAWP data for the study group.
Comparison group: FMAP adult members				
Research Question 2.1.3: Are adults in the IHAWP less likely to change plans or lose eligibility during the year than other adults in Medicaid?				
Study group: IHAWP members	Whether member did not change plans or lose eligibility, changed plans or lost eligibility once, changed plans or lost eligibility 2-3 times or changed plans or lost eligibility 4 or more times	Enrollment files	CITS Pre–CY 2010-2013 Post–CY 2014-2021	Analyses will be changed to OLS with PHE adjustments as we do not have pre-IHAWP data for the study group.
Comparison group: FMAP adult members				
Hypothesis 2.2: Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.				
Research Question 2.2.1: Are adults in the IHAWP more likely to have a personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	The percent who respond that they currently have a personal doctor (CAHPS question)	Member Survey	Means tests	Z-test: A similar test that is better suited for dichotomous outcomes.

Current Comparison Strategy (Originally Proposed)	Current Outcome Measure(s) (Originally Proposed)	Data sources	Analytic Approach	
			Original	Revised
Research Question 2.2.2: Are adults in the IHAWP more likely to have an easier time changing personal doctor/PCP than other adults in Medicaid(than in prior years)?				
Study group: IHAWP members  Comparison group: Adults in Medicaid (FMAP adult members)	Item addressing ease of changing personal doctor (for those who attempted to change personal doctors).	Member Survey	DID	Chi-square test: A more appropriate test as there were no policy changes related to changing PCP.

## Member Experiences Evaluation Measures Summary – Quality of Care (see Evaluation Plan for measure detail)

Current Comparison Strategy	Current Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Hypothesis 3.1: Wellness Plan members will have equal or better quality of care.				
Research Question 3.1.1: Are adults in the IHAWP less likely to receive antibiotic treatment for acute bronchitis than other adults in Medicaid?				
Study group: IHAWP members  2 Comparison groups: FMAP adult members SSI adult members	The percent of members 19–64 years of age with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription (HEDIS AAB)	Medicaid claims	Means tests CY 2014-2022	Study period changed to CY 2014-2019 due to PHE.
Research Question 3.1.2: Are adults aged 40-64 with COPD in IHAWP more likely to have pharmacotherapeutic management of COPD exacerbation than other adults in Medicaid?				
Study group: IHAWP members  2 Comparison groups: FMAP adult members SSI adult members	The percent of COPD exacerbations for members aged 40-64 years of age	Medicaid claims	Means tests CY 2014-2022	Study period changed to CY 2014-2019 due to PHE.

Current Comparison Strategy	Current Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 3.1.3: Are adults in the IHAWP more likely to self-report receipt of flu shot than other adults in Medicaid?				
Study group: IHAWP members  Comparison group: Adults in Medicaid (FMAP adult members, SSI adult members)	Percent of respondents who reported having a flu shot (CAHPS question)	Member Survey	Means tests	Chi-Square test: A similar test that is better suited for dichotomous outcomes.
Research Question 3.1.4: Are adults in the IHAWP less likely to report visiting the ED for non-emergent care than other adults in Medicaid?				
Study group: IHAWP members  Comparison group: Adults in Medicaid (FMAP adult members, SSI adult members)	Percent of respondents who reported that the care they received at their most recent visit to the emergency room could have been provided in a doctor's office if one was available at the time	Member Survey	Means tests	Chi-Square test: A similar test that is better suited for dichotomous outcomes.
Hypothesis 3.2: Wellness Plan members will have equal or lower rates of hospital admissions.				
Research Question 3.2.1: Are adults in the IHAWP less likely to have hospital admissions for COPD, diabetes short-term complications, CHF, or asthma than other adults in Medicaid?				
Study group: IHAWP members  2 Comparison groups: FMAP adult members SSI adult members	The number of discharges for COPD, CHF, short-term complications from diabetes or asthma per 100,000 Medicaid members (PQI)	Medicaid claims	Means tests CY 2014-2022	Study period changed to CY 2014-2019 due to PHE.
Research Question 3.2.2: Are adults in the IHAWP less likely to utilize general hospital/acute care than other adults in Medicaid?				
Study group: IHAWP members  2 Comparison groups: FMAP adult members SSI adult members	This measure summarizes utilization of acute inpatient care and services in the following categories: total inpatient, surgery, and medicine	Medicaid claims	Means tests CY 2014-2022	Study period changed to CY 2014-2019 due to PHE.



Current Comparison Strategy	Current Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 3.2.3: Are adults in the IHAWP less likely to have an acute readmission within 30 days of being discharged for acute inpatient stay than other adults in Medicaid?				
Study group: IHAWP members  2 Comparison groups: FMAP adult members SSI adult members	For members aged 19-64 years, the number of acute inpatient stays that were followed by an acute readmission for any diagnosis within 30 days	Medicaid claims	Means tests CY 2014-2022	Study period changed to CY 2014-2019 due to PHE.
Research Question 3.2.4: Are adults in the IHAWP less likely to have a self-reported hospitalization in the previous 6 months than other adults in Medicaid?				
Study group: IHAWP members  Comparison groups: FMAP adult members SSI adult members	Hospitalization reported in the previous 6 months	Member Survey	Means tests	Chi-Square test: A similar test that is better suited for dichotomous outcomes.
Research Question 3.2.5: Are adults in the IHAWP less likely to have a self-reported 30-day hospital readmission in the previous 6 months than other adults in Medicaid?				
Study group: IHAWP members  Comparison groups: FMAP adult members SSI adult members	30-day readmissions reported in last 6 months	Member Survey	Means tests	Chi-Square test: A similar test that is better suited for dichotomous outcomes.
Hypothesis 3.3: Wellness Plan members will report equal or greater satisfaction with the care provided.				
Research Question 3.3.1: Are adults in the IHAWP more likely to report that their personal doctor communicated well with them during office visits than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	This is a CAHPS composite measure designed to assess respondent perception of how well their personal doctor communicated with them during office visits.	Member Survey	Means tests	Z-test: A similar test that is better suited for dichotomous outcomes.
Research Question 3.3.2: Are adults in the IHAWP more likely to report that their provider supported them in taking care of their own health than other adults in Medicaid?				
Adults in Medicaid (Adults in national estimates from National CAHPS Benchmarking Database)	This is a CAHPS Patient-Centered Medical Home (PCMH) composite measure designed to assess respondent perception of how well their provider supported them in taking care of their own health.	Member Survey	Means tests	Z-test: A similar test that is better suited for dichotomous outcomes.

Current Comparison Strategy	Current Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 3.3.3: Are adults in the IHAWP more likely to report that their provider paid attention to their mental or emotional health than other adults in Medicaid?				
Adults in Medicaid (Adults in national estimates from National CAHPS Benchmarking Database)	This is a CAHPS PCMH composite measure designed to assess respondent perception of how well their provider paid attention to their mental or emotional health.	Member Survey	DID	Chi-Square test: A more appropriate test as there were no policy changes related to PCMH.
Research Question 3.3.4: Are adults in the IHAWP more likely to report that their provider talked with them about their prescription medications than other adults in national estimates from National CAHPS Benchmarking Database? (Redundant item)				
Adults in national estimates from National CAHPS Benchmarking Database	<del>This is a CAHPS PCMH composite measure designed to assess respondent perception of how well their provider talked with them about their prescription medications which is the CAHPS way to assess the shared decision-making component of the PCMH.</del>	Member Survey	DID	Removed. See Research Question 1.1.7.
Research Question 3.3.5: Are adults in the IHAWP more likely to report that their provider paid attention to the care they received from other providers than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in Medicaid (Adults in national estimates from National CAHPS Benchmarking Database)	There are four individual items from the CAHPS PCMH items designed to assess respondent perception of their provider’s attention to the care they received from other providers.	Member Survey	DID	Chi Square-test: A more appropriate test as there were no policy changes related to PCMH.
Research Question 3.3.6: Are adults in the IHAWP more likely to report higher ratings of their personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	Rating of personal doctor on 0-10 scale (CAHPS question)	Member Survey	Means tests	Z-test: A similar test that is better suited for dichotomous outcomes.
Research Question 3.3.7: Are adults in the IHAWP more likely to report higher ratings of their overall care than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in national estimates from National CAHPS Benchmarking Database	Rating of all care received on 0-10 scale (CAHPS question)	Member Survey	Means tests	Z-test: A similar test that is better suited for dichotomous outcomes.

Current Comparison Strategy	Current Outcome Measure(s)	Data sources	Analytic Approach	
			Original	Revised
Research Question 3.3.8: Are adults in the IHAWP more likely to report higher ratings of their MCO health plan than other adults in national estimates from National CAHPS Benchmarking Database?				
Adults in Medicaid (Adults in national estimates from National CAHPS Benchmarking Database)	Rating of MCO health care plan on 0-10 scale (CAHPS question)	Member Survey	Means tests	Chi-square test: A similar test that is better suited for dichotomous outcomes.

## Member experiences results

This section presents results of the analyses associated with each of the hypotheses and research questions proposed for the member experiences portion of the evaluation. Modifications to the methods originally proposed in the 2021 evaluation plan were noted in the previous methods tables.

Table 33 and Table 34 show the overall results for each of the hypotheses and research questions for the 2021 Member survey related to member experiences with the IHAWP program. More details about the results for each of the hypotheses and research questions (e.g., text, table/figures) presented in the summary results, follow the tables.

**Table 33. Health Care Outcomes for IHAWP vs Traditional Iowa Medicaid**

	IHAWP (%) (n=1,216)	Traditional Iowa Medicaid (%) (n=1,055)
<b>Hypothesis 1.1: Wellness Plan members will have equal or greater access to primary care and specialty services.</b>		
Research Question 1.1.5: Are adults in the IHAWP more likely to know what to do to obtain care after regular office hours than other adults in Medicaid?		
<b>Informed about What to do if Care Needed on Weekends, Evenings, Holidays</b>	41%	49%*
Research Question 1.1.7: Are adults in the IHAWP more likely to report greater access to prescription medication than other adults in Medicaid?		
<b>Any Unmet Need for Prescription Medication in Past 6 Months</b>	13%	17%*
<b>Hypothesis 1.2: Wellness Plan members will have equal or greater access to preventive care services.</b>		
Research Question 1.2.5: Are adults in the IHAWP more likely to report greater access to preventive care than other adults in Medicaid?		
<b>Got Preventive Care, Such as a Check-up, Physical Exam, Mammogram, or Pap Smear Test in Past 6 Months</b>	49%	49%
<b>Unmet Need for Preventive Care in Past 6 Months</b>	7%	7%
<b>Hypothesis 2.2: Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.</b>		
Research Question 2.2.2: Are adults in the IHAWP more likely to have a positive experience with changing personal doctor/PCP than other adults in Medicaid?		
<b>Somewhat or Very Easy to Change Personal Doctor</b>	71%	63%

	IHAWP (%) (n=1,216)	Traditional Iowa Medicaid (%) (n=1,055)
<b>Hypothesis 3.1: Wellness Plan members will have equal or better quality of care.</b>		
Research Question 3.1.3: Are adults in the IHAWP more likely to self-report receipt of flu shot than other adults in Medicaid?		
<b>Received a Flu Shot Since September 1</b>	40%	31%*
Research Question 3.1.4: Are adults in the IHAWP less likely to report visiting the ED for non-emergent care than other adults in Medicaid?		
<b>Any ED Visit in Past 6 Months</b>	26%	32%*
<b>Care from Most Recent ED Visit Could have been Provided at Doctor Office if One was Available</b>	37%	46%*
<b>Hypothesis 3.2: Wellness Plan members will have equal or lower rates of hospital admissions.</b>		
Research Question 3.2.4: Are adults in the IHAWP less likely to have a self-reported hospitalization in the previous 6 months than other adults in Medicaid?		
<b>Any Hospitalization in Past 6 Months</b>	8%	9%
<b>30-day Hospital Readmission Among Those with Any Hospitalization in Past 6 Months</b>	18%	23%
<b>Hypothesis 3.3: Wellness Plan members will report equal or greater satisfaction with the care provided.</b>		
Research Question 3.3.2: Are adults in the IHAWP more likely to report that their provider supported them in taking care of their own health than other adults in Medicaid?		
<b>Received Self-Management Support- Doctor Discussed Health Goals, Difficulties Taking Care of Health</b>	48%	45%
Research Question 3.3.3: Are adults in the IHAWP more likely to report that their provider paid attention to their mental or emotional health than other adults in Medicaid?		
<b>Provider Paid Attention to Mental or Emotional Health Among Those with a Health Visit in Past 6 Months</b>	50%	51%
Research Question 3.3.5: Are adults in the IHAWP more likely to report that their provider paid attention to the care they received from other providers than other adults in Medicaid?		
<b>Usually or Always Received Good Care Coordination</b>	80%	78%
Research Question 3.3.8: Are adults in the IHAWP more likely to report higher ratings of their health plan than other adults in Medicaid?		
<b>High Rating of Health Plan</b>	50%	47%

\*Chi-square test &lt;0.05



Table 34. Health Care Outcomes for IHAWP vs National CAHPS Medicaid

	IHAWP (%) (n=1,216)	National CAHPS Medicaid (%)
<b>Hypothesis 1.1: Wellness Plan members will have equal or greater access to primary care and specialty services.</b>		
Research Question 1.1.2: Are adults in the IHAWP more likely to report greater access to urgent care than other adults in national estimates from National CAHPS Benchmarking Database?		
Always Got Care for Illness, Injury, or Condition as Soon as Needed in Past 6 Months	58%	59%
Research Question 1.1.3: Are adults in the IHAWP more likely to report greater access to routine care than other adults in national estimates from National CAHPS Benchmarking Database?		
Always Got Check-up or Routine Care Appointment as Soon as Needed in Past 6 Months	53%	52%
Research Question 1.1.6: Are adults in the IHAWP more likely to report greater access to specialist care than other adults in national estimates from National CAHPS Benchmarking Database?		
Always Got Appointment with Specialist as Soon as Needed in Past 6 Months	51%	50%
<b>Hypothesis 1.2: Wellness Plan members will have equal or greater access to preventive care services.</b>		
Research Question 1.2.3: Are adults in the IHAWP more likely to have had a flu shot in the past year than other adults in national estimates from National CAHPS Benchmarking Database?		
Received a Flu Shot in Past Year	40%	40%
<b>Hypothesis 2.2: Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.</b>		
Research Question 2.2.1: Are adults in the IHAWP more likely to have a personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?		
Have a Personal Doctor (Person to See for Check-up, Advice, Illness, or Injury)	78%	81%
<b>Hypothesis 3.3: Wellness Plan members will report equal or greater satisfaction with the care provided.</b>		
Research Question 3.3.1: Are adults in the IHAWP more likely to report that their personal doctor communicated well with them during office visits than other adults in national estimates from National CAHPS Benchmarking Database?		
Personal Doctor Usually or Always Communicated Well	93%	93%
Research Question 3.3.6: Are adults in the IHAWP more likely to report higher ratings of their personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?		
High Rating of Personal Doctor	69%	68%
Research Question 3.3.7: Are adults in the IHAWP more likely to report higher ratings of their overall care than other adults in national estimates from National CAHPS Benchmarking Database?		
High Rating of Overall Health Care	52%	56%*

\* One-sample Z-test for proportion &lt;0.05

## Access to care

### Hypothesis 1.1: Wellness Plan members will have equal or greater access to primary care and specialty services.

Research Question 1.1.1: Are adults in the IHAWP more likely to have had an ambulatory or preventive care visit than other adults in Medicaid?

*Dataset is curated for the period 2011–2021. Preliminary model building is underway.*

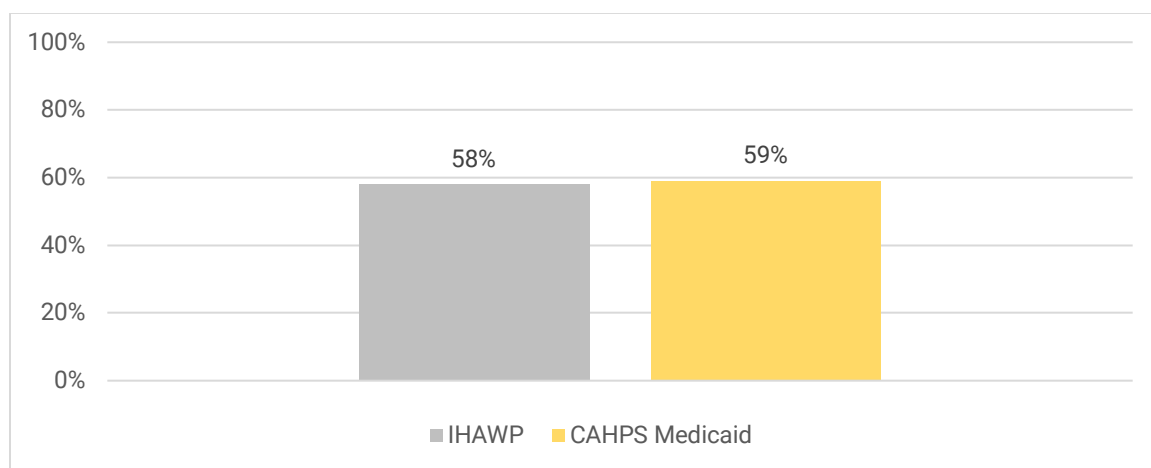
Research Question 1.1.2: Are adults in the IHAWP more likely to report greater access to urgent care than other adults in national estimates from National CAHPS Benchmarking Database?

*Respondents were asked if they had an illness, injury, or condition that needed care right away in the last six months. Among those who responded yes, the following question was asked to assess access to urgent care:*

*In the last 6 months, was there any time when you needed care right away but could not get it for any reason?*

Figure 50 shows the percent of IHAWP members and adult Medicaid members in the 2022 National CAHPS Benchmarking database who indicated always getting the care they needed right away. Rates are very similar between the two groups with 58% of IHAWP members indicated always getting the care they needed right away compared to 59% of CAHPS Medicaid participants.

**Figure 52. Always Got Care for Illness, Injury, or Condition as Soon as Needed in Past 6 Months**



*One sample z-test for proportion: not significant*

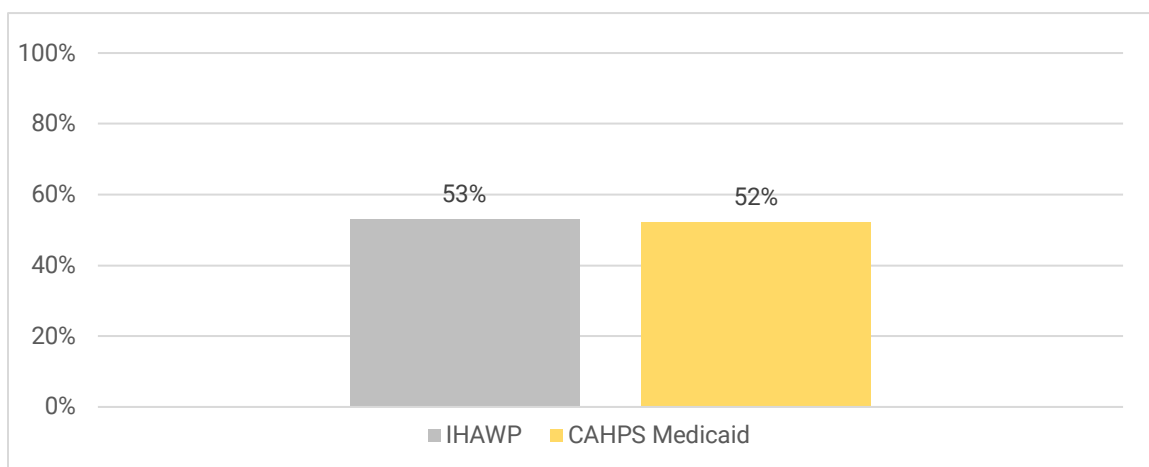
Research Question 1.1.3: Are adults in the IHAWP more likely to report greater access to routine care than other adults in national estimates from National CAHPS Benchmarking Database?

*Respondents were asked if they made an appointment for a check-up or routine care in the last 6 months. Among those who responded yes, the following question was asked to assess access to routine care:*

*In the last 6 months, how often did you get an appointment for a check-up or routine care as soon as you needed?*

Figure 51 shows the percent of IHAWP members and adult Medicaid members in the 2022 National CAHPS Benchmarking database who indicated always getting a check-up or routine care appointment as soon as needed. Rates were very similar between the two groups with just over half of IHAWP members (53%) and CAHPS Medicaid participants (52%) reporting that they were able to get a check-up or routine care appointment as soon as they needed.

**Figure 53. Always Got Check-up or Routine Care Appointment as Soon as Needed in Past 6 Months (IHAWP vs. CAHPS Medicaid)**



*One sample z-test for proportion: not significant*

Research Question 1.1.4: Are adults in the IHAWP more likely to get timely appointments, answers to questions, and have less time in waiting room than other adults in national estimates from National CAHPS Benchmarking Database?

*This question was not included in the 2022 Member Survey and will be considered for inclusion in the next member survey.*

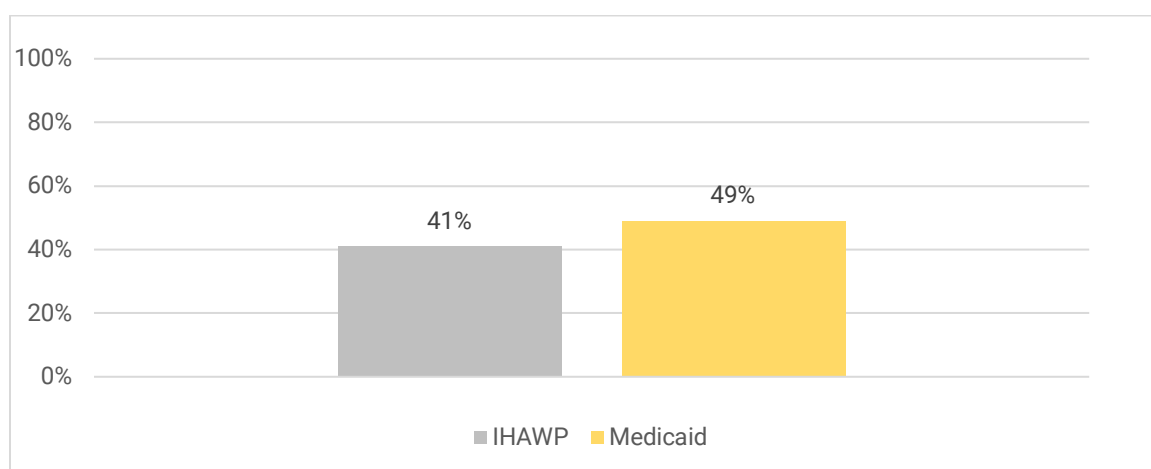
Research Question 1.1.5: Are adults in the IHAWP more likely to know what to do to obtain care after regular office hours than other adults in Medicaid?

Access to after-hours care was assessed using one item that asked respondents whether a provider gave them information about how to access care after hours:

*Did a doctor's office give you information about what to do if you needed care during evenings, weekends, or holidays?*

Figure 52 provides the percentages of IHAWP and Medicaid members who reported that they had been informed about how to access care after hours. Half of Medicaid members (49%) reported receiving information from their doctor's office about what to do if they needed care after-hours, which was significantly higher than reported by IHAWP members (41%).

**Figure 54. Informed about After-Hours Care (IHAWP vs. Traditional Medicaid)**



Chi-square  $p < .05$

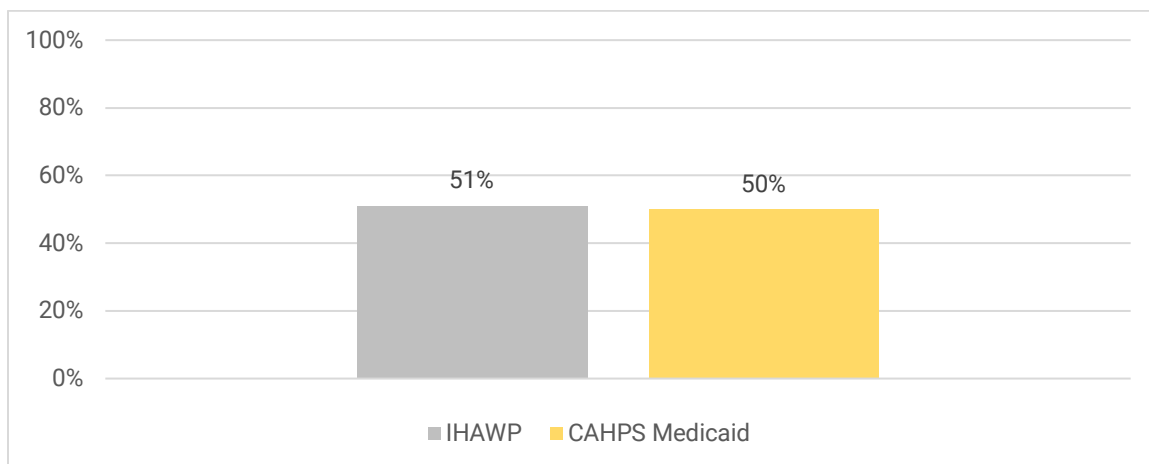
Research Question 1.1.6: Are adults in the IHAWP more likely to report greater access to specialist care than other adults in national estimates from National CAHPS Benchmarking Database?

Respondents were asked if they needed specialist care in the last 6 months. Among those who responded yes, the following question was asked to assess access to specialist care:

*In the last 6 months, how often did you get an appointment to see a specialist as soon as you needed?*

Figure 53 shows the percent of IHAWP members who indicated always getting specialist care as soon as they needed compared to results from the 2022 National CAHPS Benchmarking Database. Rates were very similar between the two comparison groups with just over half of IHAWP members (51%) reporting getting care from a specialist as soon as needed and half of CAHPS adult Medicaid participants (50%) reporting getting specialist care as soon as needed in the past 6 months.

**Figure 55. Always Got Appointment with Specialist as Soon as Needed in Past 6 Months (IHAWP vs. CAHPS Medicaid)**



*One sample z-test for proportion: not significant*

Research Question 1.1.7: Are adults in the IHAWP more likely to report greater access to prescription medication than other adults in Medicaid?

*Member experiences with prescription medication were assessed by asking respondents if, in the last six months:*

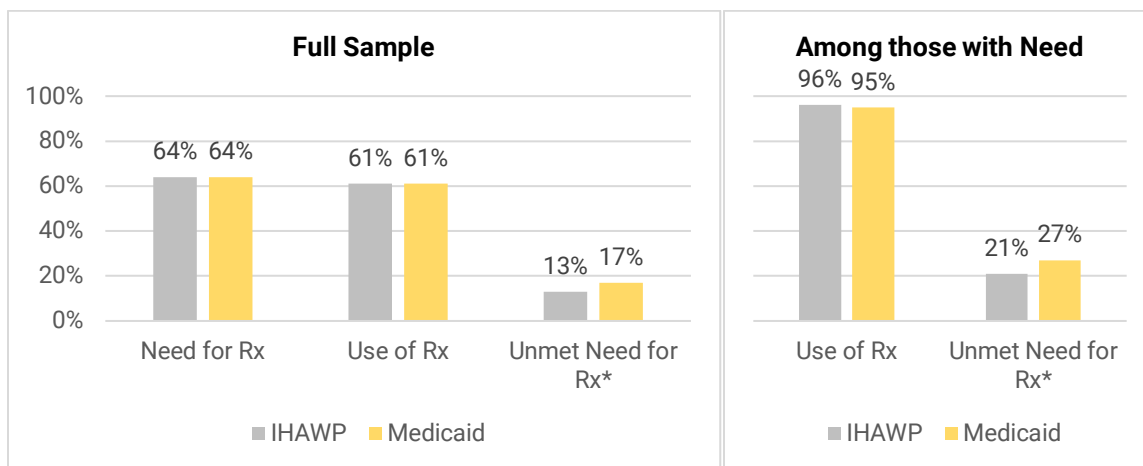
*They (or a doctor) thought they needed prescription medication (Need); If YES:*

*If they took any prescription medication, excluding birth control (Use)*

*If there was any time when prescription medication was needed but they were unable to get it (Unmet Need)*

Figure 54 provides the results of the comparison between IHAWP and Medicaid member responses regarding prescription medications. Two-thirds of IHAWP and Medicaid members (64%) reported needing prescriptions in the last six months. When looking at the proportion who used a prescription medication, over three-fifths indicated use of prescriptions, with no significant differences between IHAWP and Medicaid (61%). The vast majority of those who expressed a need for prescriptions indicated use of prescription medication, again with no difference between IHAWP and Medicaid members (96% and 95% respectively). IHAWP members reported significantly lower rates of unmet need for prescription medication: 13% of IHAWP members overall indicated that there was a time when they needed prescriptions but were unable to get them, while 17% of Medicaid members overall reported unmet need. Among those who indicated a need for prescription medications in the past six months, one-fifth of IHAWP members and a quarter of Medicaid members expressed an unmet need.



**Figure 56. Access to and Use of Prescription Medication in Past 6 Months (IHAWP vs. Traditional Medicaid)**

\* Chi-square  $p < .05$

Chi-square not significant for indicators without asterisk

### **Hypothesis 1.2: Wellness Plan members will have equal or greater access to preventive care services.**

Research Question 1.2.1: Are women aged 50-64 in the IHAWP more likely to have had a breast cancer screening than other adults in Medicaid?

*Dataset is curated for the period 2011-2021. Additional data for 2022 and 2023 will be added in July 2024. Analyses will be completed by December 2024.*

Research Question 1.2.2: Are women aged 21-64 in the IHAWP more likely to have had a cervical cancer screening than other adults in Medicaid?

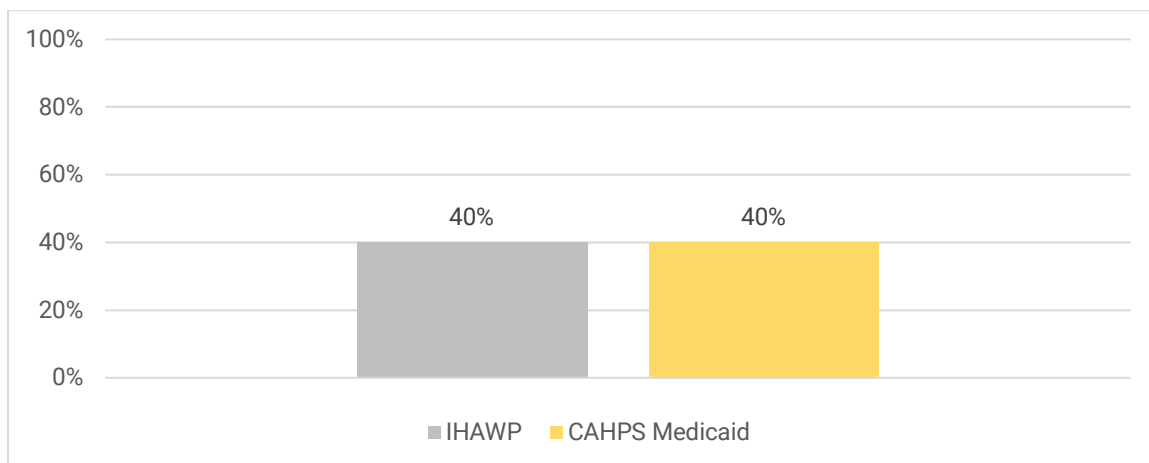
*Dataset is curated for the period 2011-2021. Additional data for 2022 and 2023 will be added in July 2024. Analyses will be completed by December 2024.*

Research Question 1.2.3: Are adults in the IHAWP more likely to have had a flu shot in the past year than other adults in national estimates from National CAHPS Benchmarking Database?

*Respondents in the 2022 Consumer Survey reported if they had received a flu shot since September and those in the 2022 National CAHPS Benchmarking Database reported whether they had received a flu shot since July (approximately the past year). There was*

no difference between the two comparison groups with 40% of IHAWP members and 40% of CAHPS adult Medicaid participants reporting receipt of a flu shot (Figure 55).

**Figure 57. Receipt of a Flu Vaccine (IHAWP vs. CAHPS Medicaid)**



One sample z-test for proportion: not significant

Research Question 1.2.4: Are adults with diabetes in the IHAWP more likely to have had Hemoglobin A1c testing than other adults with diabetes in Medicaid?

*Dataset is curated for the period 2011-2021. Additional data for 2022 and 2023 will be added in July 2024. Analyses will be completed by December 2024.*

Research Question 1.2.5: Are adults in the IHAWP more likely to report greater access to preventive care than other adults in Medicaid?

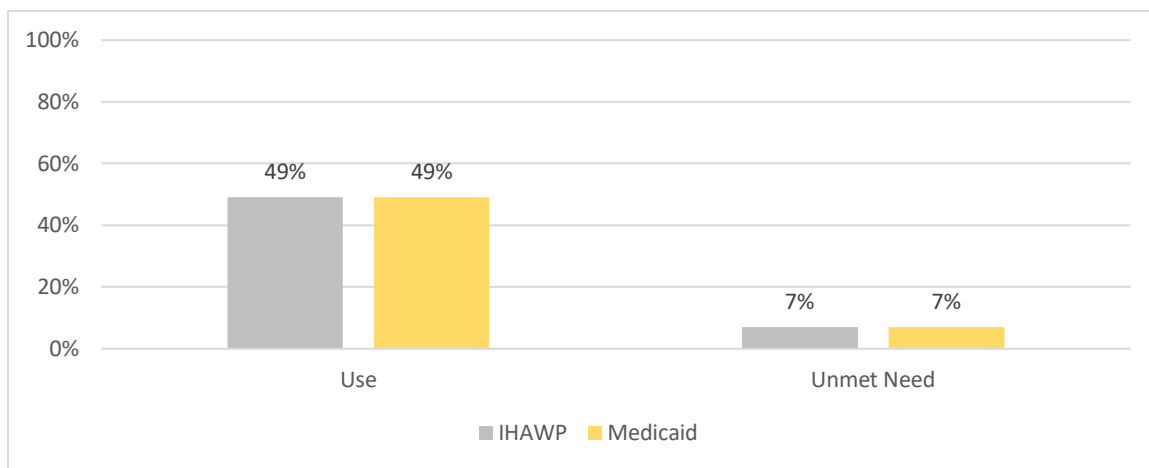
*Member experiences with preventive care were assessed by asking respondents if, in the last six months, they:*

*Got preventive care, such as a check-up, physical exam, mammogram, or Pap smear test (Use)*

*Had a time when preventive care was needed but they were unable to get it (Unmet Need)*

Just under half of both IHAWP and Medicaid members (49%) reported receiving preventive care (Figure 56). Less than one-tenth (7%) of both IHAWP and Medicaid members reported not being able to get preventive care when it was needed (unmet need).

**Figure 58. Utilization and Unmet Need for Preventive Care in Past 6 Months (IHAWP vs. Traditional Medicaid)**



Chi-square tests: not significant

**Hypothesis 1.3: Wellness Plan members will have equal or greater access to mental and behavioral health services.**

Research Question 1.3.1: Are adults in IHAWP with major depressive disorder more likely to have higher anti-depressant medication management than other adults with major depressive disorder in Medicaid?

*Dataset is curated for the period 2011-2021. Additional data for 2022 and 2023 will be added in July 2024. Analyses will be completed by December 2024.*

Research Question 1.3.2: Are adults in the IHAWP more likely to utilize mental health services than other adults in Medicaid?

*Dataset is curated for the period 2011-2021. Preliminary model building is currently underway.*

Research Question 1.3.3: Are adults in the IHAWP more likely to have greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database?

*This question is included in Research Question 1.2.5.*

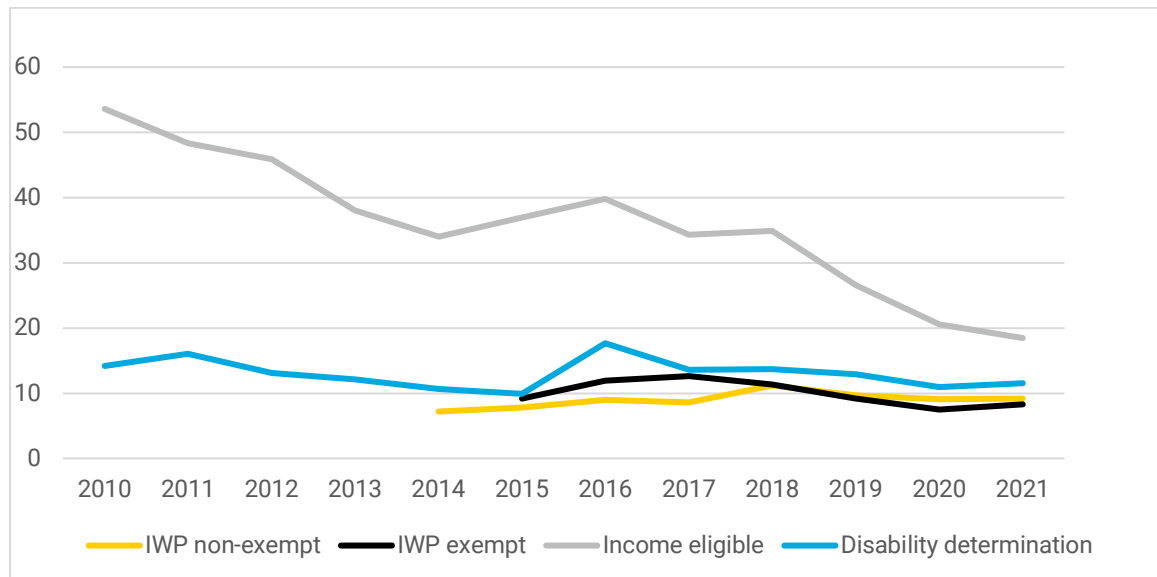
**Hypothesis 1.4: Wellness Plan members will have equal or greater access to care, resulting in equal or lower use of emergency department services for non-emergent care.**

Research Question 1.4.1: Are adults in the IHAWP more likely to have fewer non-emergent ED visits than other adults in Medicaid?

*Preliminary data has been analyzed to determine the pattern of ED visits per 1,000 member months for 4 specific groups. We included IHAWP members who were not exempt from the Healthy Behaviors (HB) requirements (would need a preventive visit to avoid a premium), IHAWP members who are exempt from the HBI requirements (medically exempt or in exempted population such as American Indian or FPL under 50%), adults in households that are income eligible for Medicaid, and adults in households who are eligible for Medicaid due to a disability determination.*

Figure 57 shows the pattern of outpatient ED visits/1,000 member months for the period 2011-2021. The members enrolled due to a disability determination (DD) have a unique pattern. Prior to 2014 (year IHAWP was instituted) the trend is stable. There is a spike in outpatient ED visits for this group during 2016, the year Iowa Medicaid moved to an all MCO model of care. The outpatient ED rate for these members never returned to pre-MCO levels. For members enrolled due to income eligibility the outpatient ED rates have continued to fall over the 12 years shown in the trend. Rates for IHAWP non-exempt members and IHAWP exempt members have fallen since IHAWP began in 2014, with the greatest drop in the IHAWP exempt group.

**Figure 59. Outpatient ED Rates by Program and Year**



*IHAWP exempt group rates begin in 2015 as HBI exemption was not determined until 1 year post HBI initiation 2014*

Research Question 1.4.2: Are adults in the IHAWP more likely to have fewer follow-up ED visits than other adults in Medicaid?

*Dataset is curated for the period 2011-2021. Preliminary model building is currently underway.*

Research Question 1.4.3: Are adults in the IHAWP more likely to utilize ambulatory care than other adults in Medicaid?

*Dataset is curated for the period 2011-2021. Preliminary model building is currently underway.*

Research Question 1.4.4: What other circumstances are associated with overutilization of ED?

*Dataset is curated for the period 2011-2021. Preliminary model building is currently underway.*

## Coverage continuity

### **Hypothesis 2.1: Wellness Plan members will experience equal or less churning.**

Research Question 2.1.1: Are adults in the IHAWP less likely to have gaps in health insurance coverage over the past 12 months than other adults in Medicaid?

*This question was not included in the 2022 Member Survey and will be considered for inclusion in the next member survey.*

Research Question 2.1.2: Are adults in the IHAWP more likely to have higher rates of consecutive coverage than other adults in Medicaid?

*The eligibility database is currently being analyzed to assess this question.*

Research Question 2.1.3: Are adults in the IHAWP less likely to change plans or lose eligibility during the year than other adults in Medicaid?

*The eligibility database is currently being analyzed to assess this question.*

### **Hypothesis 2.2: Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.**

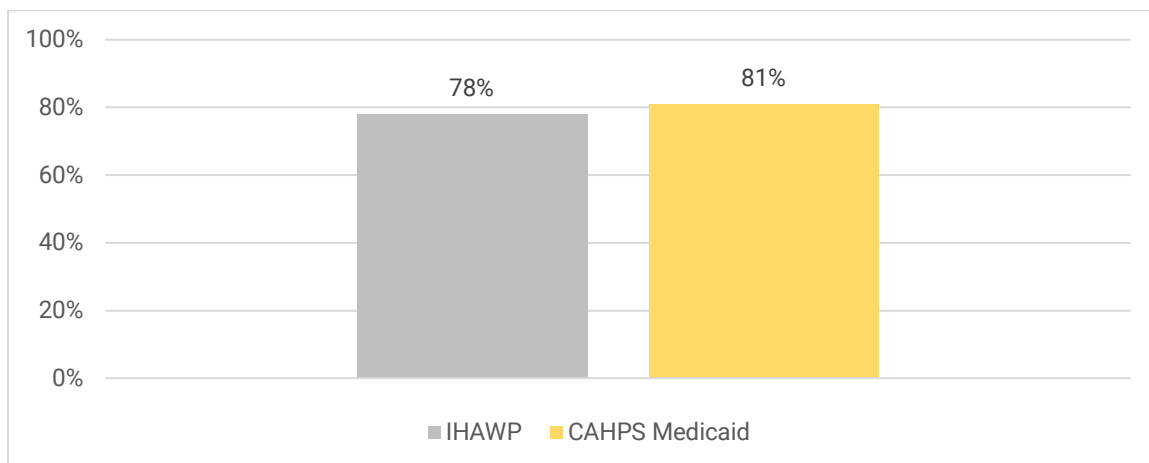
Research Question 2.2.1: Are adults in the IHAWP more likely to have a personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?

*Respondents reported if they had a personal doctor based on the following question: A personal doctor is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?*



Figure 58 shows that over three quarters of IHAWP respondents reported having a personal doctor (78%) and this was a slightly lower rate compared with adult Medicaid participants in the 2022 National CAHPS Benchmarking Database (81%).

**Figure 60. Has a Personal Doctor (IHAWP vs. CAHPS Medicaid)**

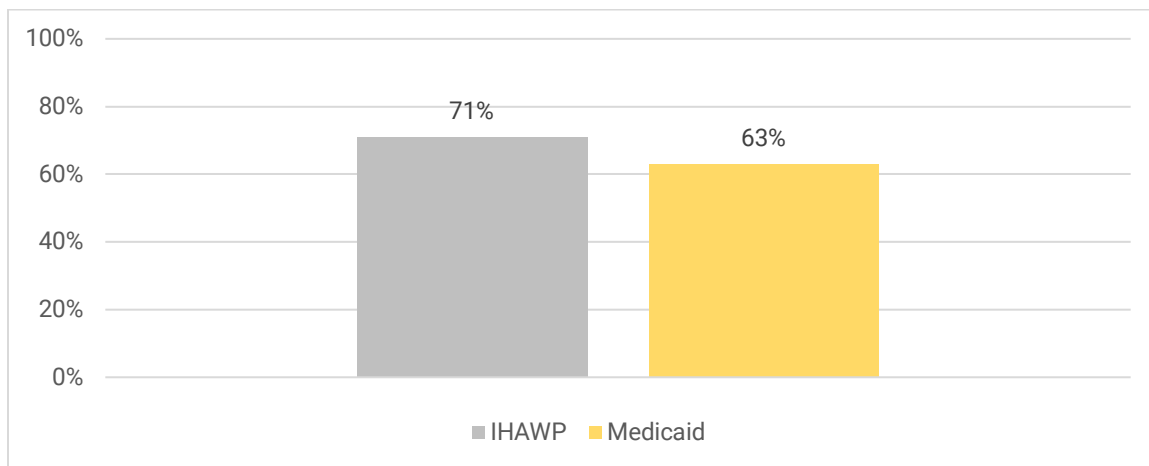


One sample z-test for proportion:  $p < .05$

Research Question 2.2.2: Are adults in the IHAWP more likely to have a positive experience with changing personal doctor/PCP than other adults in Medicaid?

Fewer than one-tenth of IHAWP and Medicaid members reported attempting to change their personal doctor (8% IHAWP and Medicaid). Of those who did attempt to change their personal doctor, Figure 59 shows that a majority of IHAWP and Medicaid members reported that it was “very easy” or “somewhat easy” to find a new personal doctor (71% IHAWP and 63% Medicaid, chi-square not significant).

**Figure 61. Somewhat or Very Easy to Change Personal Doctor (IHAWP vs. Traditional Medicaid)**



Chi-square: not significant

## Quality of care

### Hypothesis 3.1: Wellness Plan members will have equal or better quality of care.

Research Question 3.1.1: Are adults in the IHAWP less likely to receive antibiotic treatment for acute bronchitis than other adults in Medicaid?

*Dataset is curated for the period 2011-2021. Preliminary model building is currently underway.*

Research Question 3.1.2: Are adults aged 40-64 with COPD in IHAWP more likely to have pharmacotherapeutic management of COPD exacerbation than other adults in Medicaid?

*Dataset is curated for the period 2011-2021. Preliminary model building is currently underway.*

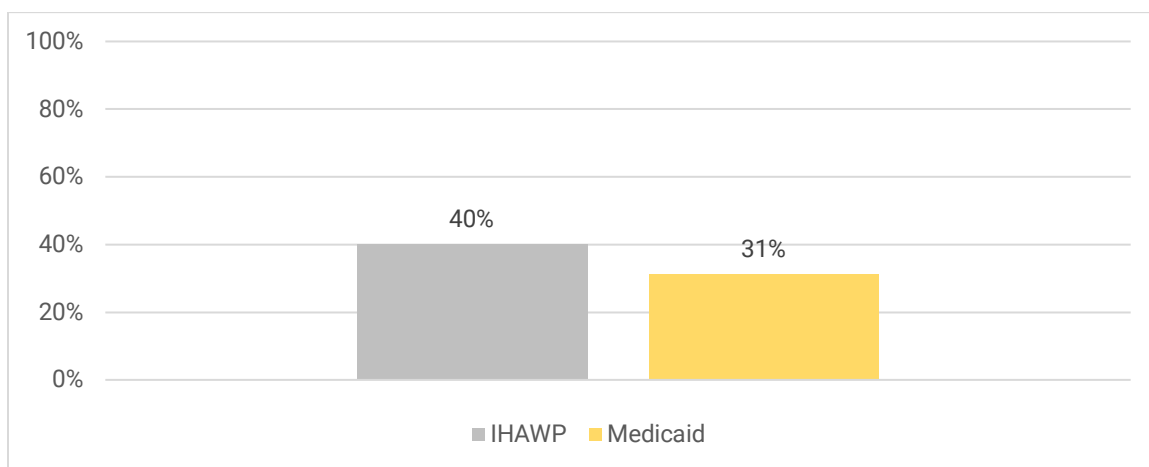
Research Question 3.1.3: Are adults in the IHAWP more likely to self-report receipt of flu shot than other adults in Medicaid?

*Receipt of a flu vaccine was assessed using the item below.*

*Have you had a flu shot since September 1, 2021?*

*IHAWP members were significantly more likely to indicate receipt of a flu shot (40%) than Medicaid members (31%) (Figure 60).*

**Figure 62. Receipt of Flu Vaccine (IHAWP vs. Traditional Medicaid)**



*Chi-square  $p < .05$*

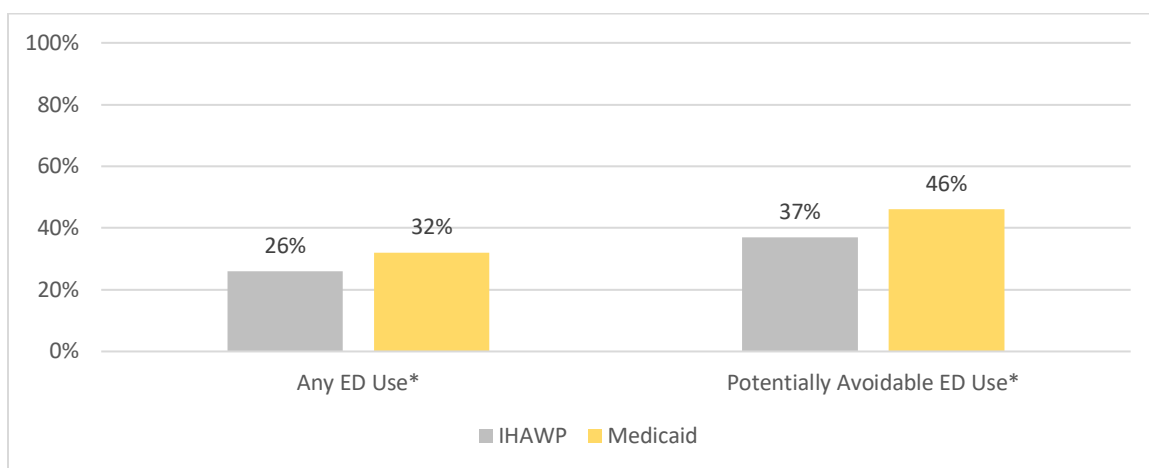
Research Question 3.1.4: Are adults in the IHAWP less likely to report visiting the ED for non-emergent care than other adults in Medicaid?

*There were several questions in the survey that attempted to assess “appropriate” emergency department (ED) use. The surveys included a question asking those with at least one ED visit whether the care from their most recent ED visit could have been*

provided in a doctor's office if one was available at the time. Affirmative responses to that question defined potentially "avoidable" ED use.

Figure 61 shows the ED experiences of IHAWP and Medicaid members. Around one-quarter (26%) of IHAWP members and around one-third of Medicaid members (32%) used the ED at least once in the six-month period, and that difference was significant. Significantly fewer IHAWP members (37%) compared to Medicaid members (46%) reported that the care at their last visit to the ED could have been provided in a doctor's office.

**Figure 63. Emergency Department Use in Past 6 Months (IHAWP vs. Traditional Medicaid)**



\* Chi-square  $p < .05$

### **Hypothesis 3.2: Wellness Plan members will have equal or lower rates of hospital admissions.**

Research Question 3.2.1: Are adults in the IHAWP less likely to have hospital admissions for COPD, diabetes short-term complications, CHF, or asthma than other adults in Medicaid?

*Dataset is curated for the period 2011-2021. Preliminary model building is currently underway.*

Research Question 3.2.2: Are adults in the IHAWP less likely to utilize general hospital/acute care than other adults in Medicaid?

*Dataset is curated for the period 2011-2021. Preliminary model building is currently underway.*

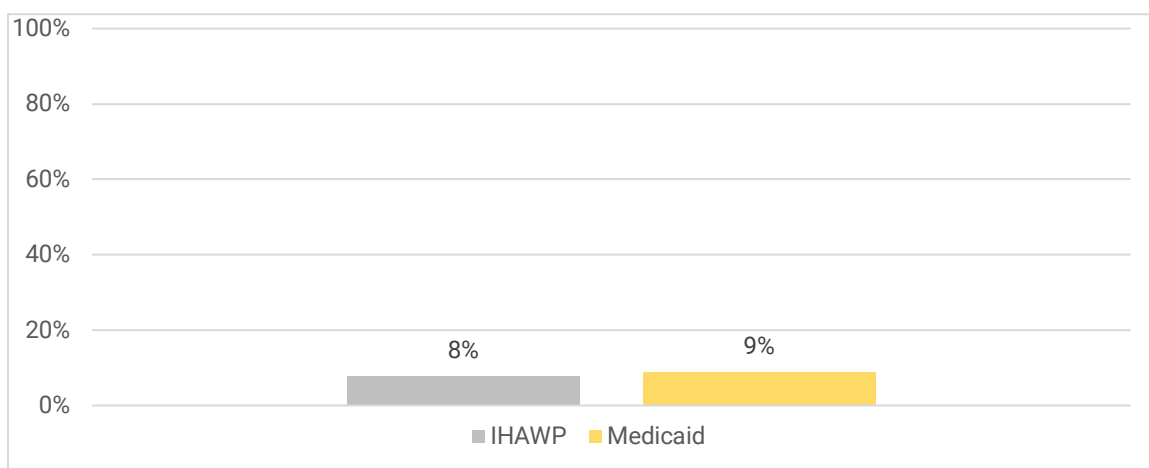
Research Question 3.2.3: Are adults in the IHAWP less likely to have an acute readmission within 30 days of being discharged for acute inpatient stay than other adults in Medicaid?

*Dataset is being curated for the period 2011-2021.*

Research Question 3.2.4: Are adults in the IHAWP less likely to have a self-reported hospitalization in the previous 6 months than other adults in Medicaid?

*Respondents were asked how many nights they spent in the hospital for any reason in the six months prior to the survey. Figure 62 shows there was no significant difference between IHAWP members and Medicaid members with regard to hospital stays in the last six months. About one tenth (8% and 9% respectively) reported any hospital stays in the six-month period.*

**Figure 64. Any Hospitalization in Past 6 Months (IHAWP vs. Traditional Medicaid)**



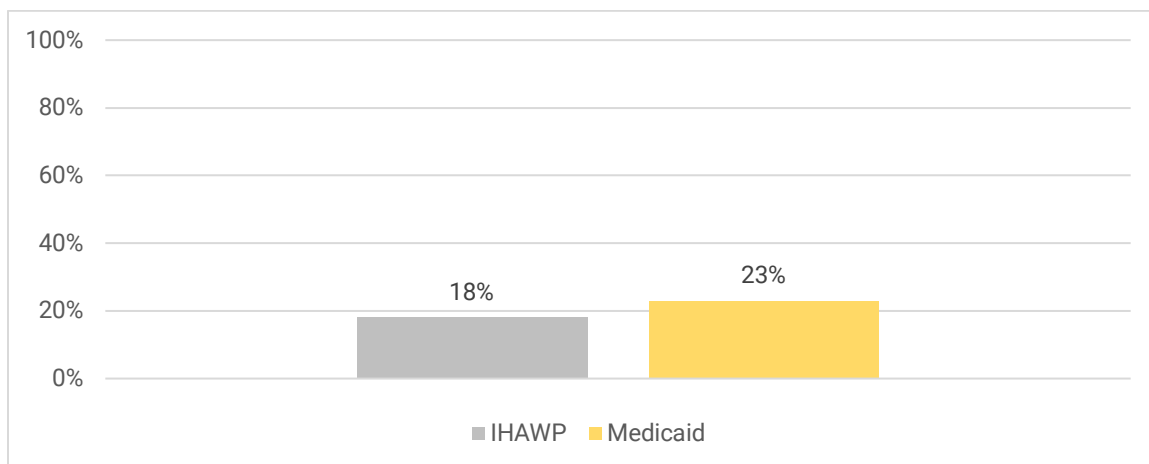
*Chi-square: not significant*

Research Question 3.2.5: Are adults in the IHAWP less likely to have a self-reported 30-day hospital readmission in the previous 6 months than other adults in Medicaid?

*Among those who reported any hospitalization, potentially “avoidable” readmissions to the hospital were assessed by asking respondents if they ever had to go back into the hospital within 30 days of being allowed to go home because they were still sick or had a problem.*

*Figure 63 shows that 18% of IHAWP respondents reported a 30-day hospital readmission in the past 6 months compared with 23% of Medicaid respondents. This difference was not statistically significant.*

**Figure 65. 30-day Hospital Readmission Among Those with Any Hospitalization in Past 6 Months (IHAWP vs. Traditional Medicaid)**



*Chi-square: not significant*

**Hypothesis 3.3: Wellness Plan members will report equal or greater satisfaction with the care provided.**

Research Question 3.3.1: Are adults in the IHAWP more likely to report that their personal doctor communicated well with them during office visits than other adults in national estimates from National CAHPS Benchmarking Database?

*Communication between providers and patients was assessed using a CAHPS four-item composite measure comprised of the following questions (asked of those with a personal doctor):*

*How often did your personal doctor explain things in a way that was easy to understand?*

*How often did your personal doctor listen carefully to you?*

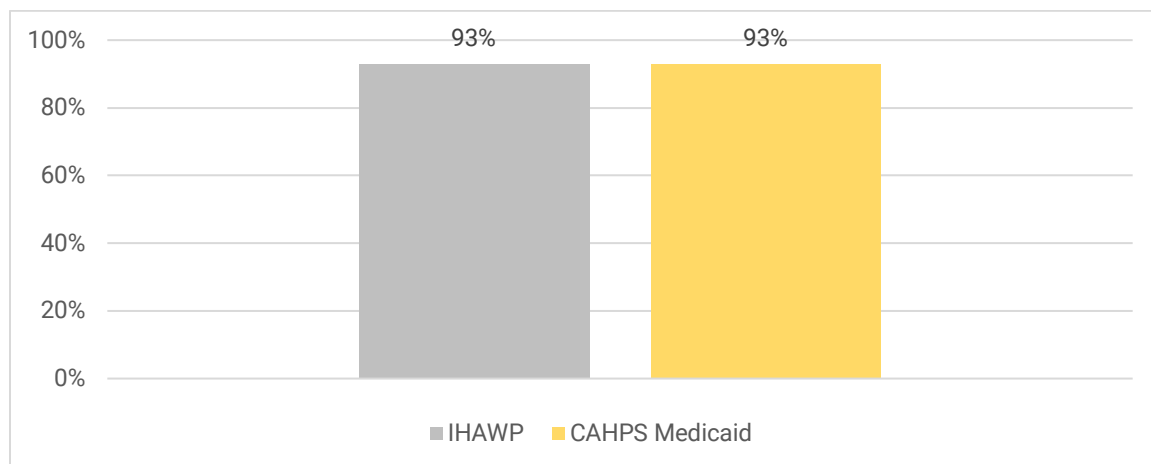
*How often did your personal doctor show respect for what you had to say?*

*How often did your personal doctor spend enough time with you?*

Figure 64 shows the proportion of respondents who reported that their personal doctor usually or always communicated well with them for IHAWP members and adult Medicaid recipients in the 2022 CAHPS National Benchmarking Database. Rates were the same between the two comparison groups with the vast majority of respondents in each group (93%) indicating that their personal doctor usually or always communicated well with them.



**Figure 66. Personal Doctor Usually or Always Communicated Well (IHAWP vs. CAHPS Medicaid)**



*One sample z-test for proportion: not significant*

Research Question 3.3.2: Are adults in the IHAWP more likely to report that their provider supported them in taking care of their own health than other adults in Medicaid?

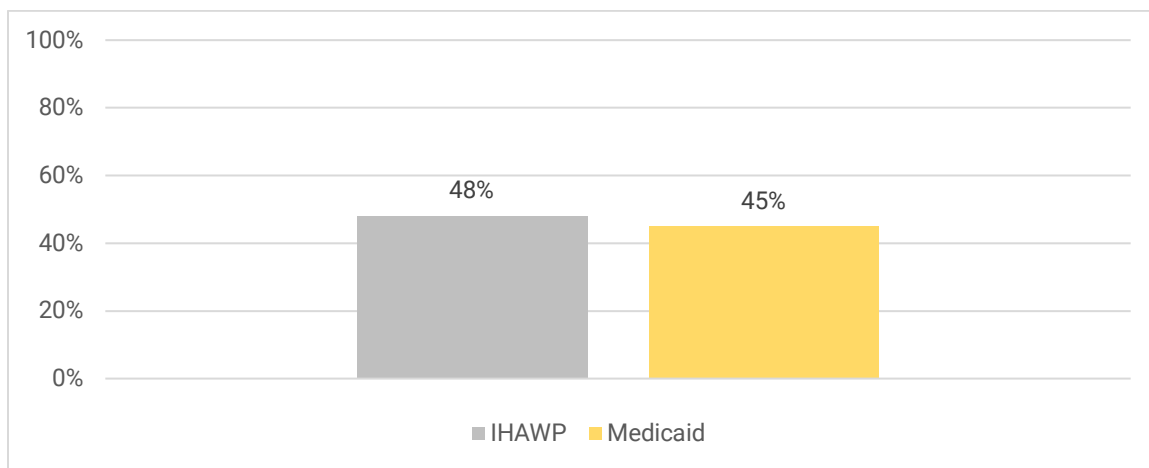
*Self-Management Support was assessed using a two-item CAHPS composite measure comprised of the following questions asked of those with a health visit:*

*Did anyone in a doctor's office talk with you about specific goals for your health?*

*Did anyone in a doctor's office ask you if there are things that make it hard for you to take care of your health?*

Figure 65 provides a summary of the findings for IHAWP and Medicaid member receipt of self-management support. Almost half of IHAWP (48%) and Medicaid members (45%) with a health visit reported receiving self-management support from their provider.

**Figure 67. Receipt of Self-Management Support Among Those with a Health Visit in Past 6 Months (IHAWP vs. Traditional Medicaid)**



*Chi-square: not significant*

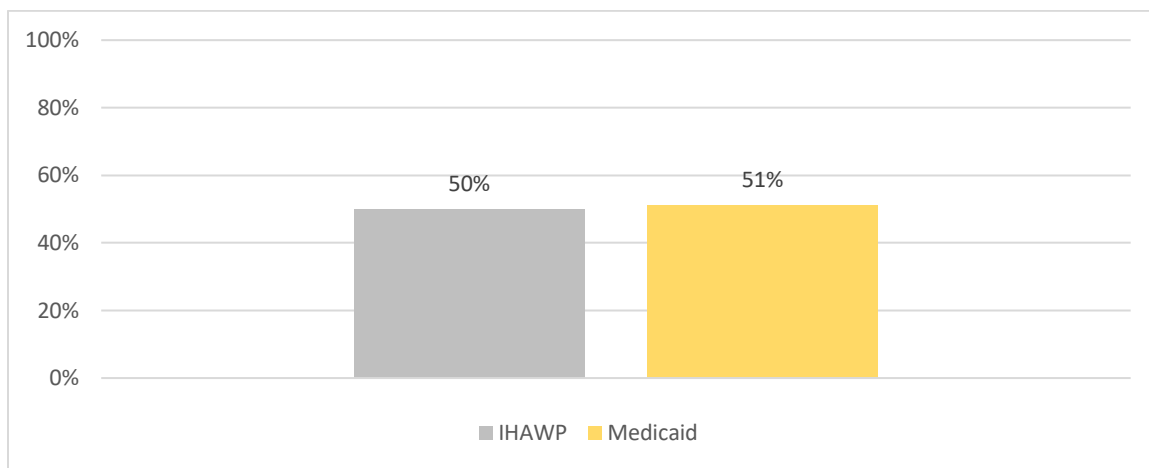
Research Question 3.3.3: Are adults in the IHAWP more likely to report that their provider paid attention to their mental or emotional health than other adults in national estimates from National CAHPS Benchmarking Database?

*Respondents who reported a health care visit in the last six months were asked the following question about the attention their provider paid to their mental or emotional health during a doctor's visit:*

*Did you and anyone in a doctor's office talk about things in your life that worry you or cause you stress?*

Figure 66 shows that about one-half of both IHAWP and Medicaid members (50 and 51%, respectively) reported talking with someone from their doctor's office about things in life that worried them or caused them stress.

**Figure 68. Provider Paid Attention to Mental or Emotional Health Among Those with a Health Visit in Past 6 Months (IHAWP vs. Traditional Medicaid)**



*Chi-square: not significant*

Research Question 3.3.4: Are adults in the IHAWP more likely to report that their provider talked with them about their prescription medications than other adults in national estimates from National CAHPS Benchmarking Database?

*This question is included in the composite for Research Question 3.3.5.*

Research Question 3.3.5: Are adults in the IHAWP more likely to report that their provider paid attention to the care they received from other providers than other adults in Medicaid?

*Care Coordination was assessed using four items from CAHPS related to different aspects of providing care coordination:*

*When your doctor's office ordered a blood test, x-ray, or other test for you, how often did someone from the doctor's office follow up to give you those results?*

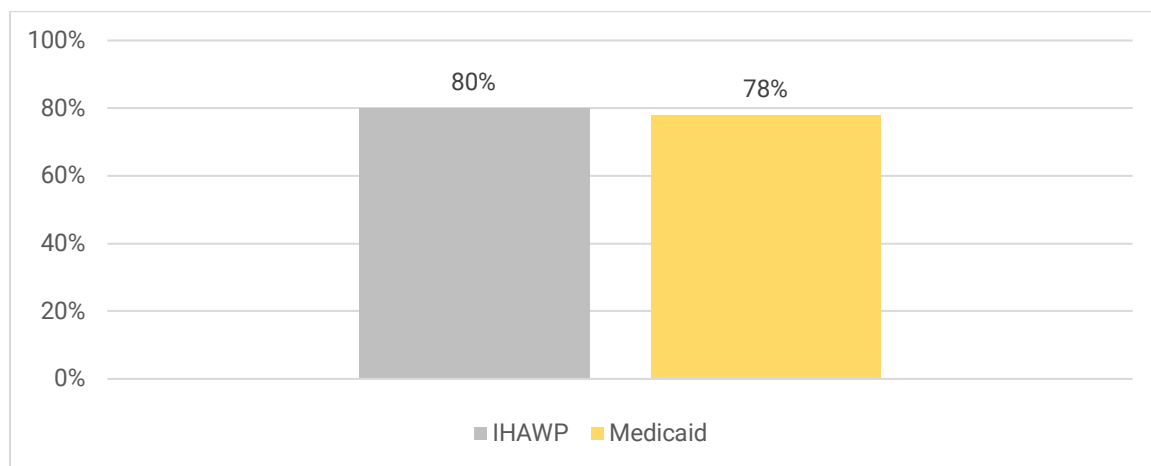
*How often did your personal doctor's office seem informed and up to date about the care you got from specialists?*

*How often did your personal doctor seem to know the important information about your medical history?*

*How often did you talk with someone from your doctor's office about all the prescription medicines you were taking?*

Figure 67 provides a summary of the percentage of respondents who reported “usually” or “always” to the above measures assessing experiences with their doctor’s office. IHAWP and Medicaid members’ experiences were similar with regard to care coordination (80% IHAWP, 78% Medicaid).

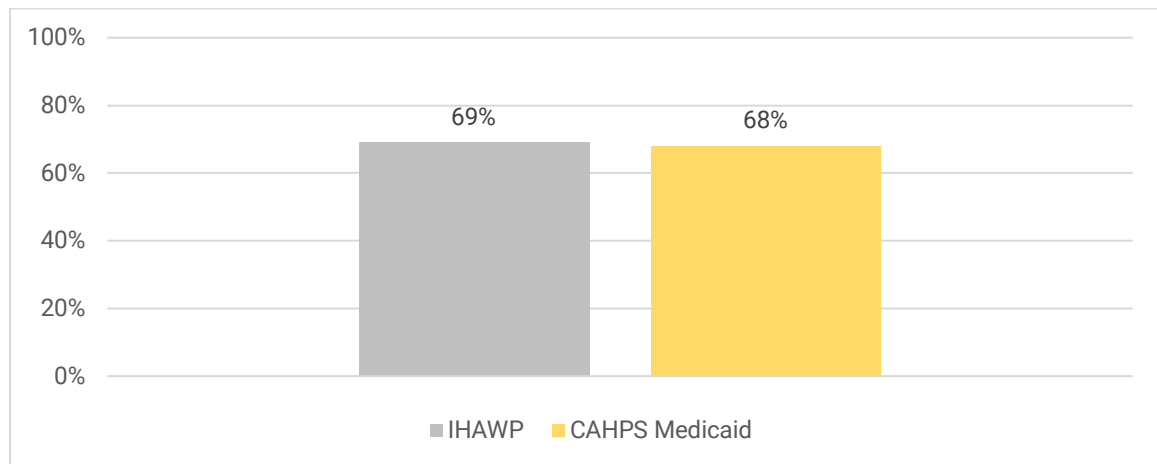
**Figure 69. Usually or Always Received Good Care Coordination (IHAWP vs. Traditional Medicaid)**



Chi-square: not significant

Research Question 3.3.6: Are adults in the IHAWP more likely to report higher ratings of their personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?

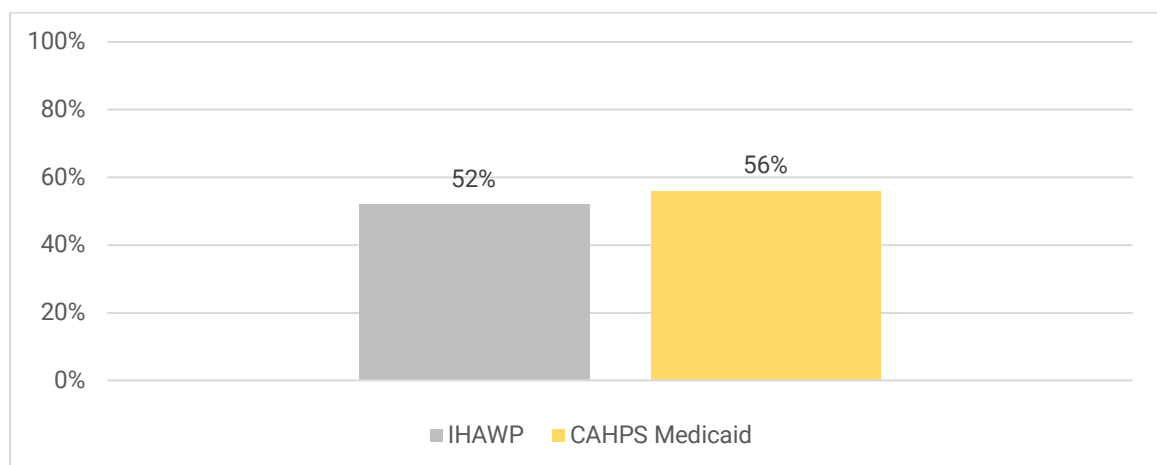
Respondents were asked to rate their personal doctor on a 0 to 10 scale, where 0 was defined as the worst possible and 10 as the best possible. Figure 68 shows the percentage of IHAWP and CAHPS adult Medicaid respondents who rated their personal doctor as 9 or “10”. Doctor ratings were similar between the two comparison groups with 69% of IHAWP respondents rating their doctor as 9 or 10 compared with 68% of adult Medicaid recipients in CAHPS.

**Figure 70. High Rating of Personal Doctor (IHAWP vs. CAHPS Medicaid)**

One sample z-test for proportion: not significant

Research Question 3.3.7: Are adults in the IHAWP more likely to report higher ratings of their overall care than other adults in national estimates from National CAHPS Benchmarking Database?

Respondents also rated all the health care they received on a 0 to 10 scale, where 0 was defined as the worst possible and 10 as the best possible. Figure 69 shows that a high rating of overall care was slightly more common among adult Medicaid recipients in CAHPS than among IHAWP members. Specifically, 56% of CAHPS adult Medicaid recipients gave a high rating of their overall care (9 or 10) compared with 52% of IHAWP respondents.

**Figure 71. High Rating of Overall Health Care (IHAWP vs. CAHPS Medicaid)**

One sample z-test for proportion:  $p < .05$

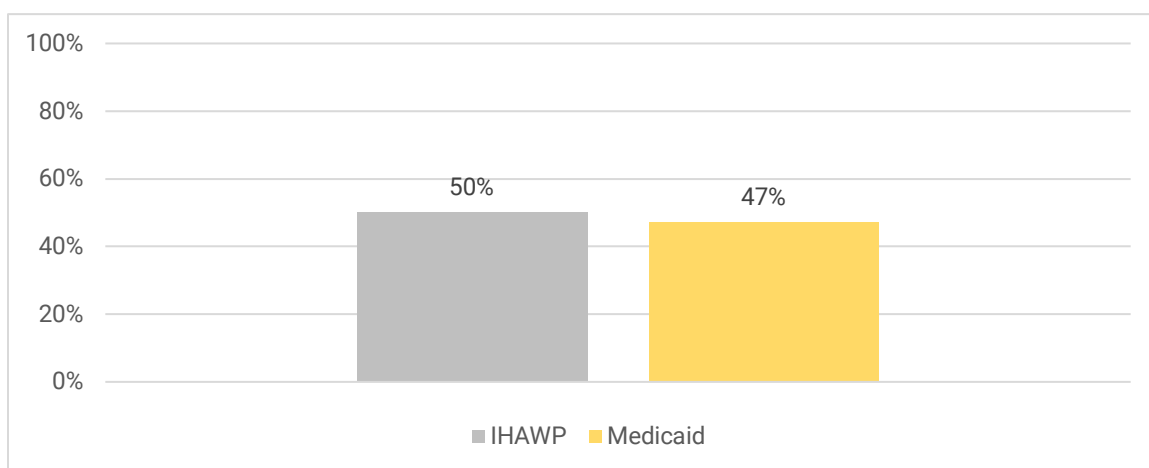


Research Question 3.3.8: Are adults in the IHAWP more likely to report higher ratings of their health plan than other adults in Medicaid?

*Respondents in the 2022 Consumer Survey were asked to rate their Medicaid MCO health plan on a 0 to 10 scale, where 0 was defined as the worst possible and 10 as the best possible.*

*Figure 70 provides a summary of the percentage of IHAWP and Medicaid respondents who rated their health plan as a “9” or “10” which indicates the highest possible ratings. Half of IHAWP members and nearly half of Medicaid members (47%) rated their health plan as 9 or 10 (chi-square not significant).*

**Figure 72. High Rating of Health Plan (IHAWP vs. Traditional Medicaid)**



*Chi-square: not significant*

## Appendix A: Synthetic Control Method

SCM was completed in Fall, 2023. We selected comparison states from non-expanding and late-expanding states, as shown below. We considered states that have expanded their Medicaid programs prior to 2019 for falsification tests. Though there are many data sources, including TAF, American Community Survey (ACS), BRFSS, and HCUP, which can provide data for Iowa and comparison states over time, we opted to utilize the HCUP Fast Stats data regarding state-level ED visit trends as the outcome and demographic characteristics from the ACS. Though our HCUP-dependent analyses examine outcomes other than general ED visit rates, we selected this as the outcome measure proxy because ED visits particularly non-emergent and repetitive ones represent an area of high cost where policy makers and clinicians operate with the understanding that reasonable changes can lead to creditable savings.

State	Expansion date
Immediate Expansion (1/1/2014)	
Arizona	1/1/2014
Arkansas	1/1/2014
Colorado	1/1/2014
Hawaii	1/1/2014
Illinois	1/1/2014
Iowa	1/1/2014
Kentucky	1/1/2014
Maryland	1/1/2014
Nevada	1/1/2014
New Jersey	1/1/2014
New Mexico	1/1/2014
North Dakota	1/1/2014
Ohio	1/1/2014
Oregon	1/1/2014
Rhode Island	1/1/2014
Washington	1/1/2014
West Virginia	1/1/2014
California	1/1/2014
Minnesota	1/1/2014
District of Columbia	1/1/2014
Connecticut	1/1/2014
Delaware	1/1/2014
Massachusetts	1/1/2014
New York	1/1/2014
Vermont	1/1/2014

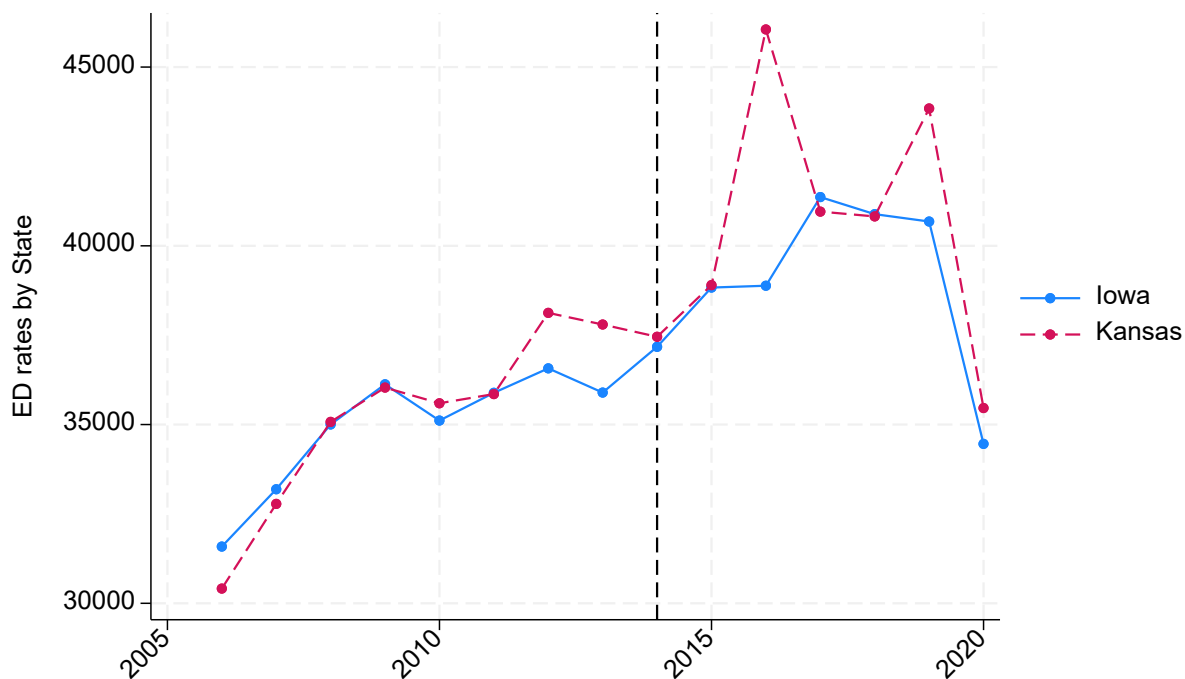
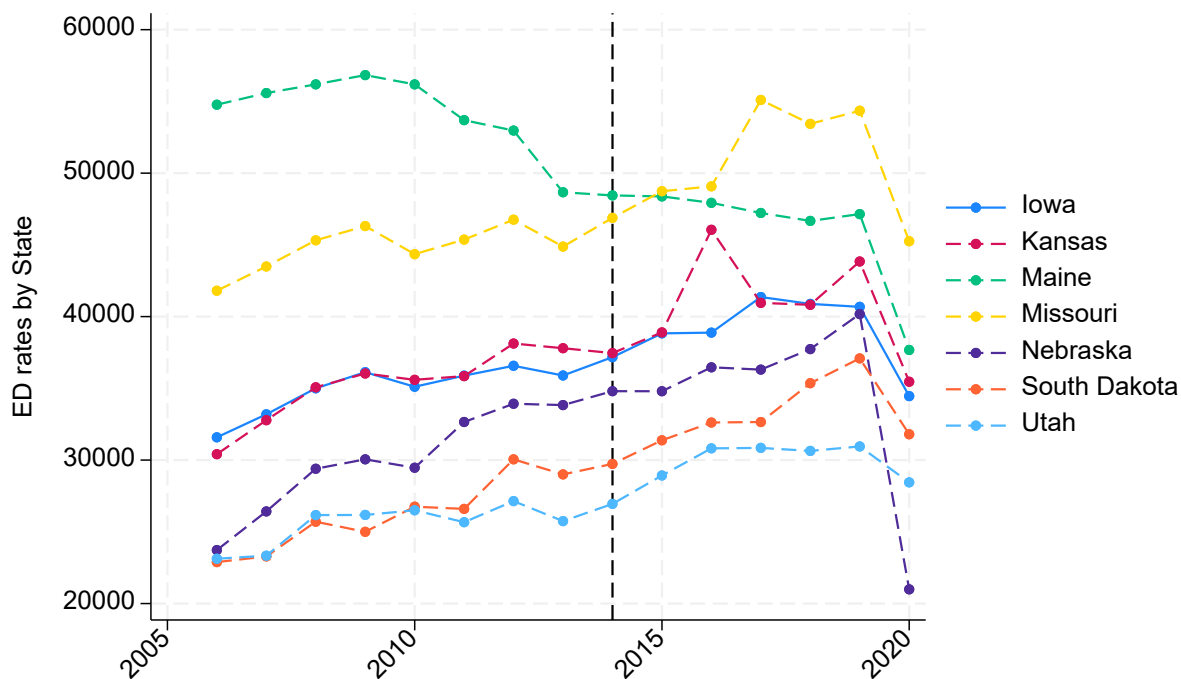
State	Expansion date
Early-Mid Expansion (late 2014-2019)	
Michigan	4/1/2014
New Hampshire	8/15/2014
Pennsylvania	1/1/2015
Indiana	2/1/2015
Alaska	9/1/2015
Montana	1/1/2016
Louisiana	7/1/2016
Late Expansion (2019-2023)	
Virginia	1/1/2019
Maine	1/10/2019
Idaho	1/1/2020
Utah	1/1/2020
Nebraska	10/1/2020
Oklahoma	7/1/2021
Missouri	10/1/2021
South Dakota	7/1/2023
Non-Expansion	
Alabama	
Florida	
Georgia	
Kansas	
Mississippi	
South Carolina	
Tennessee	
Texas	
Wisconsin	
Wyoming	
North Carolina	contingent on budget

We utilized the state-level ED visits data from HCUP Fast Stats *State Trends in Emergency Department Visits* for states with data available from 2006 through 2021 (<https://datatools.ahrq.gov/hcup-fast-stats/?tab=state-trends-in-hospital-utilization-by-payer&dash=36>), and then merged with state-level demographics from the ACS. Due to the costs associated with accessing state-level HCUP data, our goal was to identify 3-5 non-expansion states to act as comparisons for the analyses shown below.

We selected comparison states based on the similarity of the trends and levels of ED visit rates prior to 2014, the similarity of the demographic characteristics of the states prior to 2014, a data-driven procedure (synthetic control methods) that constructs a weighted average from the potential comparison states to match Iowa, and the availability of HCUP data from 2010-2020. We did not rely on a single procedure (such as synthetic control methods) since we were selecting comparison states for this data source prior to having access to the data and for additional outcomes.

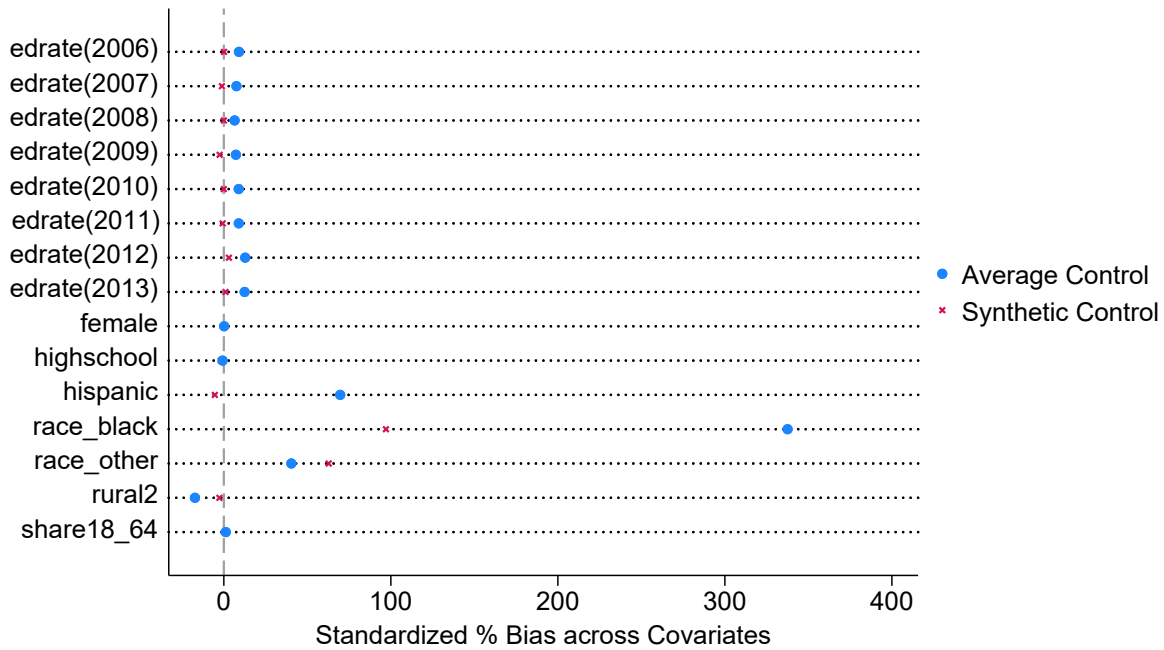
The figures below show the trends in ED visit rates in Iowa and selected potential comparison states, the ED visits rates for Iowa and Kansas (the single state most comparable to the trends and levels of ED visit rates in Iowa prior to 2014), the optimal weight for each state based on the synthetic control methods analysis (states not shown have a weight of 0), and the covariate balance between Iowa and the other potential comparison states (the average and the weighted average using the synthetic control weights).

Based on these methods and results, the selected comparison states are Kansas, Maine, Nebraska, and Utah.





## Covariate Balance



## Appendix B: Process scripts

### 2022 report interview script + codebook

#### Key Informant Interview Script (2022)

Hello, am I speaking with [interviewee name]?

[if Yes, continue]

Is this still a good time to complete an interview?

[if Yes, continue]

My name is [research team member] and I am a member of the research team at the University of Iowa. Thank you again for your time. The goal of this study is to understand the impact of the Iowa Health and Wellness Plan from the perspectives of those involved in implementation. The purpose of this interview is to learn how the program works and what your experience in the program has been like. There are no wrong answers, we are interested in your opinion and experience.

During the interview, you can provide as much or as little information as desired, and any question can be skipped.

To accurately represent your responses, the interview will be recorded and transcribed. We will then delete the recording after the transcription process is complete. If we write a report about this study, your responses will be de-identified.

We anticipate this interview to take about (/maximum) 60 minutes. You can stop the interview at any time. Do you agree to participate?

[If yes continue]

Do you have any questions before we begin?

[If no, continue]

[If yes, answer questions/ take notes and follow-up if not comfortable answering]

Ok, I will start recording now.

#### I. General

- a. [For IPCA, IACP, MCO reps] How often does your organization interact with Iowa Medicaid staff? How satisfied is your organization with the amount of interaction with Iowa Medicaid staff?
- b. What kinds of people are involved in the policy and program decisions related to Iowa Medicaid? (Staff, legislators, workgroups, or advisory committees?)
- c. What are the highlights or achievements of Iowa's IHAWP program?
- d. What practices or resources are needed to improve Iowa's IHAWP program?

- i. Prompt: *data collection, standardization, reimbursement, communication with providers and members?*

## II. Retroactive Eligibility

- a. What is your understanding of the goals of retroactive eligibility provision waiver in Iowa?
- b. How does your organization perceive retroactive eligibility to impact ...?  
Payers? Providers? (Time spent completing enrollment paperwork?) State of Iowa? Members?
- c. Are you aware of any unintended consequences of retroactive eligibility policy? Does your organization do anything to address or mitigate impacts?

## III. Cost Sharing

Medicaid members covered through Iowa Health and Wellness Plan are expected to pay an \$8 copay at the emergency room if they are seen for something that is not considered an emergency.

- a. What is your understanding of the goals of the \$8 ED copayment?
- b. How does your organization perceive cost sharing to impact ...?  
Payers? Providers? State of Iowa? Members?  
Healthcare utilization (deter ED use?) and health outcomes of individuals?
- c. Are you aware of any unintended consequences of the copayment? Does your organization do anything to address or mitigate impacts?

## IV. Healthy Behaviors

- a. What is your understanding of the goals of Healthy Behaviors Incentive program in Iowa?
- b. How do MCO-specific healthy behavior programs (My Health Pays from ITC and Healthy Rewards program from Amerigroup) interact with the state's Healthy Behavior requirements (wellness exam and completion of HRA)?
- c. How does your organization perceive HBI's impact on...?  
Payers? Providers? State of Iowa? Members? (Healthcare utilization?)
- d. What strategies have been used to increase awareness of and participation in healthy behavior programs?
  - i. Any strategies to address disparities in completion?
- e. Walk me through the member experience.
  - i. How is the IHAWP HBI program communicated?
  - ii. What options do members have to access the HRA? Any reminders to complete?

- iii. What is done with the data collected? Is the data used or shared?
  - iv. Same questions with MCO-specific program (also ask for copy of HRA)
  - f. Do you anticipate any communication efforts for beyond the Public Health Emergency to inform members and providers about any changes to expectations (e.g., re-instating disenrollment)?
- V. Transportation / NEMT
- a. What role do reliable and affordable transportation options have in healthcare?
    - i. Prompt: is this a barrier to accessing routine primary (non-emergency) care?
    - ii. What barriers in addressing this barrier? What data do you collect or track metrics (if any) about burden of transportation?
      - 1. Any information on missed appointments due to transportation?
    - iii. Disparities by disability? Or location?
  - b. What strategies, if any, has your organization employed to address transportation needs of IHAWP members?
  - c. Do Amerigroup and ITC (Centene) provide private insurance in Iowa? What is coverage like? Transportation?
- VI. Is there anything else that you have been thinking of and haven't had a chance to say?

## Key Informant Interview codebook (2022)

Name	Description
Policy Area (Retroactive Eligibility / Cost Sharing / NEMT /HBI)	Comments about Iowa Medicaid's [Retroactive Eligibility / Cost Sharing / NEMT /HBI] program, including the annual wellness exam and health risk assessment, co-pays, communication, and data usage
Goals	Comments about the perceptions or awareness of goals of [Retroactive Eligibility / Cost Sharing / NEMT /HBI] program for participants, providers, insurers, Medicaid population, and the state.
Effectiveness	Respondent perceptions of how effective or ineffective the policy at achieving or progressing towards goals
Spillover effects	Comments about unintended consequences or impacts of the program outside of its intended impact (creating burden in other settings or untargeted populations (e.g., provider administrative burden))
Supplementary efforts	Comments about tangential efforts that support the policy's implementation, awareness, or participation, completed by key informants not directly responsible (via contractual obligations) for outcomes
Member experience	Comments speculating about member experiences interacting with the program, including receiving and understanding information, life circumstances, health needs, ability to comply, preparedness for co-pays
Communication about policy	Comments about communication from the state, MCOs, providers, others about the components of the policy /program, including frequency, methods, reminders, etc.
Disparities	Respondent comments about differences in awareness, (dis)enrollment, compliance rates of across different populations within IHAWP (e.g., rurality, age, race, income, gender)
Procedural	Comments about the details of the general processes, including data collection, compliance, communication, implementation, enforcement, enrollment
Coordination across key informants	Comments about the intersections of MCO and provider efforts similar to state efforts and how they align (or are independent from) the state programs/ policies
Enforcement	Comments about the co-pay / premium billing and collection, disenrollment, member notification, and roles involved



Name	Description
HBI HRAs	Comments about the Health Risk Assessments administered by MCOs which fulfill the state HBI requirements and / or qualify members for MCO-specific incentives
Content	Comments related to the content of HRAs, including topics covered, development and selection, and purpose of inclusion
Data export and sharing	Comments related to how HRA data is shared and distributed, with which key informants, and at what level of specificity (e.g., by subpopulation, individual cases, overall population)
Data use	Comments about how HRA data is used (e.g., to inform patient care, compliance with federal and state programs, present aggregate data at meetings, inform strategic direction and programming) and general findings

## 2023 report interview script + codebook

### Key Informant Interview Script (2023)

My name is [research team member] and I am a member of the research team at the University of Iowa. Thank you again for your time. The goal of this study is to understand the Iowa Wellness Plan implementation. The purpose of this interview is to learn how the program works and what your experience in the program has been like. There are no wrong answers, we are interested in your opinion and experience.

During the interview, you can provide as much or as little information as desired, and any question can be skipped.

To accurately represent your responses, the interview will be recorded and transcribed. We will then delete the recording after the transcription process is complete. In reports about this study, your responses will be de-identified.

We anticipate this interview to take about (/maximum) 30 minutes. You can stop the interview at any time. Do you agree to participate?

[If yes continue]

Do you have any questions before we begin?

[If no, continue]

[If yes, answer questions/ take notes and follow-up if not comfortable answering]

Ok, I will start recording now.

#### Retroactive Eligibility

[Shared definition: People who are uninsured and eligible for IHAWP and Medicaid are able to apply for coverage within the calendar month of services rendered]

1. What is your understanding of the goals of retroactive eligibility provision waiver in Iowa?

2. What role does your organization have as far as enrolling patients in Medicaid?
3. Generally, what types of care are uninsured people eligible for Medicaid seeking (preventative/routine, specialty, emergency)?
4. Which positions (if any) perform this role (enrolling patients in Medicaid)?
  - a. *Prompt: Case coordinators? Administrative staff? Income Maintenance Workers*
5. Describe the ways that information about retroactive eligibility is shared with patients. How could this process be improved to enhance patient awareness and engagement?

### *Cost Sharing*

[Shared definition: Emergency department use which is determined non-emergent are subject to an \$8 member co-pay]

1. What is your understanding of the goals of cost sharing provision waiver in Iowa?
2. What role does your organization have in enforcing cost sharing? Which positions perform this role? Alternatively, What role does your clinic have in determining whether services are subject to cost sharing based on non-emergency ED use? *Prompt: Screen? Refer? Inform patient of co-pay?*
3. Does cost sharing have any impact on provider practices? Administrative staff duties? Patients?
4. Are you aware of any unintended consequences of cost sharing? Does your organization do anything to address or mitigate impacts?
5. *Prompt: Limit enrollees' access to coverage and care, Increased utilization of more expensive forms of care, Increased likelihood of uncompensated care? Disproportionate negative impact on low-income and high health needs patients? Reduced medication adherence?*
6. How do perceptions of the effectiveness of cost sharing as an ER deterrent impact... providers? ...quality and consistency of care for patients?
7. Describe how copays impact a patient's access to care. Describe how providers navigate copays with patients.
8. Describe how focusing on patient education about copays and ER visits could impact hospitals. Describe potential next steps for improving the continuity and consistency of this situation.
9. Describe how a better understanding of the current effectiveness of cost sharing could impact providers and patients.
10. Describe how, if at all, workforce capacity influences provider expansion of after-hours care access and preemptive contact options. Are these practices sustainable for providers and reliable for patients?
11. Describe how providers are trained and educated to work to keep patients out of emergency rooms.

12. In the case that emergency room use is determined preventative, how are co-pays billed and collected?
13. Describe how patients are educated about the appropriate use of the emergency room. Who is involved in educating patients?

#### *Healthy Behaviors Incentive (HBI) Program*

[Shared definition: IHAWP members are expected to complete an annual Health Risk Assessment and wellness exam to avoid paying premiums]

1. Describe how information related to HRAs and the HBI program is disseminated to providers.
2. Describe how providers and patients are educated about the HBI program and MCO value-added benefits program.
3. Describe how patients are educated about health care expectations (going to the doctor once per year, preventative care, etc).
4. Describe the alignment/ interaction between the state's HBI program and managed care rewards programs.
5. Describe current strategies that are used to educate patients about HBI requirements. Describe strategies to improve patient awareness about HBI requirements.
6. Describe the process of completing a health risk assessment with a patient. \*\*\*
7. Describe how patients are informed about their additional care/case management opt-in options.
8. How is completion of HBI components documented and managed?

#### *NEMT and Transportation*

1. Describe how patients are educated about their transportation benefits/options. Who is involved in assisting patients with understanding the transportation options and coverage (or lack thereof)?
2. Describe the education and resources available to patients (who are general IHAWP members (non-medically exempt)) about transportation options. Describe how transportation impacts patients' access to care.
3. Describe how caseworkers/providers/staff are educated about transportation benefits/options for patients.

#### *Conclusion*

1. Is there anything else you'd like to say that you have been thinking about and haven't had a chance to say?
2. Do you have any questions for me before we end?

Thank you for your time, we appreciate your knowledge and insights (closing statement)

If you have questions or remember additional information you'd like to be included in your interview, please call Tessa Heeren at (319) 335-6772 or follow-up via email [tessa-heeren@uiowa.edu](mailto:tessa-heeren@uiowa.edu)

### Key Informant Interview codebook (2022)

Name	Description
Policy Area (Retroactive Eligibility / Cost Sharing / NEMT /HBI)	Comments about Iowa Medicaid's [Retroactive Eligibility / Cost Sharing / NEMT /HBI] program, including the annual wellness exam and health risk assessment, co-pays, communication, and data usage
Goals	Comments about the perceptions or awareness of goals of [Retroactive Eligibility / Cost Sharing / NEMT /HBI] program for participants, providers, insurers, Medicaid population, and the state.
Effectiveness	Respondent perceptions of how effective or ineffective the policy at achieving or progressing towards goals
Spillover effects	Comments about unintended consequences or impacts of the program outside of its intended impact (creating burden in other settings or untargeted populations (e.g., provider administrative burden))
Supplementary efforts	Comments about tangential efforts that support the policy's implementation, awareness, or participation, completed by informants not directly responsible (via contractual obligations) for outcomes
Member experience	Comments speculating about member experiences interacting with the program, including receiving and understanding information, life circumstances, health needs, ability to comply, preparedness for co-pays
Communication about policy	Comments about communication from the state, MCOs, providers, others about the components of the policy /program, including frequency, methods, reminders, etc.
Disparities	Respondent comments about differences in awareness, (dis)enrollment, compliance rates of across different populations within IHAWP (e.g., rurality, age, race, income, gender)
Procedural	Comments about the details of the general processes, including data collection, compliance, communication, implementation, enforcement, enrollment
Coordination across informants	Comments about the intersections of MCO and provider efforts similar to state efforts and how they align (or are independent from) the state programs/ policies
Enforcement	Comments about the co-pay / premium billing and collection, disenrollment, member notification, and roles involved

Name	Description
HBI HRAs	Comments about the Health Risk Assessments administered by MCOs which fulfill the state HBI requirements and / or qualify members for MCO-specific incentives
Content	Comments related to the content of HRAs, including topics covered, development and selection, and purpose of inclusion
Data export and sharing	Comments related to how HRA data is shared and distributed, with which informants, and at what level of specificity (e.g., by subpopulation, individual cases, overall population)
Data use	Comments about how HRA data is used (e.g., to inform patient care, compliance with federal and state programs, present aggregate data at meetings, inform strategic direction and programming) and general findings



## Appendix C: Approved evaluation proposal

# Iowa Wellness Plan Evaluation Design

***The University of Iowa  
Public Policy Center***

*April 28, 2021*

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# Iowa Wellness Plan Evaluation Design

## Introduction

This Iowa Wellness Plan Evaluation design provides detailed information for the period July 1, 2020 through December 31, 2024.

The following sections are included in this proposal.

- General Background Information about the evaluation

- General Data Sources, Analyses Methods, and Measures

- Potential impacts of the COVID-19 pandemic

- Evaluation time periods

- Identifiable limitations with the proposed data and analyses.

- Policy Components of the evaluation, as requested by CMS including the goals, hypotheses and research questions, component area methodology as well as the tables listing the outcome measures and analytic approaches and the approaches taken to evaluate them.

- 1) Healthy Behavior Incentives (HBI)
- 2) Dental Wellness Plan (DWP)
- 3) Retroactive Eligibility
- 4) Cost Sharing
- 5) Cost Outcomes and Sustainability
- 6) Waiver of Non-Emergency Medical Transportation (NEMT)
- 7) Iowa Wellness Plan Member Experiences from Increased Healthcare Coverage

- Assurance of independent evaluator

- Budget

- Evaluation timeline and major milestones

## General Background Information

### Iowa Wellness Plan

Originally two demonstrations were approved on December 10, 2013, both to start on January 1, 2014: Iowa Wellness Plan (Project Number 11-W-00289/5) and Iowa Marketplace Choice (Project Number 11-W-00288/5). Wellness Plan (WP) was a program operated by the Iowa Department of Human Services providing health coverage for uninsured Iowans from 0-100% of the Federal Poverty Level (FPL) and Marketplace Choice (MPC) was a premium support program for Iowans from 101-133% FPL. These two demonstrations encompassed a bipartisan solution to health care coverage for low-income adults not otherwise eligible for public supports and were put under the common name of Iowa Health and Wellness Plan (IHAWP). More information regarding the formulation and implementation of these two demonstrations can be found online at <http://dhs.iowa.gov/ime/about/initiatives/iowa-health-and-wellness-plan>.

### ***IHAWP changes***

IHAWP was modified in significant ways in the first two years (Table 1). The first major change occurred when CoOpportunity Health withdrew as a Qualified Health Plan (QHP) for MPC members at the end of November 2014.<sup>1</sup> Approximately 9,700 CoOpportunity Health members were automatically transitioned to Medicaid providers on December 1, 2014 through MediPASS (primary care case management program), Meridian (HMO), or traditional Medicaid (fee-for-service payment mechanism); however, they retained their designation as MPC members. IHAWP members who were not in CoOpportunity Health remained in Coventry, the other QHP.

During calendar year 2015, it was mandated that all Medicaid members, including all IHAWP members, were to be placed into one of three managed care organizations (MCOs) beginning January 1, 2016. Due to a three-month implementation delay, IHAWP members previously enrolled with Coventry were placed in the traditional Medicaid FFS program effective December 31, 2015, until the Medicaid Managed Care Organizations (MCOs) began accepting members on April 1, 2016.

Effective January 1, 2016, the MPC program was not renewed. All MPC members were rolled into WP. The Iowa Health and Wellness Plan (IHAWP) became the Iowa Wellness Plan (IWP) covering Iowans not categorically eligible for Medicaid with incomes from 0-133% FPL. During CY 2016 members were enrolled with one of three MCOs: Amerigroup Iowa, Inc; AmeriHealth Caritas, Inc.; or UnitedHealthcare Plan of the River Valley, Inc.

Effective November 30, 2017 AmeriHealth stopped serving as an MCO for Iowa Medicaid. Amerigroup was not prepared to accept the AmeriHealth members, so UnitedHealthcare accepted the transfer of the bulk of AmeriHealth members. Effective June 30, 2019, UnitedHealthcare also exited the Iowa Medicaid program and Iowa Total Care was added.

### ***Waiver of Retroactive Eligibility***

An amendment to the IWP demonstration was submitted on August 10, 2017 requesting a waiver of retroactive eligibility for all but pregnant women and children under 1. The waiver was granted on October 27, 2017 with members enrolling on or after November 1, 2017 subject to the waiver. New

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<sup>1</sup> Iowa Marketplace Choice Plan Changes. Iowa Department of Human Services. November 2014. Available at: [https://dhs.iowa.gov/sites/default/files/CoOpTransition\\_FAQ\\_11052014.pdf](https://dhs.iowa.gov/sites/default/files/CoOpTransition_FAQ_11052014.pdf). Accessed July 2, 2015.



members were no longer granted 90 days of retrospective enrollment, instead they were guaranteed enrollment from the first day of the month in which they applied. On July 1, 2019 nursing home residents were no longer subject to the waiver. One January 1, 2020 the waiver was renewed for another 5 years and children 1-19 years of age were no longer subject to the waiver.

**Table 1. Timeline for Iowa Wellness Plan Development**

Date	Change
January 2014	First IHAWP members enrolled
May 2014	MPC members enrolled in Dental Wellness Plan with Delta Dental of Iowa, a three-tiered benefit plan
July 2014	MPC members enrolled in the Healthy Behaviors Incentive Program
November 2014	MPC members in CoOpportunity were moved to MediPASS (PCCM program), Meridian (HMO), or Coventry (QHP)
November 2015	MPC members in Coventry were moved to MediPASS or Fee-for-service (MPC component dormant)
December 2015	MPC demonstration ended, WP extended to members 100-133% FPL and renamed Iowa Wellness Plan
April 2016	IWP members moved to one of three MCOs - AmeriGroup Iowa, AmeriHealth Caritas, or UnitedHealthcare Plan of the River Valley
August 2017	All Medicaid adults enrolled in Dental Wellness Plan 2.0 with Delta Dental or MCNA a two-tiered benefit plan
August 2017	Iowa files an amendment to the IWP requesting a waiver of retroactive eligibility for all Medicaid programs
November 2017	AmeriHealth Caritas exits Medicaid program
October 2017	CMS officially approves IWP amendment for waiver of retroactive eligibility
November 2017	Waiver of retroactive eligibility begins, including all but pregnant women and children under 1
July 2018	Waiver of retroactive eligibility is amended to remove nursing home residents
July 2019	UnitedHealthcare exits Medicaid program as an MCO Iowa Total Care enters Medicaid program as an MCO
January 2020	Waiver is renewed for 5 years; children 1-19 years of age are removed from the retroactive eligibility waiver

## Dental Wellness Plan

### ***DWP 1.0: May 2014 – June 2017***

On May 1, 2014, the Iowa began offering dental benefits to Iowa Health and Wellness Plan (IHAWP) members through the CMS-approved Dental Wellness Plan (DWP). Originally, DWP offered tiered dental benefits to the state's Medicaid expansion population (ages 19 to 64) with members earning enhanced benefits by returning for regular periodic recall exams every 6-12 months (DWP 1.0).

Three years later, on May 1, 2017, the State of Iowa proposed a waiver amendment to be effective July 1, 2017 that redesigned DWP as an integrated dental program for all Medicaid enrollees aged 19 and over.

## ***DWP 2.0: July 2017 – June 2024***

### *Benefit Design*

Along with merging dental benefits into a single program, the 1115 waiver amendment also modified the DWP benefit structure. Originally, the DWP incorporated an earned benefits model. Medicaid enrollees were eligible for the same set of benefits; however, they did not have the same requirements for recall exams. The DWP 2.0 structure eliminates the tiered benefits in response to concerns that too few members had become eligible for Tiers 2 and 3. Comprehensive dental benefits are available to members in the DWP 2.0 during their first year of enrollment.

The modified earned benefit structure in DWP 2.0 requires members to complete State designated “healthy dental behaviors” annually in order to maintain comprehensive dental benefits after the first year of enrollment. Healthy dental behaviors include completion of an oral health self-assessment and a preventive dental visit.

### *Cost Sharing*

Previously, adult Medicaid enrollees in the fee-for-service program were responsible for a \$3.00 visit copayment; however, there is no copayment required for dental services in the DWP 2.0. However, members with incomes over 50% of the Federal Poverty Level (FPL) who do not complete the required healthy dental behaviors during their first year of enrollment will have a premium obligation beginning in year two. If members fail to make monthly \$3 premium payments, benefits will be reduced to basic coverage benefits only. Certain DWP members (e.g., pregnant women) are exempted from the premium obligations and reduced benefits for failure to complete the healthy dental behaviors.

Consistent with the previous Medicaid State Plan and DWP 1.0, there was originally no annual maximum with DWP 2.0. However, beginning September 1, 2018, a \$1,000 annual maximum was implemented for the DWP program.

### *Delivery System*

DWP 2.0 benefits are provided by a managed care delivery system via Prepaid Ambulatory Health Plans (PAHPs). The State is currently contracted with two PAHPs to deliver DWP benefits: Delta Dental of Iowa and MCNA Dental. Beginning July 1, 2017, all adult Medicaid enrollees were transitioned from the fee-for-service delivery system to one of these two PAHPs; existing Medicaid enrollees were assigned evenly between the two plans. Going forward, newly eligible individuals are also assigned evenly between the two plans. Members have the option to change PAHPs within the first 90 days of enrollment without cause.

## **Healthy Behaviors Incentives**

One unique feature of the IWP is the Healthy Behaviors Incentive Program (HBI). Starting in 2015, IWP members who are above 50% of the Federal Poverty Level (FPL) could avoid paying a monthly premium for their insurance after their first year of coverage by participating in the HBI. Individuals who are at 0-50% of the FPL are not required to pay monthly premiums. The HBI requires members to have a yearly medical or dental exam (a wellness visit) and complete a health risk assessment (HRA) to avoid paying a premium in the following year. If the member does not complete these requirements during their first year of coverage, they may be required to pay a

monthly premium (\$5 or \$10, depending on income). The member must then pay the monthly premium or claim financial hardship. Members who are above 100% FPL can be disenrolled for failure to pay their premium.

## Previous findings

This IWP waiver evaluation design builds upon the findings of the first demonstration result by providing ongoing evaluation of key experiences and outcomes for the expansion population, improving the evaluation design to capture additional information for ongoing policies and undertaking an investigation of new policies that were enacted after the first waiver approval. Reports encompassing the first waiver evaluation can be found at <https://ppc.uiowa.edu/health/study/evaluation-iowas-medicaid-expansion-iowa-health-and-wellness-plan>.

## Related Publications

- [Evaluation of the Iowa Wellness Plan \(IWP\): Member Experiences in 2016](#)
- [Evaluation of Provider Adequacy in the Iowa Health and Wellness Plan During the Second Year](#)
- [Healthy Behaviors Dis-enrollment Interviews Report: In-depth interviews with Iowa Health and Wellness Plan members who were recently disenrolled due to failure to pay required premiums](#)
- [Iowa Health and Wellness Plan Evaluation Interim Report](#)
- [Evaluation of Provider Adequacy in the Iowa Health and Wellness Plan during the second year](#)
- [Healthy Behaviors Incentive Program Evaluation](#)
- [Non-Emergency Medical Transportation Policy Brief](#)
- [Non-Emergency Medical Transportation and the Iowa Health and Wellness Plan](#)
- [Evaluation of the Dental Wellness Plan: Member Experiences in the First Year](#)
- [Evaluation of Provider Adequacy in the Iowa Health and Wellness Plan During the First Year](#)
- [Iowa Dental Wellness Plan: Evaluation of Baseline Provider Network](#)
- [Evaluation of the Iowa Health and Wellness Plan: Member Experiences in the First Year](#)
- [First Look at Iowa's Medicaid Expansion: How Well Did Members Transition to the Iowa Health & Wellness Plan from IowaCare](#)

Additional reports are posted on the Iowa Medicaid Enterprise and University of Iowa Public Policy Center websites as they are approved by CMS and the Iowa Department of Human Services (IDHS).

## General Data Sources, Analysis Methods, and Measures

This section outlines the general methodologic approaches taken throughout the seven policy components (Healthy Behavior Incentives; Dental Wellness Plan; Retroactive Eligibility; Cost Sharing; Cost and Sustainability; Waiver of Non-Emergency Medical Transportation; and IWP Member Experiences). The methods specific to policy questions are included with each component. Each section describing the evaluation of the policy component will provide detailed descriptions of the related hypotheses, questions, populations/samples, and methods.

### Evaluation Design

This evaluation design is complex and rigorous, encompassing up to 11 years of administrative and survey data. For many hypotheses we will be able to take advantage of pre- and post-implementation data at both the state and national level. We have also 1) built in more comparisons to other states, 2) increased our collection and utilization of Social Determinants of Health (SDOH) data, 3) added process measure collection and analysis, and 4) improved processing, maintenance, and use of the Medicaid data lake. Additionally, with the COVID-19 pandemic occurring during the first year of the renewal period, there are multiple adaptations we are considering for analytical strategies to reflect related changes in Medicaid policies, the health care system and population norms around health services need and utilization.

The State will work within policies and procedures established under the Iowa Code to contract with an independent entity to complete the evaluation activities. In the past, The University of Iowa Public Policy Center (UI PPC) has conducted many independent evaluations of Medicaid changes (please see: <http://ppc.uiowa.edu/health>). We fully anticipate that the PPC will meet the requirements of an independent entity under these policies and procedures. In addition, the University of Iowa brings the ability to meet the prevailing standards of scientific and academic rigor as appropriate and feasible for each aspect of the evaluation, including standards for the evaluation design, conduct, and interpretation and the reporting of findings. The PPC has in the past, and will continue to 1) use the best available data; 2) use controls and adjustments for limitations of the data, 3) report the effects of limitations on results; and 4) discuss the generalizability of results.

### Target and Comparison populations

The current Iowa Wellness Plan program evolved into one demonstration from two separate but linked demonstrations on January 1, 2016 as outlined in Table 1. This change provides multiple possibilities for comparison groups over the life of the demonstration (January 1, 2014 through December 31, 2024). The groups described below may be utilized as target or comparison groups to test the hypotheses within the various components of the evaluation. The descriptions and information provided below are designed to provide a general understanding of the IWP population and population groups that may be used for comparison. All estimates are based on the most recent month for which data exists or CY 2019. Specific comparisons are included in the sections detailing the methods for the evaluation of the policy components.

#### ***Target population: Iowa Wellness Plan Members***

Iowa Wellness Plan (IWP) members are the primary target population for this evaluation (except for Retroactive Eligibility). IWP members are between 19 and 64 years of age, are not categorically

eligible for any other Medicaid program, and have incomes between 0-133% of the Federal Poverty Level (FPL). Due to the evaluation's complexity, there are number of subsets to this target population described within the policy component sections.

*January 2014-December 2015 (Original Iowa Health and Wellness Plan)*

Iowa Wellness Plan originally included members enrolled in either Wellness Plan or Marketplace Choice. These plans included the following enrollment pathways and had the plan options listed below.

**Wellness Plan enrollment pathways**

1. People previously enrolled in a limited benefit plan (IowaCare) who had incomes from 0 to 100% FPL.
2. People who were not enrolled in a public insurance program but met the income eligibility criterion (0-100% FPL) could actively enroll.

**Wellness Plan options**

HMO: Until December 31, 2015, Meridian Health Plan was the only Medicaid HMO option in the state, operating in 29 counties in Iowa. It was available to Wellness Plan members in these 29 counties, where approximately half of the members were initially assigned to the HMO (e.g., the PCP option mentioned below). Members had the option to change from the HMO to other options available in their county. Though Meridian began operating in Iowa in March 2012, the plan was not awarded a contract under the IA Health Link managed care program.

Wellness Plan PCP: Operated through the Iowa Medicaid Enterprise, the PCP option was available in 88 counties statewide. Members were assigned a primary care provider (PCP) who was reimbursed \$8 per member per month to manage specialty and emergency care for these patients. PCP assignment within the HMO or PCP was based on history of enrollment with a provider, provider closest to home, and appropriate provider specialty. Members had the option to change the assigned provider.

Fee-for service: Members in the 11 counties with no managed care option (HMO or PCP) were part of a fee-for-service program, not actively managed by the state or another entity.

**Marketplace Choice enrollment pathways**

- 1) People previously enrolled in a limited benefit plan (IowaCare) who had incomes from 101 to 133% FPL
- 2) People who were not enrolled in a public insurance program but met the income eligibility criterion (101-138% FPL) could actively enroll through the Marketplace.

**Marketplace Choice options**

People enrolled in Marketplace Choice were given a choice of two Qualified Health plans that both operated in all 99 Iowa counties.

CoOpportunity Health was a non-profit co-operative health plan offered on the Health Insurance Marketplace through the federal government portal. It was established with start-up funds provided through the ACA, and operates statewide in Iowa and Nebraska, in alliance with HealthPartners of Minnesota and Midlands Choice provider network.

Coventry Health Care was a "diversified national managed care company based in Bethesda, MD". They were also operating statewide and available on the Health Insurance Marketplace through the federal portal.



### **Medically Frail IWP members**

Wellness Plan options were available for Marketplace Choice members who were deemed 'Medically Frail'. The broader range of options provided more access to behavioral health services and eliminated copay and premiums. Members deemed 'Medically Frail' are removed from the study population for most analyses and will either be considered a comparison population or additional target population, depending on the analytical strategy selected in each topic area.

#### *January-March 2016*

Enrollment continued for Wellness Plan and Marketplace Choice during January-March 2016. However, all Medicaid members were placed into fee-for-service as the IA Health Link managed care program was implemented.

#### *April 2016-present*

On January 2016 Wellness Plan and Marketplace Choice merged to create Iowa Wellness Plan (IWP). Adult Iowans with 0-133% FPL who were not categorically eligible for Medicaid were eligible for IWP. Beginning April 1, 2016 all Medicaid members (with few exceptions such as PACE), were enrolled with one of three Medicaid Managed Care Organizations operating throughout Iowa: AmeriGroup Iowa, AmeriHealth Caritas, or UnitedHealthcare Plan of the River Valley. There have been changes to the MCOs over time with AmeriHealth Caritas ending their contract in November 2017, UnitedHealthcare Plan of the River Valley choosing not to renew their contract in July 2019 and Iowa Total Care executing a contract in July 2019. These changes make it important to control for which MCO a member is enrolled with as we look at outcomes that may be affected by MCO policies, quality assurance activities, and reimbursement strategies.

### **Comparison population: IowaCare**

IowaCare was a limited provider/limited benefit program operating from 2005-2013.

#### *Pre-IWP implementation: CY 2011-2013*

The provider network included 1) a public hospital in Des Moines, 2) the largest teaching hospital in the state and 3) 6 federally qualified health centers. IowaCare enrolled adults, not categorically eligible for Medicaid, with incomes up to 200% FPL.

IowaCare was replaced by the Wellness Plan (WP) and Marketplace Choice (MPC) options. Table 2 details WP and MPC members by demographic characteristics and whether they were auto enrolled from IowaCare. Columns 1 and 2 provide the number of WP and MPC members who have pre-IWP experience through IowaCare (41,088 and 8,188, respectively). Columns 3 and 4 provide the number of WP and MPC members who were first enrolled through IWP and had no experience in Medicaid or IowaCare at the start of IWP (77,446 and 26,780, respectively). By the close of CY 2014 there were over 35,000 Marketplace Choice members and nearly 120,000 Wellness Plan members.

**Table 2. Wellness Plan and Marketplace Choice members by IowaCare auto-enrollment (CY 2014)**

	<b>Auto enrolled from IowaCare</b>		<b>Not auto enrolled from IowaCare</b>	
	<b>Enrolled in Wellness Plan N (%)</b>	<b>Enrolled in Marketplace Choice N (%)</b>	<b>Enrolled in Wellness Plan N (%)</b>	<b>Enrolled in Marketplace Choice N (%)</b>
<b>Gender</b>				
Female	20,673 (49%)	5,290 (60%)	39,860 (52%)	16,539 (62%)
Male	21,211 (51%)	3,528 (40%)	37,586 (48%)	10,241 (38%)
<b>Race</b>				
White	21,866 (52%)	4,587 (52%)	52,386 (68%)	18,399 (69%)
Black	3,183 (8%)	465 (5%)	6,310 (8%)	1,529 (6%)
American Indian	329 (1%)	52 (1%)	1,130 (2%)	272 (1%)
Asian	553 (1%)	138 (2%)	1,567 (2%)	683 (3%)
Hispanic	788 (2%)	224 (3%)	2,950 (4%)	1,350 (5%)
Pacific Islander	35 (<1%)	12 (<1%)	396 (1%)	293 (1%)
Multiple-Hispanic	270 (1%)	60 (1%)	739 (1%)	264 (1%)
Multiple-Other	116 (<1%)	27 (<1%)	622 (1%)	220 (1%)
Undeclared	14,744 (35%)	3,253 (37%)	11,346 (15%)	3,770 (14%)
<b>Age</b>				
18-21 years	1,355 (3%)	272 (3%)	7,314 (9%)	1,781 (7%)
22-30 years	9,699 (23%)	1,732 (20%)	22,228 (29%)	8,305 (31%)
31-40 years	8,627 (21%)	1,773 (20%)	17,624 (23%)	7,310 (27%)
41-50 years	10,378 (25%)	1,976 (22%)	14,018 (18%)	4,592 (17%)
51 and over	11,825 (28%)	3,065 (35%)	16,262 (21%)	4,792 (18%)
<b>County rural/urban status</b>				
Metropolitan	26,530 (63%)	5,451 (62%)	46,293 (60%)	15,466 (58%)
Non-metropolitan, urban	1,667 (4%)	420 (5%)	3,448 (5%)	1,408 (5%)
Non-metropolitan, rural	13,687 (33%)	2,947 (33%)	27,705 (36%)	9,906 (37%)
<b>Total members</b>	<b>41,884</b>	<b>8,818</b>	<b>77,446</b>	<b>26,780</b>

### **Comparison population: Family Medical Assistance Plan (FMAP) Members**

The FMAP group is composed of adult parents/guardians of children in Medicaid in families with incomes less than 50% FPL.

*Pre- and post-IWP implementation: CY 2011-2015*

HMO: Meridian Health Plan is an HMO option for State Plan enrollees eligible because of low income in 29 counties. Members have the option to change their assigned provider.

MediPASS PCCM: Iowa Medicaid State Plan has had a Primary Care Case Management (PCCM) program called MediPASS-(Medicaid Patient Access to Services System) since 1990. This program was available in 93 counties and had approximately 200,000 members. In counties where managed care was available, new enrollees were randomly assigned to a primary care provider (PCP) within either the PCCM (or the HMO if available in the county). Only members enrolled in Medicaid due to low income enroll in MediPASS.

Fee-for service: Members in the 15 counties with no managed care option are part of a traditional fee-for-service payment structure.

*Post-IWP implementation: CY 2016-2024*

Enrolled in MCO option April 1, 2016. See discussion under IWP population.

***Comparison population: Supplemental Security Income (SSI)***

The SSI group is composed of Medicaid State Plan members enrolled due to a disability determination. The FPL for these members may range from 0 to 200%. We utilize this comparison group with caution as Medicaid members enrolled through disability determination may have different trends in cost and utilization than those Medicaid members who enroll due to income eligibility. We expect that their pre-program trends may be steeper. We will test the appropriateness of this comparison group empirically prior to their inclusion in analyses.

*Pre- and post-IWP demonstration: CY 2011-2015*

The only payment structure for these members was fee-for-service. Enrollees who were enrolled in Medicare are removed from evaluation analyses.

*Post-IWP implementation: CY 2016-2024*

Enrolled in MCO option April 1, 2016. See discussion under IWP population.

Table 3 below provides the demographics for members enrolled through IWP (not Medically Frail), FMAP, SSI and IWP (Medically Frail) for CY 2019.

**Table 3. Comparison of Target population with three Medicaid comparison groups**

	<b>IWP not Medically Frail N (%)</b>	<b>FMAP N (%)</b>	<b>SSI N (%)</b>	<b>IWP Medically Frail N (%)</b>
<b>Gender</b>				
Female	95,960 (52%)	43,555 (77%)	17,905 (51%)	14,769 (51%)
Male	88,398 (48%)	12,822 (23%)	16,647 (48%)	13,924 (49%)
<b>Race</b>				
White	109,628 (60%)	34,002 (60%)	22,694 (66%)	20,892 (73%)
Black	16,707 (9%)	7,013 (12%)	4,063 (12%)	1,932 (7%)
American Indian	2,804 (1%)	1,168 (2%)	436 (1%)	628 (2%)
Asian	4,884 (3%)	958 (2%)	257 (1%)	175 (1%)
Hispanic	9,635 (5%)	3,205 (6%)	552 (2%)	714 (2%)
Pacific Islander	977 (<1%)	354 (1%)	53 (<1%)	81 (<1%)
Multiple-Hispanic	2,774 (1%)	1,062 (2%)	312 (1%)	337 (1%)
Multiple-Other	2,125 (1%)	782 (1%)	162 (<1%)	265 (1%)
Undeclared	34,824 (19%)	7,833 (14%)	6,020 (17%)	3,669 (13%)
<b>Age</b>				
19-21 years	22,808 (12%)	2,695 (5%)	1,519 (4%)	744 (3%)
22-30 years	51,106 (28%)	19,442 (35%)	5,496 (16%)	5,938 (21%)
31-40 years	42,471 (23%)	21,717 (39%)	6,066 (18%)	7,570 (26%)
41-50 years	30,260 (16%)	9,914 (18%)	6,368 (18%)	6,648 (23%)
51-64 years	37,713 (21%)	2,609 (5%)	15,103 (44%)	7,793 (27%)
<b>County rural/urban status</b>				
Metropolitan	108,464 (59%)	31,765 (56%)	19,576 (57%)	17,248 (60%)
Non-metropolitan, urban	8,748 (5%)	2,725 (5%)	1,529 (4%)	1,208 (4%)
Non-metropolitan, rural	62,734 (34%)	19,847 (35%)	12,139 (35%)	9,876 (34%)
<b>Months eligibility</b>				
1-6 months	38,598 (21%)	8,505 (15%)	2,528 (7%)	2,981 (10%)
7-10 months	27,600 (15%)	6,572 (12%)	2,502 (7%)	2,997 (10%)
11-12 months	1118,160 (64%)	41,300 (73%)	29,522 (85%)	22,715 (79%)
<b>Total</b>	<b>184,358</b>	<b>56,377</b>	<b>34,552</b>	<b>28,693</b>

**Target population: State of Iowa**

For a variety of measures data for the entire state will be utilized especially with regard to sustainability, outcomes driven by access to care such as ED use, and long-term effects of utilization changes driven through a focus on primary/preventive care such as avoidable hospitalizations.

As a state, Iowa is considered rural with just over 3 million residents. Of these 60% are between the ages of 19 and 64, 50% are female and 91% are white. The largest minority group in Iowa is Hispanic or Latino with 6%. The Black or African American population represents 4% of Iowans. The median income for Iowans is \$58,000 with 11% of Iowans living in poverty. Over 85% report having a computer with nearly 80% reporting an internet subscription. Out of the 99 counties comprising Iowa, 20 are considered rural with no metropolitan area, and 58 are considered rural with metropolitan area. 21 are considered urban metropolitan.

***Comparison population: Other states***

The process for identifying comparison states, both that have and have not expanded their Medicaid programs is ongoing. There are many data sources including TMSS, American Community Survey, BRFSS, that can provide data for Iowa and comparison states over time. However, extensive assessment is required during the first year of the evaluation to determine which of these data sources can provide the data needed for each hypothesis and for those datasets, which states are most comparable. As a small state, Iowa may not have enough representation in a dataset to allow analytical comparisons, the MEPS is one such data source that does not include enough Iowans to allow for state level comparisons.

***Target population: Provider entities***

Throughout the demonstration many policies and reimbursement/utilization strategies have operated through provider entities. For example, the \$8 copayment for non-emergent ED use had to be charged by the ED. Additionally, many provider entities can choose what covered groups they would like to serve. Not all dentists or physicians are willing to see Medicaid members due to restrictive policies or poor reimbursements. Provider entities are an important target population to understand both the process and outcomes of demonstration activities.

Provider entities may include medical offices, dental offices, hospitals, long-term care facilities, and pharmacies.

***Comparison population: Provider entities***

There are two comparison populations: provider entities prior to the demonstration (CY 2011-2013) and provider entities not engaged in the demonstration. A data lake of Medicaid provider surveys dating back to before the demonstration will provide needed comparison data, however, there may be few provider entities that are not engaged in the demonstration.

**Data Availability and Primary Collection*****Data Access***

The PPC has a data sharing Memorandum of Understanding (MOU) with the State of Iowa to utilize Medicaid claims, enrollment, encounter and provider data for evaluation purposes.

***Administrative data***

The PPC houses a Medicaid Data Repository encompassing over 300 million claims, encounter and eligibility records for all Iowa Medicaid enrollees for the period January 2000 through the present. Data are assimilated into the repository monthly. 95% of medical and pharmaceutical claims are completely adjudicated within 3 months of the first date of service, while average adjudication for institutional claims is 6 months. The PPC staff also has extensive experience with these files as well as over 20 years of experience with HEDIS measures. The PPC is a member of the National Quality Forum and the Academy Health State-University Partnership Learning Network.

The Medicaid database allows members to be followed for long periods of time over both consecutive enrollment months and periods before and after gaps in coverage due to a unique member number that is retained for at least 3 years after the last enrollment and is never reused.



This allows long-term linkage of member information including enrollment, cost and utilization even if they switch between Medicaid coverage options.

The evaluation strategy outlined here is designed to maximize the use of outcome measures derived through administrative data manipulation using nationally recognized protocols from the National Quality Forum (NQF) and National Committee on Quality Assurance (NCQA) HEDIS.

A synopsis of administrative data types and sources that will be used in this evaluation are provided below.

1. Medicaid encounter and claims data  
Contains all claim and encounter data for Medicaid members during the evaluation period. The data is housed within the PPC Medicaid data repository and is updated monthly
2. Medicaid enrollment data  
Contains data regarding enrollment and eligibility maintenance such as MCO enrollment, presence of an exemption from any demonstration activities, and Housed within the PPC Medicaid data repository with monthly updates
3. Medicaid provider certification data  
Housed within the PPC Medicaid data repository with monthly updates

## ***Surveys***

Surveys with IWP members and providers will be conducted to provide a consumer perspective and provider perspective about the program. The University of Iowa Public Policy Center (PPC) has extensive experience conducting consumer surveys with Medicaid members, having conducted member surveys for almost thirty years and publishing numerous articles on methods to increase response rates with Medicaid populations. In addition, the PPC participated on the development team for the original CAHPS survey and has been modifying the survey instrument to fit the needs for evaluating Iowa Medicaid waivers for the past 23 years. This experience also provides the evaluation team with access to CAHPS enrollee survey results for comparison purposes where appropriate.

Table 4 shows the different types of surveys that we are proposing for the IWP evaluation. This includes surveys of both members and providers as appropriate to evaluate the impact of the different policy components.

The sample sizes for these surveys, rather than being based on specific power calculations, are based on a combination of the power calculations that were conducted for the national CAHPS surveys (on which we were partners in the development), and our long historical foundation of previous surveys with Iowa Medicaid enrollees so we can predict the respondent numbers we need for sub-group analyses for items that are known. We do not believe it is appropriate to use power calculations for items for which we do not know the prevalence in the population since this is what the power calculations would be based on. We routinely increase our sample size where there is this level of uncertainty.

**Table 4. IWP Survey Projects – CY 2021-2024**

Survey	Policy Component	Sample Size	Expected Completes	Field Periods*	Incentives
<b>Disenrollment</b>	HBI	TBD	TBD	Rolling monthly thru waiver period	\$2 pre; 20 GC post
<b>HBI Phone</b>	HBI	6000	1800	Yearly, beginning in Q1/Q2	\$2 pre; \$10 GC post
<b>HBI Panel</b>	HBI	TBD	TBD	Fall 2021, Fall 2022	\$2 pre; \$10 GC post
<b>DWP Member</b>	DWP	12,000	2400	Every 18 months	\$2 pre; GC lottery
<b>DWP Provider</b>	DWP	1300	585	Every 18 months	\$2 pre
<b>Enrollment Phone</b>	Retroactive Eligibility	5600	1680	Spring 2021-Spring 2022	None
<b>IWP Member</b>	Member experiences; NEMT	4500	900	Every 18 months	\$2 pre; GC lottery
<b>ED Experience</b>	Cost sharing	600	300	CY 2022	None

\*The schedule for the conduct of these surveys may be modified as appropriate based on changes in policies for the IWP; both for policies changed to respond to the COVID pandemic and for routine policy changes implemented by the Iowa Medicaid Enterprise.

## ***Interviews***

Several types of interviews/focus groups will be used as part of the process evaluation of the IWP. These include:

1. **Medicaid member interviews**  
Data and results from previous structured telephone interviews with subsets of Medicaid members are housed at the PPC. Telephone interviews will be designed and fielded as needed for the policy components.
2. **Medicaid program staff and contractors**  
Medicaid program staff and contractors will be engaged to provide a more complete examination of demonstration implementation and ongoing activities and adjustments. Staff and contractors may participate in varying data collection strategies including in-person interviews, focus groups and surveys. This process evaluation approach was most recently utilized in the PPC evaluation of the State Innovation Model (SIM).

### ***Additional secondary data sources***

The additional sources of local and national secondary data listed below will be used to improve the evaluation of IWP providing a broader perspective on certain aspects of the program.

1. State and local secondary sources such as letters to providers, webpages, newsletters, and notices to members have been collected and stored. These will continue to be collected to provide context to the evaluation.
2. Iowa inpatient and outpatient hospital claims data  
The Iowa Hospital Association houses all hospital claims (inpatient and outpatient) for the state of Iowa. These data are available for the period 2013-present. Currently PPC houses the data for 2013-2017.
3. Possible national-level data sources
  - Healthcare Cost and Utilization Project (HCUP)  
[https://www.hcup-us.ahrq.gov/HCUP\\_Overview/HCUP\\_Overview/index.html](https://www.hcup-us.ahrq.gov/HCUP_Overview/HCUP_Overview/index.html)  
Annual claims for 37 states from 2006-2017 lacking location information. Can buy state specific database with zipcode location for ~\$800 per state per year.
  - Transformed Medicaid Statistical Information System (T-MSIS)  
<https://www.medicaid.gov/medicaid/data-and-systems/macbis/tmsis/index.html>  
Claims from all state Medicaid programs, 2013-2016 with location information. However, due to changes in 2015-2018 there are only a handful of states that match Iowa's cutover date from TMAX to TMSIS.  
Data is obtained through ResDAQ. PPC has obtained Medicare data from ResDAQ in the past and maintains a secured server for these data.
  - Behavioral Risk Factor Surveillance System (BRFSS)  
<https://www.cdc.gov/brfss>  
Annual national survey from 1995-2018. Oversampling in Iowa provides an opportunity to compare to other states either through aggregate statistics easily obtainable on the web or through securing the more detailed, state-level datasets.
  - County Health Rankings and Roadmaps (CHRR)  
<https://www.countyhealthrankings.org>  
These annual (2011-2019) data ranking for each county in the US are compiled from other data sources and may provide needed county-level SDOH.
  - American Community Survey (ACS)  
<https://www.census.gov/programs-surveys/acs>  
An ongoing survey providing information about the economy, healthcare, housing and other topics designed to help public health officials and planners.
  - NCQA Quality Compass  
The PPC has purchased the NCQA Quality Compass data for commercial and Medicaid providers in the past. We will also investigate the advantage of utilizing CAHPS through AHRQ.
  - Iowa Medicaid Social Determinants of Health Data  
The Iowa Medicaid Enterprise is beginning to collect SDOH data on enrollees. The data is still in the testing phase, but we will request access if the data becomes available during the evaluation period.

## Data analyses

The four major analytical strategies used in this evaluation are listed below. Each will be described in more detail within the specific policy component evaluation section.

- 1) Process measures
  - a) Content analyses
  - b) Document analyses
- 2) Bivariate analyses
  - a) Parametric methods, e.g., paired and two-sample t-tests (or means tests)
  - b) Non-parametric methods, e.g., Wilcoxon signed-rank tests, chi-square test of independence
- 3) Multivariate modelling
  - a) Comparative Interrupted Time Series (CITS including Difference-in-Difference (DID))
    - i) OLS for continuous dependent variables
    - ii) Maximum likelihood estimators (logit or probit) for binary dependent variables
    - iii) Special regressor method for binary dependent variables with endogenous regressors
  - b) Zero-inflated (modified) Poisson Regression for count dependent variables
  - c) Survival analyses
  - d) Other supplementary techniques
    - i) Matching methods (propensity scores, coarsened exact matching)
    - ii) Inverse probability of treatment weights
- 4) Qualitative analyses

## Data Limitations and Considerations

There are five primary sets of limitations within this evaluation: 1) those related to primary data, 2) limitations of secondary data, 3) program selection bias, 4) study populations, and 5) COVID-19 considerations.

### ***Primary Data***

Primary data collection is based on self-reported information and the recall of the member. This can result in recall bias. Whenever possible, we utilize multiple methods to address hypotheses. Coupling primary data collection with secondary data collection and qualitative data provides an opportunity to describe and analyze hypotheses more fully.

Past surveys and interviews with Medicaid members in Iowa, and across the nation, have low response rates, ranging from 20-40%. Non-response bias tests will be conducted to determine if the characteristics of respondents differ significantly from non-respondents on measured qualities. COVID-19 poses a unique set of limitations that are discussed below.

## ***Secondary Data***

Administrative data are collected for billing and tracking purposes and may not always reflect the service provided accurately. Payers focus on specific areas that may result in sudden changes in primary diagnoses or care patterns. For example, when diabetes became a key quality focus for payers, the use of diabetes as a primary diagnosis and the rates of HbA1c increased. Though this system change is positive, it is not a result of the IWP. We will attempt to keep informed of all changes in Medicaid and MCO coding and quality focus.

## ***Program Selection Bias***

There may be a propensity for enrollees who have the most to gain from insurance coverage to have accessed services earlier than those with less to gain. This has the potential to bias all the estimates of program effects on quality measures and costs for the period prior to Iowa Wellness Plan. Essentially, those who are sicker may use services earlier and the reduction in costs accounted for these enrollees by the Wellness Plan may be greater than for later enrollees. Risk adjustments will be used where appropriate to attempt to correct for this potential bias. Some methods may result in estimates that are more valid but only pertain to a segment of the population.

## ***Study populations***

Iowa Wellness Plan has undergone many changes during the first demonstration period. In particular, certain aspects of IWP have been extended to the general Medicaid population, e.g. PHAP dental coverage, enrollment in MCOs. These changes make it more difficult to identify appropriate comparison populations. Additionally, in other studies we have found it difficult to identify states that are comparable to Iowa for state-level comparisons. We will continue to identify comparison groups at all levels, while attempting to adjust for differences that would affect our results.

## COVID-19 Considerations

The COVID-19 pandemic has disrupted established systems of care throughout our nation. Changes such as the increased use of telehealth, increased use of acute care related to COVID-19 concerns, and the avoidance of routine/chronic care make it necessary to adapt methods and analytics to adjust for these changes. At the individual level we are conceptualizing a person-month unit of analyses that can utilize dichotomous variables to identify key trigger points. Additionally, we are working to identify methods of accounting for the level of COVID-19 penetration in an area as a covariate to generally adjust for these effects. We will continue to communicate with other evaluators nationally to determine what best practices are being developed around complex analytics and COVID-19. This could negatively impact the ability to identify comparison states as we now add COVID-19 exposure and Medicaid program policy changes, to the list of characteristics that may need to be matched or accounted for, at least for certain time periods.

We anticipate at this point in COVID-19 pandemic, three impacts of COVID-19 on the evaluation plan, including methods, analytic considerations, and interpretation of findings.

### Methods

At the individual level we are conceptualizing a person-month unit of analyses that can utilize dichotomous variables to identify key trigger points. COVID-19 may have implications for the comparison groups we use in our analyses. For example, in policy component 7, we rely on a national comparison group of CAHPS survey respondents. Our teams will need to assess the appropriateness of this group given the different ways states have implemented policy changes related to COVID-19. There are questions about comparability between states. Similarly, at the state-level it becomes more and more difficult to identify comparison states as we now add COVID-19 exposure and responses to the list of characteristics that may need to be matched or accounted for.

Early reports indicate that survey response rates are improved during, and perhaps following, the COVID-19 pandemic. As individuals shelter in place, they are more likely to take the time to be interviewed or complete a survey. The salience of the pandemic and its relationship to health care utilization, may increase the willingness of certain respondents to complete surveys and questionnaires. Though this may improve response rates, we do not know whether the sample of respondents completing surveys during the pandemic share the same underlying characteristics as past respondents. Given this consideration, our team of researchers will compare respondents based on their underlying characteristics to determine whether further analytic adjustments are required.

### Analytic Considerations

Though we propose specific analytical tools within this evaluation and even go so far as to link analytical strategies to hypotheses, we may find that additional analytical strategies will have to be employed. For example, we are considering how to account for the level of COVID-19 penetration in a geographical area as a covariate to generally adjust for these effects. Propensity scoring, instrumental variables and survival analyses are all techniques that we will retain in our list of possible techniques. As we become more familiar with the distribution of the outcomes and the data we will be using, we need to be comfortable modelling and testing each outcome with the strategy that will provide us with the most accurate and useful results. We will continue to communicate with other evaluators to determine what best practices are being developed around complex analytics and COVID-19.



Table 5 lists possible ways that the COVID-19 pandemic, and associated policy changes could have an impact on the data, analyses and results of the IWP evaluation. We are expanding the scope of our process evaluation to include state policy changes related to COVID-19. A summary of the changes to date are found in Table 6.

**Table 5. Anticipated Impact of COVID-19 on IWP Evaluation Plan**

Topic Area	Examples of Potential Impact	Rationale
<b>Insurance Coverage Gaps and Churning</b>	<ol style="list-style-type: none"> <li>1. Monitor changes to churning due to people changing health insurance plans and losing eligibility</li> <li>2. Increased gaps in insurance coverage</li> <li>3. Decreased consecutive coverage</li> </ol>	CDC projects multiple waves of COVID-19-related unemployment, potentially leading to variations in Medicaid and IWP coverage. As Iowans gain and lose employer-based health insurance, Iowans' reliance on Medicaid and IWP will fluctuate.
<b>Dental Wellness Plan</b>	<ol style="list-style-type: none"> <li>1. Decreased access to dental care</li> <li>2. Provider willingness to accept new DWP members</li> </ol>	Dental providers are vulnerable to COVID-19 exposure and face strict requirements for reopening (e.g., enough PPE stock), limiting the number of dental providers available to new and existing patients.
<b>Telehealth (<i>new topic</i>)</b>	<ol style="list-style-type: none"> <li>1. Decreased face-to-face primary care, dental, mental health, and preventive care visits.</li> </ol>	Healthcare providers have transitioned to virtual appointments. Our current evaluation plan does not measure telehealth services. The shift from in-person to virtual healthcare visits may impact hypotheses across our evaluation plan. We may add telehealth questions where applicable.

**Table 6. Iowa Wellness Plan: COVID-19 State Changes Timeline, 2020**

Date CY 2020	Summary
<b>January 1</b>	Reinstatement of retroactive coverage for children and pregnant women. Guidelines found <a href="#">here</a> .
<b>February 20</b>	CDC issues coding guidelines for novel Coronavirus for health care encounters and deaths related to COVID-19. Guidelines found <a href="#">here</a> .
<b>March 1</b>	Updates to billing procedure for telehealth services establishing "originating" and "Distant" site changes. Guidelines found <a href="#">here</a> .
<b>March 6</b>	New coding for virtual care services, telehealth related services, and Coronavirus lab tests established in light of COVID-19 pandemic. Guidelines found <a href="#">here</a> .

Date CY 2020	Summary
<b>March 13</b>	<p>DHS waives all Medicaid co-pays, premiums and contributions,</p> <p>Prescription refill guideline changes,</p> <p>Telehealth streamlining of appropriate service changes including modifier 95 designation and POS codes for telehealth billing.</p> <p>Guidelines found <a href="#">here</a>.</p> <p>Complete Summary list of submitted federal waivers found <a href="#">here</a>.</p> <p>Changes and eligibility criteria for Home delivered meals, Homemaker services and companion services with changes in billing and coding. Includes information for finding service providers and information for case managers.</p> <p>Guidelines found <a href="#">here</a>.</p>
<b>March 18</b>	<p>All pharmacy PA's extended through June 30<sup>th</sup>.</p> <p>Prescription member copayments suspended including potential for refunds.</p> <p>Pharmacy benefit manager (PBM) audits suspended with changed guidelines.</p> <p>Patient signatures for medication receipt waived.</p> <p>Due date of Cost of Dispensing (COD) survey extended to April 30<sup>th</sup></p> <p>Guidelines found <a href="#">here</a>.</p>
<b>April 1</b>	<p>Changing waiving criteria for Prior Authorizations (PAs) for Medicaid members, and also changes to extensions for MCO approved PAs.</p> <p>Changes to claims filing for medical claims including a 90 day extension to first time medical claims and encounters for MC claims.</p> <p>Guidelines found <a href="#">here</a>.</p>
<b>April 2</b>	<p>Expansion of list of telehealth services with billing and coding changes.</p> <p>Expansion of provider types included in telehealth services where appropriate.</p> <p>Guidelines and frequently asked questions found <a href="#">here</a>.</p>
<b>April</b>	<p>Unemployment and stimulus benefit considerations for Medicaid recipients FAQs found <a href="#">here</a>.</p>
<b>May 6</b>	<p>CMS guidance for nursing homes to procure communicative technology for residents and restrictions implemented to prevent visitation.</p> <p>Guidelines on use and sharing of communicative devices.</p> <p>Grant funding requirements for nursing homes' procurement of communicative devices for residents.</p> <p>Guidelines found <a href="#">here</a>.</p>
<b>May 15</b>	<p>Guidance for retainer payments during the month of April 2020 with a list of allowable services with appropriate codes to use for seeking retainer payments</p> <p>Guidelines found <a href="#">here</a>.</p>

Date CY 2020	Summary
<b>May 19</b>	New guidance on additional codes pertaining to COVID-19 including new diagnostic coding, laboratory tests and specimen collection. Guidelines found <a href="#">here</a> .
<b>June 1</b>	The Families First Coronavirus Response Act (FFCRA) establishes a new Medicaid eligibility group for uninsured individuals for the purposes of COVID-19 testing. All details and guidance for the new beneficiary group found <a href="#">here</a> .
<b>June 19</b>	Updated Medicaid provider toolkit found <a href="#">here</a> .

Table 7 refers to COVID-related policies that affected members of the Dental Wellness Plan:

**Table 7.Iowa Dental Wellness Plan: COVID-19 State Changes Timeline**

Date CY 2020	Summary
<b>March 13</b>	Coding and billing for teledentistry services including legal parameters and details of requirements for teledentistry encounters established. Guidelines found <a href="#">here</a> .
<b>March 16</b>	UI College of Dentistry ceases elective patient care ADA recommends dentists “focus only on urgent and emergency procedures”
<b>March 17</b>	IDA and IDB <a href="#">recommend</a> that dentists cease elective care for 3 weeks
<b>March 22</b>	Iowa Governor issues <a href="#">Proclamation</a> of Emergency Disaster
<b>March 27</b>	Iowa Governor <a href="#">mandates</a> cessation of non-emergency dental care, effective through April 16
<b>April 2</b>	Iowa Governor extends <a href="#">proclamation</a> , which includes ban on non-emergency dental care, to expire on May 1
<b>April 16</b>	Federal government shares <a href="#">guidelines</a> for re-opening
<b>April 27</b>	Iowa Governor <a href="#">extends</a> prohibition of nonessential dental services through May 15
<b>May 3</b>	CDC <a href="#">recommends</a> postponing elective dental care “during this period of the pandemic (no end date provided)”
<b>May 6</b>	Iowa Governor issues <a href="#">proclamation</a> that any dental care resume with adherence to safety guidelines, effective May 8. State of public health disaster emergency currently set to expire on May 27 <sup>th</sup> .
<b>May 8</b>	Dentists in Iowa may begin providing routine dental care
<b>May 26</b>	Iowa Governor issues extension of previous proclamation and extends the window until June 25 <sup>th</sup> .
<b>July 1</b>	IME issued IL 2148-FFS-D-CVD announcing an enhanced dental payment to address facility and safety upgrades.

## Evaluation Period

Evaluation Timeframes:

Start and End Dates of the Iowa Wellness Plan Demonstration.

- Total demonstration time period January 1, 2014 – December 31, 2024

Start and End Dates of the Dental Wellness Plan Demonstration.

- Total demonstration time period May 1, 2014 – December 31, 2024

Start and End Dates of Retroactive Eligibility Demonstration.

- Total demonstration time period November 1, 2017 – December 31, 2024

## Policy Components

This section provides more detail about the approach and rigor being proposed to evaluate the key policy components that CMS has indicated were of particular interest.

- 1) Healthy Behaviors Incentive Program (HBI)
- 2) Dental Wellness Plan (DWP)
- 3) Waiver of Retroactive Eligibility
- 4) Cost Sharing
- 5) Cost and Sustainability
- 6) Waiver of Non-Emergency Medical Transportation (NEMT)
- 7) Iowa Wellness Plan Member Experiences from Increased Healthcare Coverage

# 1) Healthy Behaviors Incentive Program (HBI)

## HBI Background

One unique feature of the IWP is the Healthy Behaviors Incentive Program (HBI). IWP members who are above 50% of the Federal Poverty Level (FPL) can avoid paying a monthly premium for their insurance after their first year of coverage by participating in the HBI. Individuals who are at 0-50% of the FPL are not required to pay monthly premiums. The HBI requires members to have a yearly medical or dental exam (a wellness visit) and complete a health risk assessment (HRA) to avoid paying a premium in the following year. If the member does not complete these requirements during their first year of coverage, they may be required to pay a monthly premium (\$5 or \$10, depending on income). The member must then pay the monthly premium or claim financial hardship. Members who are above 100% FPL can be disenrolled for failure to pay their premium.

As a part of the IWP, enrollees are encouraged to participate in the HBI involving two components: 1) a wellness exam and 2) a health risk assessment (HRA).

Starting in 2015, a small monthly contribution by the member was required depending on family income. Members with incomes above 50% FPL and up to 100% FPL contributed \$5 per month, while members with incomes above 100% FPL contributed \$10 per month. Members with individual earnings 50% or less of the FPL did not have monthly contributions. IWP members who completed the wellness exam and the HRA were not be responsible for a monthly contribution.

Members earning over 50% of the FPL were given a 30-day grace period after the enrollment year to complete the healthy behaviors to have the contribution waived. If members did not complete the behaviors after the grace period ended, members received a billing statement and a request for a hardship exemption form. For members with incomes above 50% FPL and up to 100% FPL, all unpaid contributions were considered a debt owed to the State of Iowa but would not, however, result in termination from the IWP. If, at the time of reenrollment, the member did not reapply for or was no longer eligible for Medicaid coverage and had no claims for services after the last premium payment, the member's debt would be forgiven. For members with incomes above 100% FPL, unpaid contributions after 90 days resulted in the termination of the member's enrollment status. The member's outstanding contributions were considered a collectable debt and subject to recovery. A member whose IWP benefits were terminated for nonpayment of monthly contributions needed to reapply for Medicaid coverage. The IME would permit the member to reapply at any time; however, the member's outstanding contribution payments would remain subject to recovery.

## ***Wellness Exam and Health Risk Assessment***

The wellness exam is an annual preventive wellness exam (New Patient CPT Codes: 99385 18-39 years of age, 99386 40-64 years of age; Established Patient CPT Codes: 99395 18-39 years of age, 99396 40-64 years of age) from any plan-enrolled physician, Rural Health Clinic (RHC), Federally Qualified Health Center (FQHC) or Advanced Registered Nurse Practitioner (ARNP). The exams are part of the preventive services covered by the plans and therefore do not cost the member anything out-of-pocket. A 'sick visit' can count towards the requirement of the preventive exam, if wellness visit components are included and the modifier 25 is used. The wellness exam definition was expanded in 2016 to include a dental exam (D0120, D0140, D0150, D0180). A health risk assessment (HRA) is a survey tool that can be used to evaluate a member's health. The MCOs are currently encouraging members to complete an HRA. The format of the HRA differs by MCO.



## Implementation of the HBI 2020

There were several changes between the planned and actual implementation of the HBI in the original waiver period. Table 8 describes changes to the HBI overall while Table 9 describes changes in the HBI related to the transition of the IWP to managed care. The HBI was reapproved as part of the extension of the IWP effective January 1, 2020. Table 8 and Table 9 also show the planned implementation for the HBI as described in the extension where applicable.

**Table 8. Changes to the Healthy Behaviors Incentive Program (does not include changes related to COVID-19)**

Original Planned implementation	Actual implementation	Planned implementation for 2020-2025
<b>Wellness exam was defined as CPT codes 99385, 99386, 99395, and 99396 or a “sick visit” with a modifier code of 25.</b>	Additionally, members could report having a wellness exam without documentation. In year 2 a preventive dental exam also fulfilled the requirement.	No change.
<b>Members needed to complete the Assess My Health HRA tool. The data would be available to IME, providers, and members.</b>	This information is not shared with the providers or the members.	The MCOs are responsible for members completing the HRA.
<b>A communication campaign would ensure members, providers, and clinic staff awareness and knowledge of the program.</b>	There were limited communication efforts.	Unknown.
<b>The Marketplace Choice would provide members with insurers to select from.</b>	The MPC members were converted to the Wellness Plan when both QHPs were no longer participating in the IHAWP	No change.
<b>Members were to be disenrolled for non-payment of contribution and not completing the HRA and wellness exam.</b>	Systems were not in place to make disenrollment possible until the 4th quarter of the 2nd year.	Members are disenrolled for non-payment or not completing the HBI.
<b>Members could complete HRA online with/out provider.</b>	Members could report having completed a HRA without documentation. Some health systems helped members complete the HRA over the telephone.	The mode of completion differs by MCO.
<b>Co-pay of \$8 for emergency department visit.</b>	The copayment for non-emergency use of the emergency department was implemented on December 1, 2016.	No change.

**Table 9. Managed care related changes to the Healthy Behaviors Incentive Program**

Original Planned implementation	Actual implementation	Planned implementation for 2020-2025
<b>Members needed to complete the Assess My Health HRA tool. The data would be available to IME, providers, and members.</b>	Each MCO has a different screening or risk assessment tool.	No change.
<b>An outside vendor was supposed to implement a program to incentivize members to complete other behaviors.</b>	Following the transition to statewide managed care, the MCOs offered “value added benefits,” such as rewards programs that served the purpose of incentivizing members to complete behaviors.	Not part of the implementation.
<b>Members were supposed to complete the wellness exam and the HRA to be eligible for the additional incentivized behaviors.</b>	Any MCO member can participate in the MCO’s rewards program.	Not part of the implementation.
<b>Providers were to receive incentives to encourage patients to complete HBI.</b>	MCOs were given flexibility to implement provider incentive programs to be reviewed and approved by IME.	Not part of the implementation.
<b>Data from the HRA was to be used to make programmatic decisions.</b>	The data from HRA cannot be used because the data is housed by the MCOs.	Not part of the implementation.
<b>Three MCOs were available for IWP members to select from.</b>	Two MCOs exited the state while one MCO entered,	There currently two MCOs (Amerigroup and Iowa Total Care)

### ***Previous evaluation findings***

IWP member experiences during the first year of the IWP program have been reported previously and can be found online at <http://ppc.uiowa.edu/health/study/evaluation-iowas-medicaid-expansion-iowa-health-and-wellness-plan>.

We used claims data to conduct rigorous secondary analyses including descriptive analyses of trends in completion rates stratified by income level, multivariable regression analyses to model the likelihood of completing required activities, and quasi-experimental approaches to model health care utilization and spending as a function of completing both required activities. Over the first 5 years of the HBI program, the proportion of members completing both required activities—the wellness exam and HRA—averaged 11% for lower-income members and 18% for higher-income members. In any given year, the rate of completing both required activities never exceeded 32%. Over time, the completion rates dropped among the lower-income members shielded from disenrollment (and in some cases, premiums), while increasing among the higher-income members, suggesting that members are responsive to the disincentives being placed on them. Still, completion rates were generally below 25% even among the more compliant higher-income group. We have consistently found that the program may unintentionally exacerbate disparities in health insurance coverage, as members who are younger, male, non-white, and/or live in a rural area are less likely to complete both healthy behaviors and therefore more likely to owe a monthly premium or face disenrollment (Wright, et al., 2018; Askelson, et al., 2017). Finally, using difference-in-differences modeling we found that those who completed both required HBI activities had fewer ED visits and

hospitalizations, but spent more in health care costs, even after controlling for the effects of Medicaid expansion (Wright, et al., 2020).

To more fully explore the experiences of IWP members with regards to the HBI, we conducted qualitative interviews in 2015 with members who had been enrolled in the program at least 6 months. These results can be found at <http://ppc.uiowa.edu/health/study/healthy-behaviors-incentive-program>. We analyzed 146 in-depth interviews. We found that member awareness of the program requirements was low, and many respondents did not recall receiving information about the program. Of those who participated in the interviews, the majority had not received an invoice for premiums. Most of those who did receive an invoice did not have difficulties paying their premiums. Interviewees identified encouraging the use of preventive care, promoting health, and lowering health care costs as reasons for them to participate in the HBI. Members also said that a benefit of participating would be thinking more about their own health and lifestyle choices. Overall, interview participants stated that health insurance coverage was important for them because of current medical conditions and future unknown medical needs.

Based on the qualitative interviews with members, we developed a survey to assess member awareness of the HBI, knowledge of the program, perceptions of the program, and experiences with completing the behaviors and paying premiums. The first survey was fielded in 2017, we randomly sampled 6,000 members and had 1,375 respondents. We found that there was low awareness of the program and its requirements and that many members did not complete the program requirements. The vast majority of respondents stated they would rather complete the program requirements than pay \$10 per month. In 2018, we followed up with members who completed the 2017 survey to reassess their awareness and completion of program requirements. We surveyed 1,102 members and had 641 respondents. A significant number of members remained unaware of the HBI despite being enrolled in the program for at least two years. In 2019, we repeated the sampling and recruitment methods from 2017. From a random sample of 6,000 members who had not previously participated in other data collections for this evaluation, we had 1,353 respondents. We found that awareness of the program was still low. The weighted percent of respondents who completed a wellness exam (WE) was about 45%, the completion of the HRA was only approximately 15%. Under half of the members recalled being told to complete a medical WE (43.7%), dental WE (41.1%), or HRA (31.0%). Despite this, the respondents once again overwhelmingly stated they would rather complete the program requirements than pay \$10 per month.

We also conducted qualitative interviews and surveys with disenrolled members. We conducted two rounds of interviews, with 37 interviews in 2016 and 35 interviews in 2017. The overall themes did not differ between years. An overarching theme was that many interviewees were not aware of the HBI. While for some disenrollment was a minor inconvenience, other interviewees experienced financial hardship because of their disenrollment and engaged in behaviors that could be detrimental to their health (e.g., not refilling prescriptions or stretching medication and delaying or skipping previously scheduled health care appointments). Interviewees also noted confusion around the disenrollment and reenrollment processes. Many were not able to reenroll either in the IWP or another insurance program. In 2017 (n = 237) and 2019 (n= 109), we surveyed disenrolled members about their experiences. Similar to our qualitative interviews, many of the disenrolled members we surveyed were not aware of the HBI (27% in 2017 and 39% in 2019). Very few (under 30% in both years) members were able to reenroll in the IWP at the time of the survey. Respondents delayed filling prescriptions, stretched medication, and delayed or did not seeking care. They also reported paying more for health care, dental care, or prescriptions due to their disenrollment. Over half of respondents were concerned about their debt being sent to collections.

### ***Findings from other state's healthy behavior programs evaluations***

Other states have implemented healthy behavior programs that are similar in design to Iowa's program (particularly Michigan and Indiana) and the results are comparable to those seen in our evaluation. The evaluation of the Healthy Michigan Plan showed over 80% received at least one preventive care service in the first two years of its implementation, but only about 25% of participants completed an HRA (Clark, Cohn, & Ayanian, 2018). A survey with primary care providers in Michigan in 2015 also showed low awareness of financial incentives associated with HRAs but indicated that providers found the HRA useful for discussing health behaviors with their patients (Zhang et al, 2020). In 2018, enrollee surveys showed lingering low awareness of the HRA while claims data showed about 75% of enrollees having at least one preventive care visit in the previous two years and almost half of enrollees completing the HRA (Goold et al, 2020). Limited program awareness and low completion rates of program requirements were also seen in components of the Healthy Indiana Plan (Lewin Group, 2019). Over half of enrollees who were eligible for a premium under the Healthy Indiana Plan were moved to a limited benefits package or lost coverage due to failure to pay premiums (Rudowitz, Musumeci, Hinton, 2018). This was often due to an inability to pay or confusion about the program requirements (Rudowitz, Musumeci, Hinton, 2018).

### **References**

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## HBI Goals

The goals of the Healthy Behavior Incentives that are included as part of the Iowa Wellness program are designed to:

- Empower members to make healthy behavior changes.
- Begin to integrate HRA data with providers for clinical decisions at or near the point of care.
- Encourage members to take specific proactive steps in managing their own health and provide educational support.

## HBI Hypotheses and Research Questions

**Hypothesis 1: The proportion of members who complete a wellness exam, health risk assessment, or both will vary.**

Research Question 1.1: What proportion of members complete a wellness exam in a given year?

Research Question 1.2: What proportion of members complete an HRA in a given year?

Research Question 1.3: What proportion of members complete both required activities in a given year?

**Hypothesis 2: The proportion of members completing a wellness exam, health risk assessment, or both will change over time and by income level.**

Research Question 2.1: Has the proportion of members completing a wellness exam decreased among lower-income members and increased among higher-income members?

Research Question 2.2: Has the proportion of members completing an HRA decreased among lower-income members and increased among higher-income members?

Research Question 2.3: Has the proportion of members completing both required activities decreased among lower-income members and increased among higher-income members?

**Hypothesis 3: Member characteristics are associated with the likelihood of completing both required HBI activities.**

Research Question 3.1: Are older, non-Hispanic white females living in metropolitan counties more likely to complete both required activities?

Research Question 3.2: Are members assigned to some MCOs more likely than members assigned to other MCOs to complete both required activities?

Research Question 3.3: Is the length of time in the program positively associated with the likelihood of completing both required activities?

Research Question 3.4: Are members with more negative social determinants of health (SDoH) less likely to complete both required activities?

Research Question 3.5: Is the highest income group most likely to complete both required activities?

**Hypothesis 4: Completing HBI requirements is associated with a member's use of the emergency department (ED).**

Research Question 4.1: Are members who complete the HBI requirements equally likely to have an ED visit?

Research Question 4.2: Do members who complete the HBI requirements have fewer total ED visits annually?

Research Question 4.3: Are members who complete the HBI requirements less likely to have a non-emergent ED visit?

Research Question 4.4: Do members who complete the HBI requirements have fewer total non-emergent ED visits annually?

Research Question 4.5: Are members who complete the HBI requirements less likely to have a 3-day, 7-day, or 30-day return ED visit?

Research Question 4.6: Do members who complete the HBI requirements have fewer total 3-day, 7-day, or 30-day return ED visits annually?

**Hypothesis 5: Completing HBI requirements is associated with a member's use of hospital observation stays.**

Research Question 5.1: Are members who complete the HBI requirements equally likely to have a hospital observation stay?

Research Question 5.2: Do members who complete the HBI requirements have fewer total hospital observation stays annually?

**Hypothesis 6: Completing HBI requirements is associated with a member's use of inpatient hospital care.**

Research Question 6.1: Are members who complete the HBI requirements equally likely to be hospitalized?

Research Question 6.2: Do members who complete the HBI requirements have fewer total hospitalizations annually?

Research Question 6.3: Are members who complete the HBI requirements less likely to have a potentially preventable hospitalization?

Research Question 6.4: Do members who complete the HBI requirements have fewer total potentially preventable hospitalizations annually?

Research Question 6.5: Are members who complete the HBI requirements less likely to have a 30-day all-cause readmission?

Research Question 6.6: Do members who complete the HBI requirements have fewer total 30-day all-cause readmissions annually?

**Hypothesis 7: Completing HBI requirements is associated with shifts in patterns of member's health care utilization.**

Research Question 7.1: Do members who complete the HBI requirements have fewer potentially preventable hospitalizations as a proportion of total hospitalizations?

Research Question 7.2: Do members who complete the HBI requirements have fewer non-emergent ED visits as a proportion of total ED visits?

Research Question 7.3: Do members who complete the HBI requirements have more primary care visits as a proportion of total outpatient visits?



**Hypothesis 8: Completing HBI requirements is associated with a member's health care expenditures.**

Research Question 8.1: Do members who complete the HBI requirements have lower spending in all categories?

**Hypothesis 9: Disparities exist in the relationships between HBI completion and outcomes.**

Research Question 9.1: Do disparities exist in the following populations- high utilizers, individuals with multiple chronic conditions, individuals with OUD, individuals from racial and ethnic groups, rural individuals, and by sex?

**Hypothesis 10: Members who have been enrolled longer are more aware of the HBI program than those who have been enrolled a shorter period of time.**

Research Question 10.1: What is the level of awareness about the HBI program among members?

Research Question 10.2: How long are members enrolled in the program?

Research Question 10.3: Is there a relationship between length of enrollment and awareness of the HBI program?

**Hypothesis 11: Members who have been enrolled longer have more knowledge about the HBI program than those who have been enrolled a shorter period of time**

Research Question 11.1: What specific knowledge about the HBI program do members report?

Research Question 11.2: Do members understand incentive/disincentive part of the HBI program?

Research Question 11.3: Do members know they need to pay a premium monthly?

Research Question 11.4: Do members know about the hardship waiver?

Research Question 11.5: How long have members been enrolled?

**Hypothesis 12: Those who are aware of the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those who are not aware.**

Research Question 12.1: What is the level of awareness of the HBI program?

Research Question 12.2: What is the level of completion of the HRA and well exam?

**Hypothesis 13: Those who have more knowledge about the HBI program are more likely to complete the behaviors (HRA and well exam) than those with less knowledge.**

Research Question 13.1: What is the level of knowledge about the HBI program?

Research Question 13.2: What is the level of completion of the HRA and well exam?

**Hypothesis 14: Member socio-demographic characteristics and perceptions/attitudes are associated with awareness of the HBI program.**

Research Question 14.1: What is the level awareness of the HBI program?

Research Question 14.2: What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?

Research Question 14.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?

**Hypothesis 15: Member socio-demographic characteristics and perceptions/attitudes are associated with knowledge of the HBI program.**

Research Question 15.1: What is the level knowledge of the HBI program?

Research Question 15.2: What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?

Research Question 15.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?

**Hypothesis 16: Member socio-demographic characteristics and perceptions/attitudes are associated with completion of the HRA and well exam.**

Research Question 16.1: What is the level of completion of the HRA and well exam?

Research Question 16.2: What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?

Research Question 16.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?

**Hypothesis 17: Members are most likely to hear about the HBI program from their MCO.**

Research Question 17.1: Where are members learning about the HBI program and HBI program components?

**Hypothesis 18: Members report challenges in using hardship waiver.**

Research Question 18.1: What are the perceptions of the ease of use of the hardship waiver?

Research Question 18.2: What are the challenges members report in using the hardship waiver?

**Hypothesis 19: Members who do not complete the HRA and wellness exam, report barriers to completing the behaviors.**

Research Question 19.1: What are the barriers to completing the HRA and wellness exam as reported by the members?

**Hypothesis 20: Disenrolled members report no knowledge of the HBI program.**

Research Question 20.1: What is the level of HBI program knowledge among disenrolled members?

**Hypothesis 21: Disenrolled members describe confusion around the disenrollment process.**

Research Question 21.1: How do disenrolled members describe the process of learning about their disenrollment?

**Hypothesis 22: Disenrolled members report consequences to their disenrollment.**

Research Question 22.1: What happens after members are disenrolled for non-payment?

Research Question 22.2: Will disenrolled members be able to reenroll to health insurance coverage?

Research Question 22.3: Do the consequences change over time?

## **HBI Evaluation Periods**

The claims-based evaluation of the HBI will span from January 2014 through December 2024, with analyses using data from 2014 through the most current year of Medicaid data available throughout the renewed 1115 waiver period (2020 – 2024). The survey data and interview data will be collected during the 2021-2024 time period.

## **HBI Data Sources, Analysis Methods, and Measures**

This section describes our approach to testing hypotheses 1 – 9 by answering all research questions from 1.1 – 9.1. We provide an overview of the evaluation period, our data sources, a description of our sample, a discussion of our target and comparison groups, the definitions of our outcome measures (with numerators and denominators specified), the identification of healthy behaviors activities and model covariates, and a description of our analytic approach. For brevity and clarity, we present any of these items that apply across all hypotheses just once, while other items are presented in the context of the relevant hypotheses and research questions. We also describe limitations and alternative approaches to address them.

The objective of these analyses is to document rates of HBI participation, model HBI participation as a function of several member-level characteristics, assess changes in health care spending as a function of HBI participation, and model several measures of health care utilization as a function of HBI participation. Together, this will further our understanding of the extent to which members are engaging in the requirements outlined by the program, clarify which members are most and least likely to complete the activities required by the HBI program, and identify both the extent to which the HBI program is associated with increases or decreases in health care spending and the extent to which HBI participation can improve patient outcomes and reduce potentially avoidable care.

### ***HBI Data Sources***

We are proposing to use six data sources for the secondary analyses of Medicaid administrative claims data portion of the HBI evaluation. They include the following:

- Medicaid enrollment and claims data (January 2014 – December 2024)
- Iowa Medicaid Enterprise records on completion of wellness exams and health risk assessments (January 2014 – December 2024)

We will also adjust for other sociodemographic factors, social determinants of health, and available health care resources in members' local community using selected variables from:

- Area Deprivation Index
- U.S. Census Bureau's American Community Survey
- Health Resources and Services Administration's Area Health Resources File
- Social determinants of health data reported by managed care organizations to the Iowa Department of Human Services

### ***HBI Sample***

Our sample will consist of all members enrolled in IWP for a minimum of 12 consecutive months any time after January 1, 2014. We will assign members to one of three income groups: a **low-**

**income group ( $\leq 50\%$  FPL), a medium-income group (51 – 100% FPL), and a high-income group (101 – 138% FPL)** reflecting the categories of incentives that apply to members in these income ranges.

Using monthly data, we will create our sample using a rolling cohort method in which we identify the first 12 consecutive months in which a member was continuously and exclusively enrolled in IWP. For example, a member enrolled January 2014 through December 2014 would be in cohort 1, while a member enrolled February 2014 through January 2015 would be in cohort 2, and so on. If a member was enrolled for additional 12-month periods beyond their initial 12 months (e.g., a total of 24-, 36-, or 48-months of enrollment), they would be included in those cohorts as well. For example, a member enrolled March 2014 through February 2016 would be in cohort 3 from March 2014 to February 2015, cohort 15 from March 2015 to February 2016, and so on. Essentially, the cohort corresponds to the study month in which the member's 12-month continuous enrollment begins, and they enter a new cohort for each successive 12-month period. However, we will not keep partial years of data. For example, if a member was enrolled for 18 months, we will keep only their initial 12 months, and drop the other 6.

After assigning members to cohorts, we will collapse the data to provide one observation per person per cohort. This method will ensure that we retain as many Medicaid members in our sample as possible, while also ensuring that all members in our sample are exposed to a full year of the program, providing them equal opportunity for HBI participation, and corresponding to the period of time they have to complete activities before being charged a premium (excluding the additional 30-day grace period). In sensitivity analyses, we will extend our cohort definition to 13 months to capture this 1-month grace period after which premiums are enforced. For analyses examining year-over-year trends, we also limit our sample to members whose enrollment does not span calendar years.

### *HBI Target and Comparison Groups*

For our analyses examining health care utilization and spending outcomes as a function of completing HBI requirements, we will use propensity score matching to generate a target and comparison group. The **target group** will be defined as members who completed both HBI requirements during the year and the **comparison group** will be defined as members who did not complete any HBI requirements during the year. Individuals who completed only one of the two required activities will be excluded. The propensity scores will be generated using the predicted likelihood of HBI participation. We will match members in our target and control groups based on their propensity scores using nearest neighbor matching and will visually inspect the covariates to confirm that our target and control groups are balanced with respect to observed covariates.

### *Identification of Healthy Behaviors and Covariates*

At the core of the HBI program is the requirement for members to complete both a wellness exam and a health risk assessment (HRA) each year to avoid paying a monthly premium the following year. Completion of these activities can be identified in claims or reported by managed care organizations. In fact, members may also call the Iowa Medicaid Enterprise (IME) to report completion of the activities. Regardless of the mechanism by which the data are reported, IME data are used to make official determinations regarding premium waivers for members, and therefore they are the data that we have previously used (and propose to use) to identify receipt of a wellness exam and HRA completion.

### *HBI Covariates*

Our multivariable models will include several additional covariates to adjust for factors plausibly associated with both the likelihood of completing the HBI requirements and our health care

utilization and spending outcomes. These will include demographic characteristics derived from the Medicaid data including age, gender, race/ethnicity, metropolitan area of residence (defined as metropolitan, micropolitan, small town, or rural, using rural-urban commuting areas), number of moves during the 12-month period (to account for lifestyle disruption), and income group. We will also use the Medicaid data to include a number of variables serving as proxies of health status including: an indicator for a mental health diagnosis, an indicator for a substance abuse diagnosis, the total annual number of outpatient visits, the annual number of prescriptions, and an indicator for the presence of each of 24 chronic conditions. We will also include an indicator for the managed care organization in which the member is enrolled and a running count of a member's total years of IWP enrollment as of the given year (to assess the extent to which members become more compliant the longer they are enrolled). We will also adjust for social determinants of health, community health care resources, and other contextual factors using variables of interest drawn from the Area Health Resources File, the Area Deprivation Index, the American Community Survey, and social determinants of health data collected by managed care organizations and reported to Iowa DHS. Cohort fixed effects will be captured using a binary variable to indicate the cohort to which a member was assigned. In sensitivity analyses, we will explore the use of fixed effects at the county level.

### *HBI Analytic Approach for Each Hypothesis and Research Question*

We will employ a variety of quantitative analyses depending on the hypothesis and research question and the available data. Briefly, we will conduct univariate analyses to produce summary statistics (including time trends) on HBI participation and our outcomes of interest, bivariate analyses to assess the relationship between HBI participation and our outcomes of interest, and multivariate analyses to identify factors associated with the likelihood of HBI participation and assess the relationship between HBI participation and our outcomes of interest while adjusting for potential confounders and selection bias. All analyses will be stratified by—or otherwise account for—members' income group. Further details are provided in the following table organized by hypotheses and research questions.

### *Methods for HBI Policy Components*

The above outlined research questions and hypotheses will be answered using a mixed-methods approach consisting of: 1) secondary analyses of Medicaid administrative claims data, 2) a member survey, 3) a disenrollment survey, and 4) interviews with disenrolled members. These qualitative and quantitative approaches allow for data and methods triangulation across both process and outcomes measures, which increases confidence in the validity of evaluation findings. Additional details are provided below for each approach.

#### **HBI Member survey**

We will be conducting a member telephone survey to specifically address evaluation questions related to awareness and knowledge of the HBI and participation and experience in the program. We have extensive experience surveying this population and have had success with the following design and procedures.

**Study Design:** We have both a panel and cross-sectional survey design to allow for us to examine trends over time in the same group of people who have continued exposure to the program and to provide a cross sectional look at the IWP population.

**Panel Sample:** In early 2021, we will draw a sample of IWP members who have been continuously enrolled for the previous 14 months. Individuals who have participated in previous evaluations and individuals without valid telephone numbers will be excluded from the sample. Only one person will be selected per household to reduce the relatedness of the responses and respondent burden.

The sample will be stratified by completion of activities (those who completed the HRA, those who completed the wellness exam, those who completed both the HRA and wellness exam, and those who completed neither). This stratification is vital because so few members have completed the activities. We will also stratify by income level (0-50%, 51-100%, and 101-133%) and MCO enrollment. We will draw a sample of 6,000 members. Based on our previous evaluations, we would plan on a 30% response rate. Based on previous surveys for this evaluation, this sample size and response rate will provide us with sufficient numbers to complete our proposed analyses (see past evaluation plans and published journal articles). A traditional sample size calculation is difficult as the variance of the variables of interest are not established. In the fall of 2021 and 2022, this same sample will be matched back to the Medicaid enrollment files. If the sample member from 2021 is still a Medicaid enrollee, the sample member will be included in the new survey. We will follow the same study procedures as outlined above. Based on our previous experience of re-surveying 2017 respondents in 2018, we would plan on a 60% response rate.

**Cross-sectional survey:** The survey data gathered in early 2021 will not only be the first time the panel is surveyed, but it will also serve as the first cross-sectional survey. In 2022 and 2023, we will redraw a sample from Medicaid members, using the same sampling method outlined above.

**Survey protocol:** Our survey protocol is informed by the latest research on survey design and our over 20 years of experience with this population. First, letters introducing the study will be mailed to potential respondents. The introductory letter will describe the evaluation, state why the respondent is being invited to participate, and ensure the participant of the anonymity of the responses. The letter will state that participation is completely voluntary, that refusal will not lead to any penalty or lost benefits, and provide a telephone number to ask questions, update contact information, or opt out of the study. In an effort to maximize response rates for the survey, both a premium and an incentive are used: each introductory letter includes a \$2 bill, and respondents who complete the survey when contacted over the telephone will be sent a \$10 gift card.

The telephone survey will be fielded by the Iowa Social Science Research Center at The University of Iowa. All survey staff are trained on the purpose of the evaluation, human subjects research protections, and the survey instrument. The research team provides specific HBI and Medicaid related information to the survey staff. Following the training, telephone calls are made to each sampled IWP member, the evaluation is introduced, the confidentiality of all responses and voluntary nature of participation is explained, informed consent is obtained, and either the interview will be conducted or an alternate time to complete the interview will be arranged. Approximately 8-10 attempts will be made to reach the potential respondents. The survey will consist of about 60 questions and will take approximately twenty minutes to complete.

**Survey measures:** The survey measures are informed by our previous qualitative and quantitative data collections, the existing literature, and reliable and validated measures, when available. Most of the survey measures derive from our previous surveys. These items capture self-report of awareness of the program, knowledge of specific program components, completion of the behaviors (HRA and wellness exam), facilitators and barriers to completion, perceptions of the program, self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived on benefits. We will also explore how the members received information about the program. The surveys include CAHPS measures and supplemental items. The supplemental items address issues specific to the healthy behaviors. We include several demographic and self-reported health items to be used as adjustment variables in the analyses. See the Supplement to the Proposal for examples of past surveys. Table 10 provides a snapshot of the survey items we have used in the past.



**Table 10. Survey Measures in 2019 Healthy Behaviors Incentive Program Evaluation Member Survey**

Measure	Measure description	Sources	Previous use
<b>Completion of healthy behavior</b>	Whether a member completed a healthy behavior (medical wellness exam, dental wellness exam, medical health risk assessment, dental health risk assessment)	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Members assessment of the cost, barriers, and benefits to program participation</b>	Members indicate barriers	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Members assessment of the cost, barriers, and benefits to program participation</b>	Members indicate benefits	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Members assessment of the value of the program to them</b>	Members indicate importance	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Member perception of ease of obtaining a yearly physical exam</b>	Respondent report of how easy it is for them to obtain a yearly physical exam	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Reported completion of healthy behavior by source of information</b>	Told to complete healthy behavior and who told to complete healthy behavior	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Self-rated health</b>	How members rated their overall and oral health	Health and Performance Questionnaire	2017, 2018, and 2019
<b>Knowledge of program requirements</b>	Members knowledge of program requirements	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Members understanding of insurance</b>	Members understanding of insurance coverage and benefits, insurance plan's premiums, and what is needed to do to prevent being disenrolled from insurance coverage	Original items	2019
<b>Members knowledge of payment process</b>	Premium/Hardship waiver awareness	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Members experience with premium payments</b>	Online premium payment	Original items	2019

Measure	Measure description	Sources	Previous use
<b>Members experience with premium payments</b>	Barriers to premium payment	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Value of incentive</b>	Whether member would rather complete healthy behavior program requirements or pay premium	Original items, based on qualitative interviews	2017, 2018, and 2019
<b>Regular source of care-personal doctor</b>	Personal Doctor	CAHPS 5.0	2017, 2018, and 2019
<b>Getting timely appointments, care, and information</b>	Timely receipt of care	CAHPS 5.0	2017, 2018, and 2019
<b>Members perceived locus of control</b>	Locus of control	Validated measure	2017, 2018, and 2019
<b>Members use of Federally Qualified Health Centers</b>	Whether member received care from Federally Qualified Health clinics	Original items	2017, 2018, and 2019
<b>MCO</b>	Which Managed Care Organization member is enrolled in	Original item	2017, 2018, and 2019
<b>Members use of government assistance programs</b>	Whether member participated in government assistance programs	Original item	2017, 2018, and 2019
<b>Food insecurity</b>	Hunger Vital Signs	Hager, E. R., Quigg, A. M., Black, M. M., Coleman, S. M., Heeren, T., Rose-Jacobs, R., & Cutts, D. B. (2010). Development and validity of a 2-item screen to identify families at risk for food insecurity. <i>Pediatrics</i> , 126(1), e26-e32.	2019
<b>Health literacy</b>	Single Item Literacy Screener	Morris, N. S., MacLean, C. D., Chew, L. D., & Littenberg, B. (2006). The Single Item Literacy Screener: evaluation of a brief instrument to identify limited reading ability. <i>BMC family practice</i> , 7(1), 21.	2017, 2018, and 2019
<b>Demographics</b>	Age, gender, employment status, education, and race or ethnicity	Standard questions	2017, 2018, and 2019

**Analysis:** Survey data will be weighted as appropriate based on our stratified sampling. For the panel survey, we will be examining the survey results for trends over time, specifically looking to answer questions related to the length of exposure to the program and awareness, knowledge and completion. For some research questions and hypotheses, descriptive statistics will be sufficient. When we compare groups, we will use t-tests or chi-squared tests. Modified Poisson regression will be used for multivariate analyses. A modified Poisson regression will allow us to control for sociodemographic characteristics (race/ethnicity, age, gender, education, employment status), other characteristics and experience with programs, as well as other characteristics (health literacy, food insecurity status, participation in government assistance programs, and MCO enrollment), and perceptions/attitudes (perceived benefits, perceived severity, perceived susceptibility, self-efficacy, and response efficacy).

For the longitudinal analysis for the panel survey, we will be adjusting for the dependence from multiple observations from individuals. We have outlined the proposed analysis for each hypothesis in the table above (Table 10).

**Limitations/Challenges:** Our previous research indicates changes in program implementation can result in confusion among members. This confusion can impact survey responses. We have tested this survey and fielded it 3 times in the past evaluation cycle. We are confident that the survey questions have face validity and the lack of variation between survey years could be an indication of reliability. The COVID-19 pandemic may impact the ability to collect survey data. We are currently surveying Iowans using a variety of methods- online, telephone and mail back. Our experiences with these data collections over the next few months will inform any modifications we will need to make to this proposed data collection.

### **HBI Disenrollment Survey**

To better understand the experiences of people who have been disenrolled due to failure to complete their healthy behavior activities and failure to pay their premiums, we will survey disenrolled members.

**Study Design:** We will be surveying all members who have been disenrolled, starting in March 2021. We will continue surveying them at 6 and 12 months post disenrollment.

**Sample:** We will be surveying all members who have been disenrolled starting in March 2021. On a monthly basis, we receive documentation from IME (discontinuance data) about which members are being disenrolled in that month. We will include all disenrolled members in our survey. Surveys are mailed on a rolling monthly basis to members 3 months after a member is disenrolled. For example, surveys mailed in March will be sent to members who had been disenrolled in December. In some cases, surveys will be sent to multiple members in one household. The monthly groups will vary in size as the monthly number of disenrolled members change.

Survey packets will be initially mailed to each group on the second Wednesday of the month. The packets will include the survey and a cover letter, which describes the survey, states that participation is completely voluntary, and provides a phone number to ask questions or opt out of the study. Respondents will be given the option to complete the survey on paper or online by entering a unique access code. To maximize response rates for the survey, both a pre-paid incentive and post-paid incentive will be used: each initial packet will include a \$2 bill (pre-paid incentive), and respondents who return a completed survey will be sent a \$20 gift card (post-paid incentive). One week after the initial survey packets are mailed, a postcard reminder will be sent. Four weeks after the initial mailing, a reminder survey packet will be sent to those who have not returned a completed survey. We will continue these first monthly surveys until 6 months before the end of

the waiver. We will follow up completed surveys with surveys at 6 and 12 months to understand how disenrollment has impacted people long term.

**Survey measures:** We will be modifying our existing disenrollment survey to capture members awareness and knowledge of their disenrollment, their experiences with the disenrollment process, consequences to disenrollment, and their awareness and knowledge of the HBI. See the Supplement to the Proposal for examples of past surveys. The table below illustrates the basic measures and domains of the disenrollment survey (Table 11).

**Table 11. Survey Measures for Healthy Behavior Incentive Program Evaluation Disenrollment Survey**

Measure	Measure description	Sources	Previous use
<b>Experience with disenrollment</b>	Members experiencing with the disenrollment process	Original items, based on qualitative interviews	2017 and 2019
<b>MCO</b>	Which Managed Care Organization member is enrolled in	Original item	2017 and 2019
<b>Members understanding of insurance</b>	Members understanding of insurance coverage and benefits, insurance plan's premiums, and what is needed to do to prevent being disenrolled from insurance coverage	Original items	2019
<b>Members knowledge of payment process</b>	Premium/Hardship waiver awareness	Original items, based on qualitative interviews	2017 and 2019
<b>Members experience with premium payments</b>	Online premium payment	Original items	2019
<b>Members experience with premium payments</b>	Barriers to premium payment	Original items, based on qualitative interviews	2017 and 2019
<b>Knowledge of program requirements</b>	Members knowledge of program requirements	Original items, based on qualitative interviews	2017 and 2019
<b>Completion of healthy behavior</b>	Whether a member completed a healthy behavior (medical wellness exam, dental wellness exam, medical health risk assessment)	Original items, based on qualitative interviews	2017 and 2019
<b>Members assessment of the cost, barriers, and benefits to program participation</b>	Members indicate barriers	Original items, based on qualitative interviews	2017 and 2019
<b>Experience with the health system</b>	Did member have a period without health insurance and impact of not having health insurance	Original items, based on qualitative interviews	2017 and 2019
<b>Access to and unmet needs for emergency care</b>	Rating of timely access to urgent care	CAHPS 5.0	2017 and 2019
<b>Access to and unmet needs for routine care</b>	Rating of timely access to routine care	CAHPS 5.0	2017 and 2019

Measure	Measure description	Sources	Previous use
<b>Regular source of care-personal doctor</b>	Personal Doctor	CAHPS 5.0	2017 and 2019
<b>Members use of Federally Qualified Health Centers</b>	Whether member received care from Federally Qualified Health clinics	Original items	2017 and 2019
<b>Food insecurity</b>	Hunger Vital Signs	Hager, E. R., Quigg, A. M., Black, M. M., Coleman, S. M., Heeren, T., Rose-Jacobs, R., ... & Cutts, D. B. (2010). Development and validity of a 2-item screen to identify families at risk for food insecurity. <i>Pediatrics</i> , 126(1), e26-e32.	2017 and 2019
<b>Members use of government assistance programs</b>	Whether member participated in government assistance programs	Original item	2017 and 2019
<b>Self-rated health</b>	How members rated their overall and mental and emotional health	Health and Performance Questionnaire	2017 and 2019
<b>Health since disenrollment</b>	Member's perceived change in health since being disenrolled	Original item, based on qualitative interviews	2017 and 2019
<b>Chronic physical and mental health conditions</b>	Whether members had 16 physical and 9 mental chronic health conditions for at least 3 months	Items taken from IowaCare Evaluation; modified CAHPS	2017 and 2019
<b>Members assessment of the value of the program to them</b>	Members indicate value	Original items, based on qualitative interviews	2017 and 2019
<b>Reason for applying for insurance</b>	Member indicates reason for applying for IWP	Original items, based on qualitative interviews	2017 and 2019
<b>Health literacy</b>	Single Item Literacy Screener	Morris, N. S., MacLean, C. D., Chew, L. D., & Littenberg, B. (2006). The Single Item Literacy Screener: evaluation of a brief instrument to identify limited reading ability. <i>BMC family practice</i> , 7(1), 21.	2017 and 2019
<b>Demographics</b>	Age, gender, employment status, education, and race or ethnicity	Standard measures	2017 and 2019



**Analysis:** Because the number of people being disenrolled varies by month and can range from small numbers of disenrolled people (for example 40) to larger numbers (for example 300), we are only able to propose descriptive analyses at 3 months following disenrollment, 6 months following disenrollment, and 12 months following disenrollment. We will be examining the data for trends over time both as members are further away from their original disenrollment, as well as how disenrollment at 3 months, 6 months, and 12 months changes over time. The table below outlines the hypotheses and corresponding measures.

**Limitations/Challenges:** Locating people who have been disenrolled from the program can be difficult. We will be exploring more options to find contact information for people who may be transient. Without these efforts, our sample may only include those who are less mobile and are qualitatively different than others. This limitation will be recognized in all reports and in the dissemination of the findings.

### **HBI Disenrollment interviews**

To better understand how members experience disenrollment and the consequences of disenrollment, we have planned a qualitative data collection that will provide in-depth, rich information. Our previous 1115 Waiver evaluation activities included in-depth interviews. The data gathered from these interviews were valuable in understanding how the HBI program functioned, how members understood the program, and member experiences.

**Study Design:** We will interview disenrolled members at 6 and 12 months after their disenrollment.

**Sample:** The sample will be drawn randomly from those who have completed the first disenrollment survey. We will interview approximately 60 disenrolled members at 6 months and follow up with them at 12 months.

**Interview protocol:** Those who completed the 3-month post disenrollment survey will be sent a letter inviting them to participate in an in-depth interview. The letter will provide them with information for contacting researchers to participate in the interview. There will be 10 attempts to reach the potential respondent to schedule an interview. The interviewer will be specifically trained in qualitative interviewing and will have significant background knowledge about Medicaid and the 1115 Waiver. Interviews will last about 30 minutes, be conducted over the telephone, and be recorded. The recordings will be transcribed by a 3<sup>rd</sup> party service. Respondents will be provided with a gift card to compensate them for their time.

**Interview questions:** Our interview guide will be informed by the survey results from the previous years. We will ask open-ended questions to solicit the richest narrative possible. The interview will focus on disenrolled members' experiences since disenrollment, the consequences of disenrollment, and current insurance status. The interview guide will be pilot tested to ensure that the questions are appropriate for the target population.

**Analysis:** The interviews will be transcribed. We will develop a codebook based on the interview guide and the research questions listed below. Trained coders will code a selection of the transcripts to develop intercoder reliability. Following coding, we will examine the codes for themes to answer the basic questions about disenrolled members' experiences. To understand how experiences vary across time from original disenrollment, we will compare 3 month, 6 month, and 12 month interviews. To examine how the disenrollment process maybe be changing over time, we will analyze across all disenrolled members at 3 months.

**Limitations/Challenges:** Locating disenrolled members after 6 and 12 months will be challenging. We will develop a retention system to encourage members to provide us with current contact information

### *HBI Limitations and Alternative Approaches*

As with any study, our proposed analyses are subject to some limitations. First, we cannot adequately control for the temporal relationship between completing healthy behaviors and subsequent healthcare utilization and spending. That is, we will not know whether our outcomes of interest occurred before or after the completion of the healthy behavior(s). We will address this to the best of our ability by conducting sensitivity analyses with a lagged dependent variable such that we model a member's outcome in year  $t$  as a function of their HBI participation in year  $t-1$ . Similarly, to account for partial completion of the requirements and the cumulative effect of completing activities over time, we will rerun all of our multivariable models with HBI participation defined as a running count of the number of activities an individual has completed during the time they have been enrolled (measured as of the given year of the specific observation).

Second, despite employing rigorous analytic strategies to combat them (e.g., propensity score matching), our regression models may be limited by unobserved factors that differ between individuals (e.g., health status, severity of acute illness, health literacy, etc.), for which we are unable to adequately adjust our models. This may bias our results. However, the direction and magnitude of any such bias cannot be well predicted. To address this, we will employ member-level fixed effects where possible. Alternatively, we will construct a hypothetical variable associated with both HBI participation and our outcomes of interest and rerun our analyses to assess the robustness of our results to unobserved confounding. Finally, administrative data are collected for billing and tracking purposes and may not always accurately reflect the service provided.

**Evaluation Methods Summary: HBI**

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Hypothesis 1: The proportion of members who complete a wellness exam, health risk assessment, or both will vary.</b>			
Research Question 1.1: What proportion of members complete a wellness exam in a given year?			
N/A	Binary indicator for completion of wellness exam	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by income group, using t-tests to compare the mean completion rate between income groups.
Research Question 1.2: What proportion of members complete an HRA in a given year?			
N/A	Binary indicator for completion of an HRA	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by income group, using t-tests to compare the mean completion rate between income groups.
Research Question 1.3: What proportion of members complete both a wellness exam and an HRA in a given year?			
N/A	Binary indicator for completion of both a wellness exam and an HRA	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by income group, using t-tests to compare the mean completion rate between income groups.
<b>Hypothesis 2: The proportion of members completing a wellness exam, health risk assessment, or both will change over time and by income level.</b>			
Research Question 2.1: Has the proportion of members completing a wellness exam decreased among lower-income members and increased among higher-income members?			
N/A	Binary indicator for completion of wellness exam	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by year and income group, using t-tests to compare the mean completion rate between income groups and within income groups between years.
Research Question 2.2: Has the proportion of members completing an HRA decreased among lower-income members and increased among higher-income members?			
N/A	Binary indicator for completion of an HRA	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by year and income group, using t-tests to compare the mean completion rate between income groups and within income groups between years.

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 2.3: Has the proportion of members completing both required activities decreased among lower-income members and increased among higher-income members?			
N/A	Binary indicator for completion of both a wellness exam and an HRA	DHS Data and Medicaid Enrollment Data, 2014 – present	Univariate analysis stratified by year and income group, using t-tests to compare the mean completion rate between income groups and within income groups between years.
<b>Hypothesis 3: Member characteristics are associated with the likelihood of completing both required HBI activities.</b>			
Research Question 3.1: Are older, non-Hispanic white females living in metropolitan counties more likely to complete both required activities?			
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Area Deprivation Index, Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community-level factors. In sensitivity analyses, we will use county-level fixed effects.*
Research Question 3.2: Are members assigned to some MCOs more likely than members assigned to other MCOs to complete both required activities?			
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Area Deprivation Index, Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community-level factors. In sensitivity analyses, we will use county-level fixed effects.*
Research Question 3.3: Is the length of time in the program positively associated with the likelihood of completing both required activities?			
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Area Deprivation Index, Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community-level factors. In sensitivity analyses, we will use county-level fixed effects.*
Research Question 3.4: Are members with more negative social determinants of health (SDoH) less likely to complete both required activities?			
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Area Deprivation Index, Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community-level factors. In sensitivity analyses, we will use county-level fixed effects.*

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Research Question 3.5: Is the highest income group most likely to complete both required activities?</b>			
N/A	Completion of both a wellness exam and an HRA	DHS Data, Medicaid Claims 2010 – present, Area Health Resources File, Area Deprivation Index, Census Data, American Community Survey	Multivariable modified Poisson regression model adjusting for member demographics and health status as well as social determinants of health and community-level factors. In sensitivity analyses, we will use county-level fixed effects.*
<b>Hypothesis 4: Completing HBI requirements is associated with a member's use of the emergency department (ED).</b>			
<b>Research Question 4.1: Are members who complete the HBI requirements equally likely to have an ED visit?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's likelihood of having any ED visit	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Research Question 4.2: Do members who complete the HBI requirements have fewer total ED visits annually?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's annual number of ED visits	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors. ^
<b>Research Question 4.3: Are members who complete the HBI requirements less likely to have a non-emergent ED visit?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's likelihood of having any non-emergent ED visit (NYU Algorithm)	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 4.4: Do members who complete the HBI requirements have fewer total non-emergent ED visits annually?			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's annual number of non-emergent ED visits (NYU Algorithm)	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
Research Question 4.5: Are members who complete the HBI requirements less likely to have a 3-day, 7-day, or 30-day return ED visit?			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's likelihood of having a 3-day return ED visit, Member's likelihood of having a 7-day return ED visit, Member's likelihood of having a 30-day return ED visit	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
Research Question 4.6: Do members who complete the HBI requirements have fewer total 3-day, 7-day, or 30-day return ED visits annually?			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's annual number of 3-day return ED visits, Member's annual number of 7-day return ED visits, Member's annual number of 30-day return ED visits	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Hypothesis 5: Completing HBI requirements is associated with a member's use of hospital observation stays.</b>			
Research Question 5.1: Are members who complete the HBI requirements equally likely to have a hospital observation stay?			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's likelihood of having a hospital observation stay	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^



Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Research Question 5.2: Do members who complete the HBI requirements have fewer total hospital observation stays annually?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's annual number of hospital observation stays	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Hypothesis 6: Completing HBI requirements is associated with a member's use of inpatient hospital care.</b>			
<b>Research Question 6.1: Are members who complete the HBI requirements equally likely to be hospitalized?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's likelihood of being hospitalized	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Research Question 6.2: Do members who complete the HBI requirements have fewer total hospitalizations annually?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's annual number of hospitalizations	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Research Question 6.3: Are members who complete the HBI requirements less likely to have a potentially preventable hospitalization?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's likelihood of experiencing a potentially-preventable hospitalization	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Research Question 6.4: Do members who complete the HBI requirements have fewer total potentially preventable hospitalizations annually?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's annual number of potentially-preventable hospitalizations	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Research Question 6.5: Are members who complete the HBI requirements less likely to have a 30-day all-cause readmission?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's likelihood of experiencing a 30-day all-cause readmission	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Research Question 6.6: Do members who complete the HBI requirements have fewer total 30-day all-cause readmissions annually?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Member's annual number of 30-day all-cause readmissions	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Hypothesis 7: Completing HBI requirements is associated with shifts in patterns of member's health care utilization.</b>			
<b>Research Question 7.1: Do members who complete the HBI requirements have fewer potentially preventable hospitalizations as a proportion of total hospitalizations?</b>			
Propensity score matching based on all-or-none completion of HBI requirements. †	Potentially-avoidable hospitalizations as a proportion of total hospitalizations	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Research Question 7.2: Do members who complete the HBI requirements have fewer non-emergent ED visits as a proportion of total ED visits?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Non-emergent ED visits as a proportion of total ED visits	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Research Question 7.3: Do members who complete the HBI requirements have more primary care visits as a proportion of total outpatient visits?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Primary care visits as a proportion of all outpatient visits	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^
<b>Hypothesis 8: Completing HBI requirements is associated with a member's health care expenditures.</b>			
<b>Research Question 8.1: Do members who complete the HBI requirements have lower spending in all categories?</b>			
Propensity score matching based on all-or-none completion of HBI requirements.†	Total health care expenditures Inpatient health care expenditures Potentially-preventable hospitalization expenditures Outpatient health care expenditures Primary care expenditures ED health care expenditures Non-emergent ED health care expenditures Pharmacy expenditures	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 – present	Bivariate analysis, comparing means of members who completed vs. did not complete required activities within each income group using t-tests. Multivariable modified Poisson model among our propensity score matched sample, adjusting for member demographics and health status as well as social determinants of health and community-level factors.^

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Hypothesis 9: We will identify disparities in the relationships between HBI completion and outcomes.</b>			
Research Question 9.1: Do disparities exist in the following populations- high utilizers, individuals with multiple chronic conditions, individuals with OUD, individuals from racial and ethnic groups, rural individuals, and by sex?			
Propensity score matching based on all-or-none completion of HBI requirements.†	As defined above for research questions 4.1 - 4.6, 5.1 - 5.2, 6.1 - 6.6, 7.1 - 7.3, and 8.1	DHS Data and Medicaid Enrollment Data, Area Health Resources File, Area Deprivation Index, American Community Survey, DHS Social Determinants of Health data, 2014 - present	We will repeat the analyses outlined for research questions 4.1-4.6, 5.1-5.2, 6.1-6.6, 7.1-7.3, and 8.1, using interaction terms and/or running stratified models to identify differences in the association between HBI participation and outcomes among the following groups of members: High utilizers (those in the top quintile for number of outpatient, ED, and/or hospital visits) Individuals with multiple chronic conditions (defined categorically as 0/1, 2-3, 4+) Individuals with opioid use disorder Race/Ethnicity, Rurality, Sex
<b>Hypothesis 10: Members who have been enrolled longer are more aware of the HBI program than those who have been enrolled a shorter period of time.</b>			
Research Question 10.1: What is the level of awareness about the HBI program among members?			
Members with awareness of the HBI program and those without awareness	Existing survey items on awareness	HBI Phone Survey	T-test
Research Question 10.2: How long are members enrolled in the program?			
Members with awareness of the HBI program and those without awareness	Length of enrollment	Eligibility data	T-test
Research Question 10.3: Is there a relationship between length of enrollment and awareness of the HBI program?			
Members with awareness of the HBI program and those without awareness	Length of enrollment	Eligibility data	T-test

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Hypothesis 11: Members who have been enrolled longer have more knowledge about the HBI program than those who have been enrolled a shorter period of time.</b>			
Research Question 11.1: What specific knowledge about the HBI program do members report?			
Members with knowledge of the HBI program and those without	Existing survey items on knowledge	HBI Phone Survey	T-test
Research Question 11.2: Do members understand the incentive/disincentive part of the HBI program?			
Members with knowledge of the HBI program and those without	Existing survey items on knowledge	HBI Phone Survey	T-test
Research Question 11.3: Do members know they need to pay a premium monthly?			
Members with knowledge of the HBI program and those without	Existing survey items on knowledge	HBI Phone Survey	T-test
Research Question 11.4: Do members know about the hardship waiver?			
Members with knowledge of the HBI program and those without	Existing survey items on knowledge	HBI Phone Survey	T-test
Research Question 11.5: How long have members been enrolled?			
Members with knowledge of the HBI program and those without	Length of enrollment	Eligibility data	T-test
<b>Hypothesis 12: Those who are aware of the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those who were not aware.</b>			
Research Question 12.1: What is the level of awareness of the HBI program?			
Completion of behaviors of members with awareness will be compared to completion for those without awareness	Existing survey items on awareness	HBI Phone Survey	Chi square, Modified Poisson regression
Research Question 12.2: What is the level of completion of the HRA and well exam?			
Completion of behaviors of members with awareness will be compared to completion for those without awareness	Binary indicator of completing both a wellness exam and HRA	DHS claims data	Chi square, Modified Poisson regression

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Hypothesis 13: Those who have more knowledge about the HBI program are more likely to complete the behaviors (HRA and well exam) compared to those with less knowledge.</b>			
Research Question 13.1: What is the level of knowledge about the HBI program?			
Completion of the behaviors of members with knowledge about the program will be compared to completion of behaviors for those without knowledge of the program	Existing survey items on program knowledge	HBI Phone Survey	Chi square, Modified Poisson regression
Research Question 13.2: What is the level of completion of the HRA and well exam?			
Completion of behaviors of members with awareness will be compared to completion for those without awareness	Binary indicator of completing both a wellness exam and HRA	DHS claims data	Chi square, Modified Poisson regression
<b>Hypothesis 14: Members socio-demographic characteristic and perceptions/attitudes are associated with awareness of the HBI program.</b>			
Research Question 14.1: What is the level of HBI program awareness?			
Members based on HBI program awareness	Existing survey items on awareness	HBI Phone Survey	Modified Poisson regression
Research Question 14.2: What socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?			
Members based on HBI program awareness	Existing demographic survey items	HBI Phone Survey	Modified Poisson regression
Research Question 14.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?			
Members based on HBI program awareness	Existing survey items on perceptions and attitudes	HBI Phone Survey	Modified Poisson regression
<b>Hypothesis 15: Members socio-demographic characteristic and perceptions/attitudes are associated with knowledge of the HBI program.</b>			
Research Question 15.1: What is the level of HBI program knowledge?			
Members based on HBI program knowledge	Existing survey items on program knowledge	HBI Phone Survey	Modified Poisson regression
Research Question 15.2: What socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?			
Members based on HBI program awareness	Existing demographic survey items	HBI Phone Survey	Modified Poisson regression



Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 15.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?			
Members based on HBI program awareness	Existing survey items on perceptions and attitudes	HBI Phone Survey	Modified Poisson regression
<b>Hypothesis 16: Members socio-demographic characteristic and perceptions/attitudes are associated with completion of the HRA and well exam.</b>			
Research Question 16.1: What is the level of completion of the HRA and well exam?			
Members based on completion of HRA and well exam	Existing survey items on HRA and well exam completion	HBI Phone Survey	Modified Poisson regression
Research Question 16.2: What are the socio-demographic characteristics (age, gender, income, education, employment, race, and ethnicity) of members?			
Members based on completion of HRA and well exam	Existing demographic survey items	HBI Phone Survey	Modified Poisson regression
Research Question 16.3: What are the perceptions/attitudes (self-efficacy, response efficacy, perceived susceptibility, perceived severity, and perceived benefit) of members?			
Members based on completion of HRA and well exam	Existing survey items on perceptions and attitudes	HBI Phone Survey	Modified Poisson regression
<b>Hypothesis 17: Members are most likely to hear about the HBI program from their MCO.</b>			
Research Question 17.1: Where are members learning about the HBI program and program components?			
Compare sources of information	Existing survey items on where members learn about HBI program	HBI Phone Survey	Descriptive
<b>Hypothesis 18: Members report difficult in using hardship waiver.</b>			
Research Question 18.1: What are the perceptions of the ease of use of the hardship waiver?			
n/a	Existing survey items on perception of hardship waiver and barriers to using hardship waiver	HBI Phone Survey	Descriptive
Research Question 18.2: What are the challenges members reporting in using the hardship waiver?			
n/a	Existing survey items on perception of hardship waiver and barriers to using hardship waiver	HBI Phone Survey	Descriptive
<b>Hypothesis 19: Members who do not complete the HRA and well exam report barriers to completing the behaviors.</b>			
Research Question 19.1: What are the barriers to completing the HRA and wellness exam as reported by the members?			
n/a	Existing measure of barriers to completion of HRA and well exam	HBI Phone Survey	Descriptive

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Hypothesis 20: Disenrolled members report no knowledge of the HBI program.</b>			
Research Question 20.1: What is the level of HBI program knowledge among disenrolled members?			
n/a	Existing survey measures on HBI program knowledge	Disenrollment Survey	Descriptive
<b>Hypothesis 21: Disenrolled members describe confusion around the disenrollment process.</b>			
Research Question 21.1: How do disenrolled members describe the process of learning about the disenrollment?			
n/a	Qualitative questions	Interviews	Descriptive/Thematic analysis
<b>Hypothesis 22: Disenrolled members report consequences to their disenrollment.</b>			
Research Question 22.1: What happened after members are disenrolled for non-payment?			
n/a	Qualitative questions	Interviews	Descriptive/Thematic analysis
Research Question 22.2: Will disenrolled members be able to reenroll to health insurance coverage?			
n/a	Existing survey questions on disenrollment experience	Disenrollment survey	Descriptive/Thematic analysis
Research Question 22.3: Do the consequences change over time?			
n/a	Existing survey questions on disenrollment experience	Disenrollment survey	Descriptive/Thematic analysis

<sup>†</sup>In analyses designed to test the relationship between completion of HBI requirements and various health care utilization and spending outcomes, we will use propensity score matching to reduce unobserved confounding between members who do and do not complete the requirements. Specifically, we will model the likelihood of completing the HBI requirements and will match individuals who completed both required activities to individuals who completed none of the required activities based on their propensity scores using nearest neighbor matching. Individuals who completed only one of the two required activities will be excluded. After matching, we will visually inspect the covariates to confirm that our target and control groups are balanced with respect to observed covariates.

<sup>\*</sup>We will estimate either modified Poisson or ordinary least squares regression models (depending on whether our outcomes are binary, count, or continuous). In some cases, there will be no comparison group. In other cases, we will estimate our models among our propensity score matched sample as described above and earlier in the table that presents our analytic approach. All models will adjust for member demographics including age, gender, race/ethnicity, rurality, and income-group. All models will also adjust for members' health status using both a mental health indicator and a substance abuse indicator derived from diagnosis codes in the claims data, as well as annual counts of the total number of outpatient visits, the total number of prescription medications, and the total number of chronic conditions with which a member has been diagnosed. We will also adjust for other factors that may be associated with the likelihood of a member completing the HBI requirements or the outcomes of interest, including the number of times during the year that a member's residence changes, an indicator of the MCO in which the member is enrolled, the member's total years of enrollment (as a running count of cohorts), and a cohort fixed effect. Finally, we will adjust for social determinants of health, community health care resources, and other contextual factors drawn from the Area Health Resources File, Area Deprivation Index, the American Community Survey, and data collected by the MCOs and provided to DHS.

<sup>^</sup>We will also conduct sensitivity analyses. For example, in lieu of the specific community-level factors described in the preceding factors, we will adjust for all observed and unobserved variation at the county level using fixed effects. This has the advantage of better controlling for omitted variables but results in a limited ability to identify specific factors. Where feasible, we will also explore the use of individual-level fixed effects for the same reason. Finally, to assess the extent to which there is a dose-response relationship between completing the HBI requirements and our outcomes of interest, we will define our key independent variable in those models as a running count of the number of HBI requirements completed during the period in which a member was enrolled.

## Logic Model: HBI

2020 HBI EVALUATION LOGIC MODEL					
<p><b>NEED(s):</b> The Iowa Health and Wellness Plan (IHAWP), Iowa's version of Medicaid expansion, provides comprehensive health coverage at low or no cost to low-income Iowans between the ages of 19 and 64. A feature of the IHAWP is the Healthy Behaviors Program (HBP), where members can waive paying monthly premiums if they participate in the following healthy behaviors annually: receive a wellness exam (WE) from their health care provider or a dental exam from their dental provider; and completing a health risk assessment (HRA).</p>					
<p><b>THEORY OF CHANGE:</b> The IHAWP seeks to increase access for low-income Iowans to quality, affordable health care services and coverage. The HBI program is designed to empower members to take specific steps (i.e., obtaining a WE and completing an HRA) to make healthy behavior changes and take ownership in managing their own health. Using a financial incentive, members are encouraged to complete their healthy behaviors. Ideally, by engaging in these healthy behaviors and maintaining their health insurance coverage, members will see improved health outcomes and financial stability.</p>					
YOUR PLANNED WORK			YOUR INTENDED RESULTS		
Inputs	Activities	Participation	Short-Term Outcomes	Medium-Term Outcomes	Long-Term Outcomes
<p><u>IHAWP Members</u></p> <ul style="list-style-type: none"> <li>Adults ages 19-64</li> <li>Income up to 138% FPL</li> </ul> <p><u>Stakeholder Collaboration</u></p> <ul style="list-style-type: none"> <li>CMS – federal government</li> <li>Iowa Department of Human Services</li> <li>Iowa Medicaid Enterprise</li> <li>MCOs</li> <li>Amerigroup</li> <li>Iowa Total Care</li> <li>State Provider Associations</li> <li>Advocacy groups</li> </ul> <p><u>IHAWP Components</u></p> <ul style="list-style-type: none"> <li>Funding</li> <li>Program staff</li> <li>Program infrastructure</li> </ul> <p><u>Providers</u></p> <ul style="list-style-type: none"> <li>Primary Care Providers</li> <li>Dental providers</li> <li>Hospitals</li> </ul>	<p><u>Overall HBP Activities</u></p> <ul style="list-style-type: none"> <li>Yearly wellness exam (WE)</li> <li>Preventive exam from a plan-enrolled physician</li> <li>Dental well exam from a plan-enrolled dental provider</li> <li>Health risk assessment survey tool</li> </ul> <p><u>HBP Contribution Activities by Income</u></p> <ul style="list-style-type: none"> <li>0-50% FPL               <ul style="list-style-type: none"> <li>No monthly contribution</li> </ul> </li> <li>51-100% FPL               <ul style="list-style-type: none"> <li>\$5 monthly contribution starting in second year of enrollment if WE and HRA are not completed</li> </ul> </li> <li>101-138% FPL               <ul style="list-style-type: none"> <li>\$10 monthly contribution starting in second year of enrollment if WE and HRA are not completed</li> </ul> </li> </ul> <p><u>Additional Activities:</u></p> <ul style="list-style-type: none"> <li>HBP education and promotion by MCOs, DHS, &amp; providers</li> <li>Financial hardship waiver</li> </ul>	<ul style="list-style-type: none"> <li>Completion of WE</li> <li>Completion of HRA</li> <li>Completion of both: WE and HRA</li> <li>Association of member demographics with the likelihood of completing either (WE or HRA) or both required activities</li> </ul>	<ul style="list-style-type: none"> <li>Increased awareness about the program among members</li> <li>Increased knowledge of the program among members</li> <li>Increased utilization of preventive health care services</li> <li>Change over time: Proportion of members that complete a WE</li> <li>Change over time: Proportion of members that complete an HRA</li> <li>Change over time: Proportion of members that complete both required activities (WE &amp; HRA)</li> <li>Proportion of members who are disenrolled from the IHAWP</li> <li>Proportion of members who re-apply for benefits following disenrollment and successfully re-enroll</li> </ul>	<ul style="list-style-type: none"> <li>Reduced use of the emergency department (ED)               <ul style="list-style-type: none"> <li>Reduced likelihood of having an ED visit</li> <li>Reduced # of ED visits</li> <li>Reduced likelihood of a non-emergent ED visit</li> <li>Reduced annual # of non-emergent ED visits</li> <li>Reduced likelihood of having a 3-day return ED visit</li> <li>Reduced annual # of 3-day return ED visits</li> <li>Reduced likelihood of having a 7-day return ED visit</li> <li>Reduced annual # of 7-day return ED visits</li> <li>Reduced likelihood of having a 30-day return ED visit</li> <li>Reduced annual # of 30-day return ED visits</li> </ul> </li> <li>Reduced use of hospital observation stays               <ul style="list-style-type: none"> <li>Reduced likelihood of having a hospital observation stay</li> <li>Reduced annual number of hospital observation stays</li> </ul> </li> <li>Reduced use of inpatient hospital care               <ul style="list-style-type: none"> <li>Reduced likelihood of being hospitalized</li> <li>Reduced annual # of hospitalizations</li> <li>Reduced likelihood of experiencing a potentially-preventable hospitalization</li> <li>Reduced annual # of potentially preventable hospitalizations</li> <li>Reduced likelihood of experiencing a 30-day all-cause readmission</li> <li>Reduced annual # of 30-day all-cause readmissions</li> </ul> </li> <li>Shift in patterns of member's health care utilization               <ul style="list-style-type: none"> <li>Fewer potentially avoidable hospitalizations as a proportion of total hospitalizations</li> <li>Fewer non-emergent ED visits as a proportion of total ED visits</li> <li>More primary care visits as a proportion of all outpatient visits</li> </ul> </li> <li>Reduction in health care expenditures               <ul style="list-style-type: none"> <li>Total health care expenditures</li> <li>Inpatient health care expenditures</li> <li>Outpatient health care expenditures</li> <li>Primary care expenditures</li> <li>ED health care expenditure</li> <li>Non-emergent ED health care expenditures</li> <li>Pharmacy expenditures</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Improved financial stability</li> <li>Reduction in health disparities</li> <li>Improved health status for members</li> <li>Improved quality of life</li> <li>Reduced mortality from underlying health conditions</li> </ul>
<p><u>ASSUMPTIONS</u></p> <ul style="list-style-type: none"> <li>IHAWP members are aware of HBP requirements</li> <li>IHAWP members can complete the HBP requirements</li> <li>IHAWP members have knowledge about the HBP (i.e., incentive/disincentive components, information on premiums, availability of the hardship waiver)</li> <li>IHAWP members value preventive health services</li> <li>IHAWP members value health insurance coverage</li> </ul>			<p><u>EXTERNAL FACTORS</u></p> <ul style="list-style-type: none"> <li>MCO changes within the state</li> <li>Willingness and availability of medical and dental providers to participate as plan-enrolled providers for exams</li> <li>Underlying health status of members</li> <li>Barriers to compliance (access to health care services, health literacy, taking time off work, lacking a current provider, lack of perceived need for a WE)</li> </ul>		

## 2) Dental Wellness Plan: Healthy Behaviors, Premiums, and Dental Benefits

### Proposed Revisions to Address Dental-related Aspects of the IWP evaluation

November 19, 2022

### Introduction

In December 2021, Iowa retroactively discontinued its Healthy Behavior program for the Dental Wellness Plan (DWP) as described in the Iowa Wellness Plan Section 1115 Demonstration Waiver. Although the Healthy Behavior program was in place for January and February of 2020, the Dental HB had been suspended in March 2020 with the COVID-19 federal Public Health Emergency (PHE). The State announced that this change would be effective with the 1115 renewal period (January 1, 2020); Dental HBs would not be reinstated after the PHE.

This change has necessitated modifications to the dental portions of the Iowa Health and Wellness Plan (IHAWP) Evaluation approved by CMS in June 2021. Evaluation of dental services remains relevant to assess the effectiveness of the IWP. The receipt of a preventive dental service continues to be one of two options to meet the exam component of the Healthy Behaviors under the IHAWP. Members are currently able to avoid paying a premium for their insurance if they complete (1) a health risk assessment AND (2) a preventive medical OR dental exam annually. This document presents a modified evaluation plan for dental-related hypotheses and research questions to reflect the current IHAWP design. These revised hypotheses and research questions are predicated on the following four current goals for the IHAWP:

Goal 1: IHAWP members will have an increase in preventive care use as a result of the healthy behavior requirements (receipt of a dental examination meets the healthy behavior requirement for a preventive visit).

Goal 2: IHAWP members will have increased access to covered services.

Goal 3: IHAWP members will experience improved oral health.

Goal 4: Support members' re-entry into the dental care delivery system post-COVID shutdowns.

The following research questions and hypotheses are designed to evaluate the impact of the IHAWP program towards these goals.

### ***Topic 1: Member perceptions and experiences with receiving a dental wellness exam to meet the Healthy Behavior (HB) program requirements.***

#### **Hypothesis 1: Higher levels of awareness and perceived ability to comply with requirements will be associated with receiving a dental wellness exam.**

Research Question 1A: What level of awareness do members have of a dental wellness exam qualifying as a HB?

*Subsidiary Hypothesis 1A.1: Members who have been enrolled longer will have higher levels of awareness that the dental wellness exam can satisfy the HB requirement than new enrollees.*

Research Question 1B: What are the barriers to receiving a dental wellness exam in order to meet the HB requirements?

*Subsidiary Hypothesis 1B.1: Members who are exempt from the HB Program will identify the same barriers to dental care as members subject to the HB requirements.*

Research Question 1C: What member characteristics are associated with awareness that dental wellness exams qualify for HB requirements?

Research Question 1D: How are members learning that receiving a dental wellness exam qualifies for HB requirements?

*Subsidiary Hypothesis 1D.1: Members will report receiving information about how a dental wellness exam meets the HB exam requirement from multiple sources.*

*Subsidiary Hypothesis 1D.2: Members will report that information from their prepaid ambulatory health plan (PAHP) helped them understand how they could use a dental wellness exam to meet the HB requirements.*

Research Question 1E: Do members view receiving a dental wellness exam as a favorable alternative to monthly premiums?

*Subsidiary Hypothesis 1E.1: Receiving a dental wellness exam will be preferred over monthly premiums.*

## **Topic 2: Impact of the healthy behavior requirement on members' access to and utilization of dental care**

**Hypothesis 2: IHAWP members will have equal or greater access to a dental wellness exam and other dental services because dental wellness exams qualify as a healthy behavior.**

Research Question 2A: What proportion of IHAWP members receive a dental wellness exam annually?

*Subsidiary Hypothesis 2A.1: IHAWP members who are at or above 50% of the federal poverty level (FPL) and at risk of paying a premium are more likely to receive a dental wellness exam than Medicaid members who are not subject to potential premiums.*

*Subsidiary Hypothesis 2A.2: IHAWP members with longer lengths of enrollment are more likely to receive a dental wellness exam*

Research Question 2B: Are adults in the IHAWP more likely to have had a dental wellness exam than other adults in Medicaid?

Research Question 2C: Are IHAWP members able to find a dental home where they can receive a dental wellness exam?

*Subsidiary Hypothesis 2C.1: Likelihood of having a regular source of dental care will increase with length of enrollment.*

*Subsidiary Hypothesis 2C.2: Newly enrolled members will be able to find a participating dental provider.*

Research Question 2D: Are adults in the IHAWP less likely to visit the ED for non-traumatic dental conditions (NTDCs) than other adults in Medicaid?

*Subsidiary Hypothesis 2D.1: Members who receive a dental wellness exam will have fewer ED visits for NTDCs annually.*

*Subsidiary Hypothesis 2D.2: Members who receive a dental wellness exam will be more likely to follow-up with a dentist after an ED visit for a NTDC.*

Research Question 3D: Are IHAWP members less likely to have transportation-related barriers to dental care than other adult Medicaid members who are eligible for NEMT benefits?

*Subsidiary Hypothesis 3D.1: IHAWP members will be less likely to report transportation-related barriers to dental care.*

### **Topic 3: Impact of the receipt of a dental wellness exam on members' oral health**

**Hypothesis 3: The oral health status of IHAWP members who receive a dental wellness exam will improve over time.**

Research Question 3A: How do members who have received a dental wellness exam in the past year rate their oral health as compared to those that did not?

*Subsidiary Hypothesis 3A.1: Members who receive a dental wellness exam will rate their oral health as better.*

### **Topic 4: Impact of the COVID-19 pandemic on receipt of a dental wellness exam**

**Hypothesis 4: Utilization of a dental wellness exam among IHAWP members will change due to system changes associated with the COVID-19 pandemic.**

Research Question 4A: Have IHAWP members' ability to access a dental wellness exam changed during the COVID-19 pandemic?

*Subsidiary Hypothesis 4A.1: Members will be less likely to have had a dental wellness visit during the COVID-19 pandemic.*

Research Question 4B: Is the COVID-19 pandemic associated with members' use of the emergency department (ED) for NTDCs?

*Subsidiary Hypothesis 4B.1: Members will be more likely to have ED visits for NTDCs during the COVID-19 pandemic.*

## **Background**

Beginning in May 2014, CMS approved Iowa's request to offer dental benefits to Iowa Health and Wellness Plan (IHAWP) members through the Dental Wellness Plan (DWP), Section 1115 Demonstration Amendment. Iowa Wellness Plan. Project #11-W-00289/5. State of Iowa Department of Human Services. May 1, 2017, [https://dhs.iowa.gov/sites/default/files/Iowa\\_DWP\\_Draft\\_1115\\_Final\\_05.1.17.pdf](https://dhs.iowa.gov/sites/default/files/Iowa_DWP_Draft_1115_Final_05.1.17.pdf).

Originally, DWP offered tiered dental benefits to the state's Medicaid expansion population (ages 19 to 64), allowing members to earn enhanced benefits by returning for regular periodic recall exams every 6-12 months. Three years later, on May 1, 2017, the State of Iowa proposed a waiver amendment, to be effective July 1, 2017. Prior to July 1, 2017, Iowa provided dental benefits to adult enrollees via two different benefit packages and management strategies, which varied by eligibility group. Individuals eligible through the Medicaid expansion were enrolled in the original DWP. All other Medicaid-enrolled adults received State Plan dental benefits via the traditional, fee-for-



service delivery system. With the amendment, the State proposed to offer a single, unified adult dental program—DWP 2.0—for most Medicaid populations. This unified dental program is intended to ensure continuity of care as members transition between Medicaid eligibility categories.

### ***Healthy Behavior Requirements***

Along with merging adult dental benefits into a single program, the 1115 waiver amendment also modified the DWP benefit structure. The DWP 2.0 structure eliminated the tiered benefits in response to concerns that too few members had become eligible for higher benefit tiers. Instead, the 1115 waiver amendment allowed members to be eligible for comprehensive dental benefits during their first year of enrollment. However, the modified earned benefit structure in DWP 2.0 requires members to complete State-designated **healthy dental behaviors** annually to maintain comprehensive dental benefits after the first year of enrollment. Healthy dental behaviors include (1) completion of an oral health self-assessment and (2) a preventive dental visit.

### ***Monthly Premiums***

Members over 50% of the Federal Poverty Level (FPL) who do not complete required healthy behaviors during year one of enrollment have a **premium obligation** beginning in year two. If members fail to make the monthly \$3.00 premium payments, benefits are reduced to basic coverage benefits only, which mainly includes problem-focused oral exams and tooth extractions.

### ***Annual Benefit Maximum***

Consistent with the previous Medicaid State Plan and DWP 1.0, originally there was no annual benefit maximum (ABM) with DWP 2.0. However, beginning September 1, 2018, a \$1,000 ABM was implemented. This maximum applies to all members except ages 19–20, who are excluded per EPSDT requirements. Individual members with unique circumstances may apply for an Exception to Policy to be eligible for a higher benefit amount.

**Certain DWP members are excluded from premium obligations and reduced benefits for failure to complete the healthy behaviors.** This includes the following groups:

1. Pregnant women
2. Individuals whose medical assistance for services furnished in an institution is reduced by amounts reflecting available income other than required for personal needs
3. 1915(c) home and community-based waiver enrollees
4. Individuals receiving hospice care
5. Indians eligible to receive services through Indian health care providers or under contract health services
6. Breast and cervical cancer treatment program enrollees
7. Medically frail (i.e., medically exempt) enrollees
8. Enrollees who attest to a financial hardship
9. Members with income <50% FPL
10. 19 and 20-year-olds receive EPSDT coverage regardless of healthy behaviors completion or premium payments.

## DWP Policy Goals

The overall goal of the Iowa Wellness Plan is to “provide access to healthcare for low-income Iowans by employing a benefit design that was intended to improve outcomes, increase personal responsibility, and ultimately lower costs” (Letter to CMS Director Brian Neale from Iowa Medicaid Director Mikki Stier, May 1, 2017). Additionally, the goals of Iowa's Section 1115 Waiver Amendment for the DWP are to “encourage utilization of preventive dental services and compliance with treatment plans by requiring members to complete a State designated “healthy behavior” annually. Enrollees who complete their healthy behavior, including an oral health self-assessment and preventive dental exam, within their first year of enrollment will maintain full dental benefits, while those who do not complete the healthy behaviors will be required to make monthly premium payments to maintain full dental benefits.” Thus, goals can be summarized as follows:

1. Provide access to dental care
2. Improve oral health outcomes
3. Encourage utilization of preventive dental services
4. Encourage compliance with dental treatment plans
5. Complete annual healthy dental behaviors
6. Maintain full dental benefits annually

## DWP Adjustments for the impact of the COVID-19 pandemic

All analyses and comparisons will need to account for effects of the COVID-19 pandemic in Iowa. Specifically, the evaluation will need to consider effects on access to dental care beginning in March 2020. On March 17, 2020, the Iowa Dental Association and the Iowa Dental Board issued guidance that recommended adherence to American Dental Association (ADA) guidelines to cease elective dental care. On March 27, 2020, Governor Reynolds mandated cessation of non-emergency dental care. Beginning May 8, 2020, Iowa permitted dentists to begin providing routine dental care. However, guidance from the CDC and OSHA at that time recommended against resuming elective dental treatment.

At least three impacts of the pandemic are immediately apparent for DWP members.

1. For a period of no less than seven weeks during SFY 2020, DWP members were unable to complete the health dental behavior requirement for an annual dental visit.
  - Expected effect on DWP evaluation: Analyses will need to account for reduced time available to complete an annual dental visit.
2. DWP members—like the rest of the population—may have had difficulty obtaining emergency dental care for a substantial period of time during SFY 2020. In a survey conducted by the ADA<sup>2</sup> during the week of April 20, 17% of dental offices nationally were closed and not seeing any patients.
  - Expected effect on DWP evaluation: Analyses will need to consider impact on member access to emergency care and use of emergency departments (EDs) for non-traumatic dental conditions.
3. Teledentistry expanded rapidly in Iowa during the pandemic.

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<sup>2</sup> <https://www.ada.org/en/publications/ada-news/2020-archive/april/third-wave-of-hpi-polling-shows-dentists-response-to-covid-19>

- Expected effect on DWP evaluation: Analyses will need to consider whether teledentistry resulted in any substitution effects after May 8<sup>th</sup> and how Iowa Medicaid Enterprise and the PAHPs responded to teledentistry visits.

The evaluation will also explore whether dentist participation in DWP was affected by the pandemic and the impact of waiving premiums during the pandemic public health emergency.

Potential adjustments to analyses include use of monthly indicators related to specific proclamations by the state and dental organizations, along with trends in the prevalence of COVID-19.

## Hypotheses and Research Questions

### ~~Topic 1: Member perceptions of HDB requirements and associated disincentives.~~

**Hypothesis 1: Higher levels of awareness and perceived ability to comply with requirements will be associated with favorable attitudes towards the DWP benefit structure.**

Research Question 1A: What level of awareness do members have of the DWP program (including HDB requirements, monthly premiums, annual benefit maximum, and benefit structure)?

*Subsidiary Hypothesis 1A.1: Members who have been enrolled longer will have higher levels of awareness than new enrollees.*

*Subsidiary Hypothesis 1A.2: DWP 2.0 enrollees will have higher levels of awareness than DWP 1.0 enrollees.*

Research Question 1B: Do members view HDB requirements as a favorable alternative to monthly premiums?

*Subsidiary Hypothesis 1B.1: HDBs will be preferred over monthly premiums.*

*Subsidiary Hypothesis 1B.2: A majority of members will maintain full benefits via completing HDBs rather than via paying premiums.*

Research Question 1C: Do members view expanded dental benefits as preferable over basic benefits?

*Subsidiary Hypothesis 1C.1: Members with full benefits will be more likely to prefer expanded dental benefits over basic benefits compared to members with basic benefits.*

Research Question 1D: What are the barriers to completing HDBs?

*Subsidiary Hypothesis 1D.1: DWP members who are exempt from HDBs will have equal access to dental care to those with the HDBs.*

*Subsidiary Hypothesis 1D.2: Barriers to care in DWP 2.0 will be lower than pre-DWP 2.0.*

*Subsidiary Hypothesis 1D.3: Members with full benefits will report fewer barriers than members with basic benefits.*

Research Question 1E: What are the characteristics of members with awareness of the program?

*Subsidiary Hypothesis 1E.1: Demographic, socioeconomic, eligibility, length of enrollment, and health-related characteristics will be associated with awareness.*

Research Question 1F: How are members learning about the program?

*Subsidiary Hypothesis 1F.1: Members will report receiving information about DWP from multiple sources.*

*Subsidiary Hypothesis 1F.2: Members will report that information from their PAHP helped them understand their dental benefits.*

Research Question 1G: What are members' experiences applying for the financial hardship waiver?

*Subsidiary Hypothesis 1G.1: Members will report low levels of awareness of the financial hardship waiver.*

*Subsidiary Hypothesis 1G.2: The percentage of members with hardship waivers will increase over time.*

Research Question 1H: How satisfied are members with basic benefit levels?

*Subsidiary Hypothesis 1H.1: Members will have high levels of satisfaction with basic dental benefits.*

## **~~Topic 2: Impact of member attitudes and experiences with the DWP benefit structure on completion of HDBs~~**

**Hypothesis 2: Completion of HDBs will be positively associated with awareness, ability to comply with requirements, and attitudes.**

Research Question 2A: What proportion of DWP members complete HDBs annually?

*Subsidiary Hypothesis 2A.1: Members with longer lengths of enrollment are more likely to complete HDBs*

*Subsidiary Hypothesis 2A.2: IWP-eligible members are more likely to complete HDBs than MSP-FMAP-eligible members.*

*Subsidiary Hypothesis 2A.3: DWP 2.0 members will have higher rates of preventive dental visits compared to pre-DWP 2.0*

Research Question 2B: Are members with hardship exemptions less likely to complete HDBs?

*Subsidiary Hypothesis 2B.1: Members with hardship exemptions will be less likely to complete HDBs.*

Research Question 2C: How does HDB completion relate to awareness, ability to comply with requirements, and attitudes?

*Subsidiary Hypothesis 2C.1: Completion of HDBs will be associated with awareness, ability to comply with requirements, and attitudes.*

## **~~Topic 3: Impact of DWP benefit structure on members' care-seeking behavior~~**

**Hypothesis 3: DWP members who complete HDBs will be more likely to receive needed preventive care and treatment in a dental office.**

~~Research Question 3A: Are the HDB requirements associated with increased use of preventive care?~~

~~*Subsidiary Hypothesis 3A.1: Members who are not exempt from HDBs will be more likely to have a preventive dental visit than members who are exempt.*~~

~~Research Question 3B: Are members able to find a dental home?~~

~~*Subsidiary Hypothesis 3B.1: Likelihood of having a regular source of dental care will increase with length of enrollment.*~~

~~*Subsidiary Hypothesis 3B.2: Newly enrolled members will be able to find a participating dental provider.*~~

~~*Subsidiary Hypothesis 3B.3: DWP 2.0 members will be more likely to have a dental home compared to pre-DWP 1.0.*~~

~~Research Question 3C: Is completion of HDBs associated with members' use of the emergency department (ED) for non-traumatic dental conditions (NTDCs)?~~

~~*Subsidiary Hypothesis 3C.1: Members who complete the HDBs will have fewer ED visits for NTDCs annually.*~~

~~*Subsidiary Hypothesis 3C.2: Members who complete the HDBs will be more likely to follow up with a dentist after an ED visit for a NTDC.*~~

~~Research Question 3D: Did the introduction of an annual benefit maximum (ABM) influence the types of care members receive?~~

~~*Subsidiary Hypothesis 3D.1: Members post-ABM will be less likely to receive fixed and removable prosthodontic procedures (excluding complete dentures).*~~

~~Research Question 3E: How does DWP change dental utilization?~~

~~*Subsidiary Hypothesis 3E.1: Dental utilization within the DWP population will be as high or higher than utilization in other states.*~~

#### **~~Topic 4: Impact of DWP benefit structure on members' oral health~~**

**~~Hypothesis 4: DWP members' oral health will improve over time.~~**

~~Research Question 4A: How do members rate their oral health?~~

~~*Subsidiary Hypothesis 4A.1: Self-rated oral health will improve over time.*~~

~~Research Question 4B: Do members with basic benefits have similar unmet treatment needs compared to those with full benefits?~~

~~*Subsidiary Hypothesis 4B.1: Members with basic benefits will have similar levels of unmet dental need compared to individuals with full benefits.*~~

~~Research Question 4C: Do the two benefit levels exacerbate health disparities?~~

~~*Subsidiary Hypothesis 4C.1: Members with basic benefits will not have significantly lower self-rated oral health than individuals with full benefits.*~~

## **~~Topic 5: Impact of the COVID-19 pandemic on DWP member service utilization and provider service provision~~**

**~~Hypothesis 5: DWP member service utilization and provider service provision will change due to system changes associated with COVID-19 over time.~~**

~~Research Question 5A: Have DWP members' ability to access services changed during the COVID-19 pandemic?~~

~~*Subsidiary Hypothesis 5A.1: Members will be less likely to have diagnostic or preventative dental visits during the COVID-19 pandemic.*~~

~~*Subsidiary Hypothesis 5A.2: Members will be more likely to have an unmet need for dental care during the COVID-19 pandemic.*~~

~~Research Question 5B: Is the COVID-19 pandemic associated with members' use of the emergency department (ED) for non-traumatic dental conditions (NTDCs)?~~

~~*Subsidiary Hypothesis 5B.1: Members will be more likely to have ED visits for NTDCs during the COVID-19 pandemic.*~~

~~Research Question 5C: Did the COVID-19 pandemic impact provider participation in DWP?~~

~~*Subsidiary Hypothesis 5C.1: Providers will be less likely to accept new DWP members during and after the COVID-19 pandemic*~~

~~*Subsidiary Hypothesis 5C.2: Dental providers will be more likely to offer tele-dentistry services during the COVID-19 pandemic.*~~

~~Research Question 5D: Have DWP members' barriers to care changed during the COVID-19 pandemic?~~

~~*Subsidiary Hypothesis 5D.1: Members will be more likely to avoid dental care due to perceived risk of COVID-19.*~~

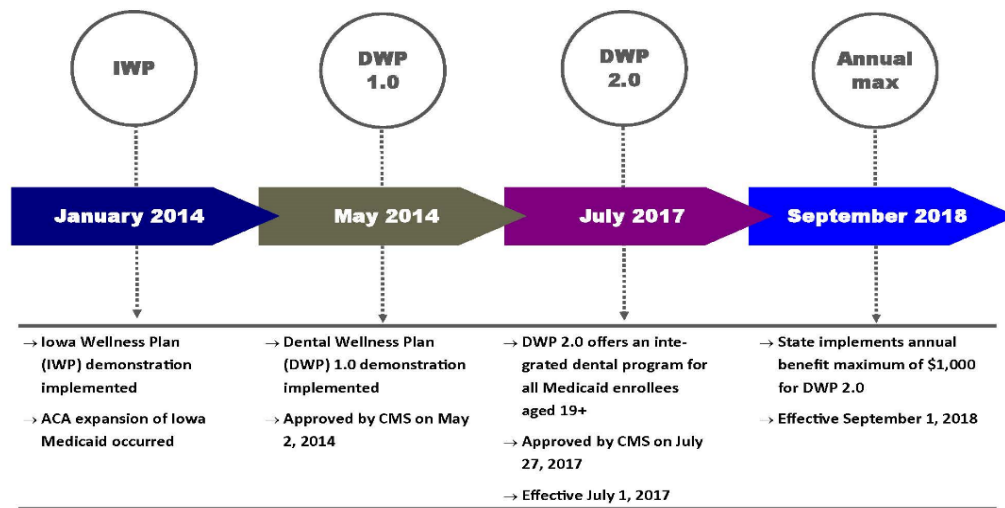
~~*Subsidiary Hypothesis 5D.2: Members will be more likely to utilize teledentistry during the COVID-19 pandemic.*~~

## **Evaluation Periods**

For this evaluation of DWP 2.0, the “pre” period includes SFY 2017 and prior years (Figure 1); the “post” period includes SFY 2018 through the present. Certain hypotheses and measurements will examine pre-post effects related to the September 2018 implementation of the annual benefit max.

State fiscal years will be used to delineate most evaluation periods because most policy changes have been implemented using this timeline.



**Figure 1. Dental Wellness Plan policy timeline**

## Data Sources, Analysis Methods, and Measures

### Data sources

**Member survey:** Member survey-based outcomes will use data from cross-sectional member surveys that are fielded every 1.5 years throughout the evaluation period to track changes in outcomes over time.

Surveys are administered to a stratified random sample of DWP members, including stratification by benefit level, length of enrollment, and PAHP carrier. Samples are drawn from Medicaid eligibility data. Members must have been enrolled in DWP for at least the previous six months to be eligible to receive the survey. Surveys are conducted by mail with an option to complete online. Reminder postcards are sent 2 weeks after the initial fielding date, and a second survey by mail 4 weeks later. A \$2 bill will be included in the first mailing as an incentive, and respondents who return their survey within the first two weeks will be entered into a drawing for one of ten \$100 gift cards. The sample frame excludes women eligible due to pregnancy and only allows one person per household to be selected. Many survey items have remained constant since pre-DWP 2.0, which will allow us to examine comparisons over time p DWP 2.0 pre- and post- DWP 2.0 implementation. Based on previous surveys, we anticipate a 20-30% response rate.

**Provider survey:** Provider survey-based outcomes will use data from cross-sectional surveys of private practice dentists fielded every 1.5 years throughout the evaluation period. Surveys are administered to all private practice dentists in Iowa (~n=1300) drawn from the Iowa Health Professions tracking system housed in the University of Iowa College of Medicine. Surveys are conducted by mail with an option to complete online, and the reminder schedule is the same as the

member survey. No incentives are used. Based on previous surveys, we anticipate a response rate of 40-45%.

**Consumer in-depth interviews:** In-depth telephone interviews will be conducted with a random sample of DWP members, targeting equal representation of members with full and with basic benefits. Key interview topics will include awareness, experiences, and barriers to HDB completion, as well as the perceptions of premiums as an alternative to HDB completion. Interviews will be conducted until saturation is reached.

**Administrative claims data:** This evaluation will use claim, encounter, and enrollment data to evaluate administrative outcomes. For most administrative measures, the sample includes IWP and MSP-FMAP eligibility categories.

## ***Analyses***

**Descriptive statistics:** Simple univariate statistics, including frequencies, percentages, measures of central tendency, and percentiles will be used to describe measures and characteristics of members in each study population.

**Trends over time:** Where data are available, we will compare trends in measures over time. This will allow us to examine changes that occurred after major policy changes (e.g., change from DWP 1.0 to DWP 2.0 benefit structure) or other events (e.g., COVID-19 pandemic). Alluvial charts, or Sankey diagrams, will also be used to visualize changes over time. These diagrams are especially useful to see how the member population flows into and out of the program and across benefit levels (e.g., from full to basic benefits). Outcomes from 2018 will provide DWP 2.0 baseline data as available, while DWP 1.0 data from 2017 will provide pre-DWP 2.0 comparisons. Overall, outcomes from 2017-2019 are available to examine trends for several measures. Comparative interrupted time series (CITS) will use a Difference in Difference (DID) estimation to examine the effect of a policy by comparing the pre- and post-program means in the study population using the means in comparison population as the counterfactuals.

**Bivariate analysis:** Chi-square tests, t-tests (or non-parametric alternatives), and ANOVA will be used to identify associations between outcomes and predictor variables (e.g., measures and demographic characteristics, or measure outcomes across years). Bivariate analyses are frequently used to test differences between member groups on survey responses, as the number of respondents in these groups are rarely large enough to allow more complex tests such as regression analyses.

**Multivariable regression:** multivariable analysis to identify factors associated with binary outcomes (e.g., having a dental visit in the previous 12 months) will be performed using demographic and other individual-level characteristics as predictors. Based on previous years' evaluation, we anticipate that zero-inflated regression (e.g., zero-inflated Poisson or zero-inflated negative binomial models) will be the most appropriate choice to model data. In the 2018 DWP 2.0 evaluation, we used difference-in-differences analysis to test the effects of DWP 2.0 implementation. In subsequent years, this methodology (i.e., pre-post comparisons) is no longer applicable. However, we are still interested in examining predictors of certain outcomes of interest (e.g., completion of healthy dental behaviors). We will use difference-in-difference analysis (using modified Poisson regression and OLS as appropriate based on the outcome) to model the use of the emergency department (ED) for nontraumatic dental conditions (NTDCs). The control group is defined as members who never completed any HBI requirements in any year in which they were enrolled. The full treatment group is defined as members who completed all HDB requirements in all years in which they were enrolled. There will also be three partial treatment groups defined as

follows: (1) members who completed BOTH HDB requirements, but only in SOME years in which they were enrolled; (2) completed SOME requirements in ALL years in which they were enrolled; (3) members who completed SOME requirements, but only in SOME years in which they were enrolled. The models will also adjust for other demographic characteristics of members and the communities in which they live. Depending on sample sizes and other aspects of the data, we may ultimately collapse the three partial treatment groups into a single partial treatment group. We will also explore the use of individual-level fixed effects in sensitivity analyses. Based on tests of the parallel trends assumption, we will use propensity score matching and inverse probability of treatment weights as needed.

**Cross-state comparisons.** We will explore various sources of aggregate cross-state data in order to provide descriptive comparisons of state-level results and offer context for Iowa-specific outcomes relative to other states. States will be categorized based on (1) whether they expanded Medicaid and (2) whether they offer comprehensive adult dental benefits to the Medicaid/Medicaid-expansion populations. Comparisons will be made across these categories. Possible sources of comparison data include the Behavioral Risk Factor Surveillance System (BRFSS) and the National Health and Nutrition Examination Survey (NHANES). Several limitations must be noted. First, BRFSS does not ask a question about dental utilization every year. For example, the 2019 BRFSS does not include this survey item, however 2018 does as “how long has it been since you last visited a dentist or a dental clinic for any reason”. Second, cross-state comparisons are limited by potential release of recent data. For example, as of May 2020, the most recent NHANES oral health data release is 2017-2018.

We will compare BRFSS responses that indicate dental visits within the past year to our responses from the Iowa Consumer Survey. Where possible, trends by year will be explored.

NHANES also includes an oral health questionnaire component with an item that asks when someone last visited a dentist. The NHANES oral health questionnaire also asks about unmet need, cost barriers, and other barriers to care (e.g., transportation, distance, office hours, or fear of the dentist). As described above, we can potentially compare rates of dental utilization within the past year and barriers to care with Iowa Consumer Survey data. The PPC surveys of DWP enrollees have included items about utilization and barriers to care since 2014, allowing us to also explore comparisons over time. We will confirm that we are replicating item wording on Iowa DWP Consumer Survey questionnaires to match regularly repeated national surveys.

***Evaluation Methods Summary: Member perceptions of HDB requirements and associated disincentives:***

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 1: Higher levels of awareness and perceived ability to comply with requirements will be associated with favorable attitudes towards the DWP benefit structure.</b>			
Research Question 1A: What level of awareness do members have of the DWP program (including HDB requirements, monthly premiums, annual benefit maximum, and benefit structure)?			
<i>Subsidiary Hypothesis 1A.1: Members who have been enrolled longer will have higher levels of awareness than new enrollees.</i>			
Newly enrolled members vs. longer-term enrollees	Member awareness of self-risk assessment HDB requirement	DWP Member Survey	Descriptive, Bivariate
Newly enrolled members vs. longer-term enrollees	Member awareness of annual exam HDB requirement	DWP Member Survey	Descriptive, Bivariate
Newly enrolled members vs. longer-term enrollees	Member awareness of benefit levels	DWP Member Survey	Descriptive, Bivariate
Newly enrolled members vs. longer-term enrollees	Member awareness of monthly premiums	DWP Member Survey	Descriptive, Bivariate
Newly enrolled members vs. longer-term enrollees	Member awareness of annual benefit maximum	DWP Member Survey	Descriptive, Bivariate
<i>Subsidiary Hypothesis 1A.2: DWP 2.0 enrollees will have higher levels of awareness than DWP 1.0 enrollees.</i>			
DWP 2.0 members vs. DWP 1.0 and MSP members pre-DWP 2.0	Member awareness of plan structure	DWP Member Survey	Descriptive, Bivariate
Research Question 1B: Do members view HDB requirements as a favorable alternative to monthly premiums?			
<i>Subsidiary Hypothesis 1B.1: HDBs will be preferred over monthly premiums.</i>			
Full benefits vs. basic benefits	Member preference for how to maintain of full dental benefits – quantitative	DWP Member survey	Descriptive, Bivariate
Full benefits vs. basic benefits	Member preference for how to maintain of full dental benefits – qualitative	DWP Member in-depth interviews	Qualitative thematic coding

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<i>Subsidiary Hypothesis 1B.2: A majority of members will maintain full benefits via completing HDBs rather than via paying premiums.</i>			
Eligible for full benefits via HDB completion vs. premium payments vs. exemptions, by year of eligibility	Member maintenance of full benefits, HDB vs. premium	Administrative data	Descriptive
<b>Research Question 1C: Do members view expanded dental benefits as preferable over basic benefits?</b>			
<i>Subsidiary Hypothesis 1C.1: Members with full benefits will be more likely to prefer expanded dental benefits over basic benefits compared to members with basic benefits.</i>			
Full benefits vs. basic benefits	Member preference for how to maintain of full dental benefits – quantitative	DWP Member survey	Descriptive, Bivariate
Full benefits vs. basic benefits	Member preference for how to maintain of full dental benefits – qualitative	DWP Member in-depth interviews	Qualitative thematic coding
<b>Research Question 1D: What are the barriers to completing HDBs?</b>			
<i>Subsidiary Hypothesis 1D.1: DWP members who are exempt from HDBs will have equal access to dental care to those with the HDBs</i>			
Exempt vs. non-exempt from HDBs	Barriers to HDB completion – quantitative	DWP Member survey	Descriptive, Bivariate
None	Barriers to HDB completion – qualitative	DWP Member in-depth interviews	Qualitative thematic coding
<i>Subsidiary Hypothesis 1D.2: Barriers to care in DWP 2.0 will be lower than pre-DWP 2.0.</i>			
DWP 2.0 members vs. DWP 1.0 and MSP members pre-DWP 2.0	Barriers to HDB completion	DWP Member survey	Descriptive, Bivariate
<i>Subsidiary Hypothesis 1D.3: Members with full benefits will report fewer barriers than members with basic benefits. Subsidiary Hypothesis 1D.1: DWP members who are exempt from HDBs will have equal or lower barriers to care.</i>			
Full benefits vs. basic benefits	Barriers to HDB completion	DWP Member survey	Descriptive, Bivariate
<b>Research Question 1E: What are the characteristics of members with awareness of the program?</b>			
<i>Subsidiary Hypothesis 1E.1: Demographic, socioeconomic, eligibility, length of enrollment, and health-related characteristics will be associated with awareness.</i>			
Independent variables include demographic and health-related survey items, and program eligibility and enrollment factors	Member awareness scale	DWP Member survey	Bivariate, Multivariable regression analysis

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Research Question 1F: How are members learning about the program?			
<i>Subsidiary Hypothesis 1F.1: Members will report receiving information about DWP from multiple sources.</i>			
None	Member source of program information	DWP Member survey	Descriptive
<i>Subsidiary Hypothesis 1F.2: Members will report that information from their PAHP helped them understand their dental benefits.</i>			
None	Impact of PAHP outreach on member knowledge	DWP Member survey	Descriptive
Research Question 1G: What are members' experiences applying for the financial hardship waiver?			
<i>Subsidiary Hypothesis 1G.1: Members will report low levels of awareness of the financial hardship waiver.</i>			
None	Member awareness of financial hardship waiver	DWP Member survey	Descriptive
<i>Subsidiary Hypothesis 1G.2: The percentage of members with financial hardship waivers will increase over time.</i>			
None	Member use of financial hardship waiver	Administrative data	Descriptive
Research Question 1H: How satisfied are members with basic benefit levels?			
<i>Subsidiary Hypothesis 1H.1: Members will have high levels of satisfaction with basic dental benefits.</i>			
Members with basic benefits	Member satisfaction with basic dental benefits	DWP Member survey	Descriptive
Members with basic benefits vs. full benefits	Plan satisfaction	DWP Member survey	Descriptive, Bivariate

***Evaluation Methods Summary: Impact of member attitudes and experiences with the DWP benefit structure on completion of HDBs***

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 2: Completion of HDBs will be positively associated with awareness, ability to comply with requirements, and attitudes.</b>			
Research Question 2A: What proportion of DWP members complete HDBs annually?			
<i>Subsidiary Hypothesis 2A.1: Members with longer lengths of enrollment are more likely to complete HDBs.</i>			
Newly enrolled members vs. longer-term enrollees	Preventive dental visit (HDB requirement)	Administrative data	Descriptive; Chi-square test of homogeneity



Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Newly enrolled members vs. longer-term enrollees	Completion of self-risk assessment	Administrative data	Descriptive; Chi-square test of homogeneity
Full population Trend over time (FY2018 onward)	Preventive dental utilization	Administrative data	Descriptive
Full population Trend over time (FY2018 onward)	Preventive dental visit (HDB requirement)	Administrative data	Descriptive
Full population Trend over time (FY2018 onward)	Completion of self-risk assessment	Administrative data	Descriptive
Members enrolled in DWP for >12 months, categorized by length of enrollment (e.g., 2 years, 3 years, etc); exclude members with waivers and excluded from HDB requirements	Retention of full benefits as a result of completing HDBs	Administrative data	Alluvial chart
Trend over time (FY2019 onward)			
<i>Subsidiary Hypothesis 2A.2: IWP-eligible members are more likely to complete HDBs than MSP-FMAP-eligible members.</i>			
IWP and MSP-FMAP	Preventive dental visit (HDB requirement)	Administrative data	Descriptive; Chi-square test of homogeneity
IWP and MSP-FMAP	Completion of self-risk assessment	Administrative data	Descriptive; Chi-square test of homogeneity
<i>Subsidiary Hypothesis 2A.3: DWP 2.0 members will have higher rates of preventive dental visits compared to pre-DWP 2.0</i>			
DWP 2.0 members vs. DWP 1.0 and MSP members pre-DWP 2.0 (FY2017)	Preventive dental visit (HDB requirement)	Administrative data	Descriptive; Chi-square test of homogeneity
Trend over time (FY2017 onward)			
<b>Research Question 2B: Are members with hardship exemptions less likely to complete HDBs?</b>			
<i>Subsidiary Hypothesis 2B.1: Members with hardship exemptions will be less likely to complete HDBs.</i>			
Members with hardship exemption vs. members without hardship exemption	Completion of both HDBs	Administrative data	Descriptive; Chi-square test of homogeneity

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Research Question 2C: How does HDB completion relate to awareness, ability to comply with requirements, and attitudes?			
<i>Subsidiary Hypothesis 2C.1: Completion of HDBs will be associated with awareness, ability to comply with requirements, and attitudes.</i>			
Independent variables include demographic and health-related survey items, and plan awareness, ability to complete requirements, and program attitudes	Predictors of HDB completion	Administrative data (HDBs); DWP Member survey	Bivariate; Multivariable logistic regression analysis

***Evaluation Methods Summary: Impact of DWP benefit structure on members' care-seeking behavior***

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 3: DWP members who complete HDBs will be more likely to receive needed preventive care and treatment in a dental office.</b>			
Research Question 3A: Are the HDB requirements associated with increased use of routine dental care, including preventive care?			
<i>Subsidiary Hypothesis 3A.1: Members who are not exempt from HDBs will be more likely to have a preventive dental visit than members who are exempt.</i>			
Members who are exempt from HDBs vs. members who are not (including categorically eligible and hardship waivers)	Preventive dental visit (HDB requirement) by member exemption	Administrative data	Multivariable logistic regression
Members who are exempt from HDBs vs. members who are not (including categorically eligible and hardship waivers)	Any dental visit by member exemption	Administrative data	Multivariable logistic regression
Research Question 3B: Are members able to find a dental home?			
<i>Subsidiary Hypothesis 3B.1: Likelihood of having a regular source of dental care will increase with length of enrollment.</i>			
Newly enrolled members vs. longer-term enrollees	Regular dentist: Percent of members who report that they currently have a regular dentist	DWP Member survey	Descriptive, Bivariate

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
None	Care continuity: Among members with 2 or more years of enrollment, percent of members with a preventive dental visit (HDB requirement) in each year	Administrative data	Descriptive
None	Usual source of care: Percent of members from previous measure who saw the same provider for both visits	Administrative data	Descriptive
<i>Subsidiary Hypothesis 3B.2: Newly enrolled members will be able to find a participating dental provider.</i>			
Newly enrolled members	Ability to find a dentist	DWP Member survey	Descriptive
None	Dentist participation in DWP	DWP Provider survey	Descriptive
None	Dentist attitudes toward DWP	DWP Provider survey	Descriptive; Bivariate; Trends over time
None	Dental visit in first year of enrollment	DWP Administrative data	Descriptive; Trends over time
<i>Subsidiary Hypothesis 3B.3: DWP 2.0 members will be more likely to have a dental home compared to pre-DWP 1.0.</i>			
DWP 2.0 members vs. DWP 1.0 and MSP members pre-DWP 2.0	Regular dentist: Percent of members who report that they currently have a regular dentist	DWP Member survey	Descriptive, Bivariate, Trends over time
DWP 2.0 members vs. DWP 1.0 and MSP members pre-DWP 2.0	Timeliness of emergency dental care: Percent of members who needed to see a dentist right away because of a dental emergency and were able to see a dentist as soon as they wanted	DWP Member survey	Descriptive, Bivariate, Trends over time
DWP 2.0 members vs. DWP 1.0 and MSP members pre-DWP 2.0	Timeliness of specialty dental care: Percent of members who report that they received specialty dental care as soon as wanted	DWP Member survey	Descriptive, Bivariate, Trends over time
DWP 2.0 members vs. DWP 1.0 and MSP members pre-DWP 2.0	Timeliness of routine dental care: Percent of members who report that they received routine dental care as soon as wanted	DWP Member survey	Descriptive, Bivariate, Trends over time

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Research Question 3C: Is completion of HDBs associated with members' use of the emergency department (ED) for non-traumatic dental conditions (NTDCs)?</b>			
<i>Subsidiary Hypothesis 3C.1: Members who complete the HDBs will have fewer ED visits for NTDCs annually.</i>			
Two comparison groups: 1:DWP members who complete the HDBs 2:DWP members who do not complete HDBs	ED utilization for NTDCs	Administrative data	Comparative interrupted time series Pre:SFY2014-2017 Post:SFY2018-2021
<i>Subsidiary Hypothesis 3C.2: Members who complete the HDBs will be more likely to follow-up with a dentist after an ED visit for a NTDC.</i>			
Two comparison groups: 1:DWP members who complete the HDBs 2:DWP members who do not complete HDBs	Follow-up after ED visit: Percent of members who were seen in the ED for non-traumatic dental related reasons within the reporting year and visited a dentist for treatment services within 60 days following the ED visit	Administrative data	Comparative interrupted time series Pre:SFY2014-2017 Post:SFY2018-2021
<b>Research Question 3D: Did the introduction of an annual benefit maximum (ABM) influence the types of care members receive?</b>			
<i>Subsidiary Hypothesis 3D.1: Members post-ABM will be less likely to receive fixed and removable prosthodontic procedures (excluding complete dentures).</i>			
Two comparison groups: 1:DWP members who are subject to ABM 2:DWP members exempt from ABM	Utilization of specialty dental services	Administrative data	Comparative interrupted time series Pre:SFY2014-2017 Post:SFY2018-2021
DWP members pre- and post- ABM implementation	Unmet need for care	DWP Member survey	Descriptive, Bivariate
DWP members pre- and post- ABM implementation	Out-of-pocket costs	DWP Member survey	Descriptive, Bivariate
<b>Research Question 3E: How does DWP change dental utilization?</b>			
<i>Subsidiary Hypothesis 3E.1: Dental utilization within the DWP population will be as high or higher than utilization in other states.</i>			
Comparable expansion and non-expansion states	Dental utilization: Percent of the adult statewide population who had a dental visit within the last year	National survey data (e.g., BRFSS)	Comparison of rates

***Evaluation Methods Summary: Impact of DWP benefit structure on members' oral health***

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 4: DWP members' oral health will improve over time.</b>			
Research Question 4A: How do members rate their oral health?			
<i>Subsidiary Hypothesis 4A.1: Self-rated oral health will improve over time.</i>			
DWP 2.0 members vs. DWP 1.0 and MSP members pre-DWP 2.0	Self-rated oral health	DWP Member survey	Descriptive Bivariate
Research Question 4B: Do members with basic benefits have similar unmet treatment needs compared to those with full benefits?			
<i>Subsidiary Hypothesis 4B.1: Members with basic benefits will have similar levels of unmet dental need compared to individuals with full benefits.</i>			
Full benefits vs. basic benefits	Unmet treatment needs	DWP Member survey	Multivariable logistic regression (adjusted for length of enrollment and other potential confounders)
Research Question 4C: Do the two benefit levels exacerbate health disparities?			
<i>Subsidiary Hypothesis 4C.1: Members with basic benefits will not have significantly lower self-rated oral health than individuals with full benefits.</i>			
Full benefits vs. basic benefits	Self-rated oral health	DWP Member survey	Multivariable analysis—adjust for length of enrollment and other potential confounders
Examine differences based on HDB-exemption			
IWP and MSP-FMAP			

***Evaluation Methods Summary: Impact of the COVID-19 pandemic on DWP members' and providers' service utilization and provision***

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 5: DWP members' and providers' utilization and provision of services will change due to system changes associated with COVID-19 over time.</b>			
Research Question 5A: Have DWP members' ability to access services changed during the COVID-19 pandemic?			
Subsidiary Hypothesis 5A.1: Members will be less likely to have diagnostic or preventive dental visits during the COVID-19 pandemic.			
Newly enrolled members (<11 months) vs. Preventive dental visit (HDB requirement) members with at least 1 year of eligibility		Administrative data	Descriptive; McNemar test; Trend over time
Newly enrolled members (<11 months) vs. Any dental visit members with at least 1 year of eligibility		Administrative data	Descriptive; Trend over time
Subsidiary Hypothesis 5A.2: Members will be more likely to have an unmet need for dental care during the COVID-19 pandemic.			
Members pre- and post-COVID	Unmet treatment needs	DWP Member survey	Descriptive, Bivariate, Trends over time
Research Question 5B: Is the COVID-19 pandemic associated with members' use of the emergency department (ED) for non-traumatic dental conditions (NTDCs)?			
Subsidiary Hypothesis 5B.1: Members will be more likely to have ED visits for NTDCs during the COVID-19 pandemic.			
IWP and MSP-FMAP pre and post COVID-19; IWP and MSP-FMAP time series ongoing during COVID-19	ED utilization for NTDCs	Administrative data	Descriptive; Trend over time
IWP and MSP-FMAP pre and post COVID-19; IWP and MSP-FMAP time series ongoing during COVID-19	Emergency dental appointments	DWP Member survey	Descriptive, Bivariate, Trends over time
Research Question 5C: Did the COVID-19 pandemic impact provider participation in DWP?			
Subsidiary Hypothesis 5C.1: Providers will be less likely to accept new DWP members during and after the COVID-19 pandemic			
Pre- and post-COVID	New patient acceptance	DWP Provider survey	Descriptive, Bivariate, Trends over time
Subsidiary Hypothesis 5C.2: Dental providers will be more likely to offer teledentistry services during the COVID-19 pandemic.			
None	Use of teledentistry	DWP Provider survey	Descriptive, Bivariate, Trends over time



Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Research Question 5D: Have DWP members' barriers to care changed during the COVID-19 pandemic?			
<i>Subsidiary Hypothesis 5D.1: Members will be more likely to avoid dental care due to perceived risk of COVID-19.</i>			
None	Percent of members who have avoided a dental visit due to the COVID pandemic	DWP Member Survey	Descriptive, Bivariate, Trends over time
<i>Subsidiary Hypothesis 5D.2: Members will be more likely to utilize teledentistry during the COVID-19 pandemic.</i>			
None	Teledentistry utilization	Administrative data	Descriptive; McNemar test; Trend over time (PMPM)

## Logic Model: Dental Wellness Plan

Process			Outcomes		
Policy	PAHP Activity	Dental utilization	Short-term (Knowledge/attitudes)	Intermediate (Behavior/normative change)	Long-term (Desired results of DWP)
Requirement for members to obtain an annual preventive dental exam AND complete a self-risk assessment in order to retain full benefits and avoid monthly premium requirements	Member outreach [Survey]	<ul style="list-style-type: none"> <li>Annual rates of dental exams [Outcomes, Survey]</li> <li>Self-risk assessment completion as identified by the PAHP's (codes not required)</li> </ul>	<ul style="list-style-type: none"> <li>Member awareness/knowledge of HDB requirement for annual exam [Survey]</li> <li>Member awareness/knowledge of HDB requirement for self-risk assessment [Survey]</li> <li>Member awareness/knowledge of impact of HDBs on benefit levels [Survey]</li> <li>Member awareness/knowledge of premium requirements [Survey]</li> <li>Member awareness/knowledge of hardship exemptions from premiums [Survey]</li> </ul>	<ul style="list-style-type: none"> <li>Established regular source of dental care [Survey]</li> <li>Reduced utilization of ED for non-traumatic dental conditions [Outcomes]</li> <li>Proportion of members paying monthly premiums (excluding hardship exemptions) [Outcomes]</li> <li>Annually, increased rates of preventive dental examinations [Survey, Outcomes]</li> <li>Increased utilization of urgent treatment services by new members [Outcomes]</li> </ul>	<ul style="list-style-type: none"> <li>Regular utilization of annual dental exams by individuals – i.e. repeated behavior over time [Outcomes]</li> <li>Member self-rated oral health increases over time [Survey]</li> <li>Reduced utilization of urgent treatment services by members over time [Outcomes]</li> <li>Members retain full benefits as a result of completing HDBs</li> <li>Reduced unmet dental need over time</li> <li>Basic benefit levels will not increase disparities in unmet dental need among DWP members</li> </ul>
<b>Contextual Factors:</b> (1) Members can apply for premium exemptions due to material hardship. (2) Several populations are excluded from monthly premium requirements. (3) Dental benefits have an annual maximum of \$1,000. (3) Previous enrollment in Medicaid or DWP 1.0. (4) Length of enrollment in DWP 2.0. (5) Dentist participation in DWP 2.0 and acceptance of new patients. (6) Member completion of other IWP Healthy Behaviors (e.g., wellness visit or health risk assessment). (7) COVID-19 pandemic effects on dentist workforce availability and patient care-seeking behaviors.					

### 3) Retroactive Eligibility

#### Background

The state of Iowa requested a waiver of retroactive eligibility to remove the federally mandated 3-month retroactive eligibility period for Medicaid members. Groups affected by the original waiver included newly enrolling children 1-18 years of age in Medicaid and adult parents/caretaker relatives of children in Medicaid, those newly enrolling in Iowa Wellness Plan, newly enrolling in Medicaid due to a disability determination or newly enrolling through a separate waiver program such as Home and Community-Based Services (HCBS). The amendment requesting the waiver was filed with CMS on August 2, 2017 and approved to begin November 1, 2017. This waiver was amended as of July 1, 2018 for nursing home residents who had been in the nursing facility for any three months prior to Medicaid application granting them access to 3 months of retroactive eligibility. It was again amended as of January 1, 2020 as part of the 1115 renewal to exempt children 1-19 years of age granting them access to 3 months of retroactive eligibility.

The state provided the following rationale for this action in the original amendment:

“The State’s rationale for this amendment request is founded on the fact that the commercial market does not allow for retroactive health coverage, and if CMS grants this request to waive Section 1902(a)(34), sufficient protections will still remain in place for individuals to receive necessary care.

As mentioned above, the State seeks to more closely align Medicaid policy with that of the commercial market, which does not allow for an individual to apply for retroactive health insurance coverage. Eliminating Medicaid retroactivity encourages individuals to obtain and maintain health insurance coverage, even when healthy. With the availability of Medicaid expansion and premium tax credits, affordable coverage options have been available in Iowa for those complying with the individual mandate, thus eliminating the need for retroactive coverage. Further, by more closely aligning Iowa Medicaid policy with policy in the commercial insurance market, members will be better prepared if they are eventually able to transition to commercial health insurance.”

#### Goals

In the most recent amendment, November 2019, the state provided a table of goals and questions as shown below.

**Table 12. State waiver goals – Waiver of Retroactive Eligibility**

<b>Waiver Policy: Waiver of Retroactive Eligibility</b>	
<b>Goal: Encourages individuals to obtain and maintain health insurance coverage, even when healthy.</b>	
<b>Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.</b>	Do eligible people subject to retroactive eligibility waivers enroll in Medicaid at the same rates as other eligible people who have access to retroactive eligibility?
	What is the likelihood of enrollment continuity for those subject to a retroactive eligibility waiver compared to other Medicaid beneficiaries who have access to retroactive eligibility?
	Do beneficiaries subject to retroactive eligibility waivers who disenroll from Medicaid have shorter enrollment gaps than other beneficiaries who have access to retroactive eligibility?

The State also proposed the following hypotheses and research questions.

**Table 13. Table of state-specified hypotheses and research questions – Waiver of Retroactive Eligibility**

<b>Hypothesis</b>	<b>Research Question(s)</b>
<b>Eliminating retroactive eligibility will increase enrollment of eligible people when they are healthy relative to those eligible people who have the option of retroactive eligibility.</b>	Do newly enrolled beneficiaries subject to the waiver of retroactive eligibility have higher self-assessed health status than other newly enrolled beneficiaries who have access to retroactive eligibility?
<b>Through greater continuity of coverage, health outcomes will be better for those subject to retroactive eligibility waivers compared to other Medicaid beneficiaries who have access to retroactive eligibility.</b>	Do beneficiaries subject to the retroactive eligibility waiver have better health outcomes than other beneficiaries who have access to retroactive eligibility?
<b>Elimination or reduction of retroactive coverage eligibility will not have adverse financial impacts on consumers.</b>	Does the retroactive eligibility waiver lead to changes in the incidence of beneficiary medical debt?

The logic model below is drawn from the State's amendment and CMS's approval letter to the state granting the 1115 renewal dated November 15, 2019. Additionally, in the original amendment the waiver of retroactive eligibility is proposed to reduce annual costs in excess of \$36M with the federal share topping \$26M due to a reduction in total member months.

### Logic Model: Waiver of Retroactive Eligibility

Process		Outcomes		
Policy	Process	Short-term outcomes	Intermediate outcomes	Long-term outcomes
Waiver of Retroactive Eligibility	Provider communication Member communication	Increase likelihood of enrollment Increase enrollment continuity There will be no adverse financial impact on consumers Increase in provider-initiated applications	Increase enrollment of healthy beneficiaries Lower PMPM costs Increase use of preventive care No change in rates of uncompensated care No change in member medical/dental debt Reduction total member months	Improved self-ratings of physical/mental health Reduced avoidable inpatient admissions Program wide cost reductions
Moderating factors: Existing chronic conditions, presence of enrolled Medicaid beneficiaries in the household, previous Medicaid enrollment, demographic characteristics				

## Hypotheses and research questions

### **Hypothesis 1: Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.**

Primary Research Question 1.1: Are people subject to the waiver of retroactive eligibility more likely to enroll in Medicaid relative to members in the same programs prior to the waiver?

*Subsidiary Research Question 1.1a: Are people subject to the waiver of retroactive eligibility more likely to enroll while still healthy relative to members in the same programs prior to the waiver?*

*Subsidiary Research Question 1.1b: Are people subject to the waiver of retroactive eligibility more likely to enroll earlier?*

Primary Research Question 1.2: Do people subject to the waiver of retroactive eligibility have increased enrollment continuity relative to members in the same programs prior to the waiver?

*Subsidiary Research Question 1.2a: Do people subject to the waiver of retroactive eligibility understand that they will not be covered during enrollment gaps?*

*Subsidiary Research Question 1.2b: What are the barriers to timely renewal for those subject to the waiver of retroactive eligibility?*

*Subsidiary Research Question 1.2c: Among members subject to the retroactive eligibility waiver, is timely renewal more likely by those who might be expected to value coverage highly, relative to those who might value coverage less?*

*Subsidiary Research Question 1.2d: Are people subject to the waiver of retroactive eligibility more likely to remain continuously enrolled relative to members in the same programs prior to the waiver?*

*Subsidiary Research Question 1.2e: Are people subject to the waiver of retroactive eligibility more likely to re-enroll relative to members in the same programs prior to the waiver?*

### **Hypothesis 2: Eliminating retroactive eligibility will not increase negative financial impacts on members.**

Primary Research Question 2.1: Are there any negative financial impacts on consumers because of the waiver of retroactive eligibility relative to members in the same programs prior to the waiver?

*Subsidiary Research Question 2.1a: Do beneficiaries subject to the waiver of retroactive eligibility experience greater 'medical debt' relative to members in the same programs prior to the waiver?*

*Subsidiary Research Question 2.1b: Do hospitals experience higher rates of uncompensated care after the enactment of the waiver of retroactive eligibility?*

### **Hypothesis 3: Eliminating retroactive eligibility will improve member health.**

Primary Research Question 3.1: Do people who are subject to waiver of retroactive eligibility have better health outcomes?

### **Hypothesis 4: Eliminating retroactive eligibility will reduce the annual Medicaid services budget.**

Primary Research Question 4.1: What are the effects on the Medicaid services budget?



**Hypothesis 5: Providers will increase initiation of Medicaid applications for eligible patients/clients**

Primary Research Question 5.1: Have health care providers increased the initiation of Medicaid applications for eligible patients/clients?

**Evaluation Methods Summary: Waiver of Retroactive Eligibility**

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 1: Eliminating retroactive eligibility will increase the likelihood of enrollment and enrollment continuity.</b>			
Primary Research Question 1.1: Are people subject to the waiver of retroactive eligibility more likely to enroll in Medicaid relative to members in the same programs prior to the waiver?			
<i>Subsidiary Research Question 1.1a: Are people subject to the waiver of retroactive eligibility more likely to enroll while still healthy relative to members in the same programs prior to the waiver?</i>			
Study group: Medicaid members subject to waiver – IWP, FMAP, SSI Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy	In general, how would you rate your overall health now? Excellent; Very good; Good; Fair; Poor	Enrollment survey	DID May 2021-April 2022
Study group: Adults in IWP, FMAP, SSI CY 2018-2021 and children in Medicaid CY 2018-2019 Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2020-2021	Hospitalizations per 1,000 member per month ED visits per 1,000 member per month Ambulatory care visits per 1,000 member per month Average number of prescriptions per member per month	Medicaid claims	ITS Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2021
Study group: Adults in IWP, FMAP, SSI CY 2018-2021 and children in Medicaid CY 2018-2019 Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2020-2021	Per member per month Medicaid reimbursement in first 3 months of enrollment	Medicaid claims	CITS Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2021
<i>Subsidiary Research Question 1.1b: Are people subject to the waiver of retroactive eligibility more likely to enroll earlier?</i>			
Study group: Medicaid members subject to waiver – IWP, FMAP, SSI Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy	Beneficiary estimate of gap between considering enrollment and completing application process (Under development) How long ago did you start thinking about applying for Medicaid/state help/etc.	Enrollment survey	Means test May 2021-April 2022

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Primary Research Question 1.2: Do people subject to the waiver of retroactive eligibility have increased enrollment continuity relative to members in the same programs prior to the waiver?			
<i>Subsidiary Research Question 1.2a: Do people subject to the waiver of retroactive eligibility understand that they will not be covered during enrollment gaps?</i>			
Study group: Medicaid members subject to waiver – IWP, FMAP, SSI	Understanding of coverage (Under development) When you applied for Medicaid did you believe that the program would pay for some of the care you received before being enrolled? If yes, how far back did you expect that coverage to go?	Enrollment survey Member survey	Means tests and descriptive analyses May 2021-April 2022
Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy			
<i>Subsidiary Research Question 1.2b: What are the barriers to timely renewal for those subject to the waiver of retroactive eligibility?</i>			
Study group: Medicaid members subject to waiver – IWP, FMAP, SSI	Barriers to enrollment (Under development) Did you have any problems trying to enroll for Medicaid/IWP, etc.? If yes, what were they?	Enrollment survey Member survey	Descriptive analyses May 2021-April 2022
Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy	Couldn't understand the forms, process too complicated, had no transportation to appointment, did not know where to go to get help, did not have all the documents I needed, had no one to help me fill out the forms		
<i>Subsidiary Research Question 1.2c: Among members subject to the retroactive eligibility waiver, is timely renewal more likely by those who might be expected to value coverage highly, relative to those who might value coverage less?</i>			
Study group: Adults in IWP, FMAP, SSI CY 2018-2021	Number of enrollment gaps over 2 months within the calendar year Average length of enrollment gap in the calendar year	Medicaid enrollment files	CITS Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2021 We will also analyze without risk stratification to allow short-enrollment members into the analytic
Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017	Risk stratified by prescription use and presence of chronic conditions as measured by CCS		
Study group: Medicaid members subject to waiver – IWP, FMAP, SSI	Value of renewal (Under development) How important is it for you to keep your health coverage?	Member survey	Descriptive analyses
Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy	Very important, important, neither important nor not important, not important, not important at all		

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Study group: Adults in IWP, FMAP, SSI CY 2018-2021 Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017	Length of enrollment period Total months of enrollment from first enrollment in period to end of enrollment or end of period, whichever comes first, adjusted for months remaining in period at enrollment.	Medicaid enrollment files	CITS Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2021
<i>Subsidiary Research Question 1.2d: Are people subject to the waiver of retroactive eligibility more likely to remain continuously enrolled relative to members in the same programs prior to the waiver?</i>			
Study group: Adults in IWP, FMAP, SSI CY 2018-2021 and children in Medicaid CY 2018-2019 Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2020-2021	Longer periods of continuous enrollment  Average months of continuous enrollment, adjusted for months remaining in period at enrollment	Medicaid enrollment files	CITS Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2022
Study group: Adults in IWP, FMAP, SSI CY 2018-2021 and children in Medicaid CY 2018-2019 Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2020-2021	Time to first enrollment gap	Medicaid enrollment files	Survival analysis CY 2014-2022 Time dependent covariates including RE waiver implementation
<i>Subsidiary Research Question 1.2e: Are people subject to the waiver of retroactive eligibility more likely to re-enroll following a voluntary or administrative disenrollment relative to members in the same programs prior to the waiver?</i>			
Study group: Adults in IWP, FMAP, SSI CY 2018-2021 and children in Medicaid CY 2018-2019 Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2020-2021	Length of enrollment gap Number of months between disenrollment (forced or voluntary) and re-enrollment	Medicaid enrollment files	CITS Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2022
Study group: Adults in IWP, FMAP, SSI CY 2018-2021 and children in Medicaid CY 2018-2019 Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017 and children in Medicaid CY 2014-2017 and 2020-2021	Rates of re-enrollment Proportion of members disenrolled (forced or voluntary) who re-enroll within 1 year	Medicaid enrollment files	Descriptive analyses CY 2014-2022

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Hypothesis 2: Eliminating retroactive eligibility will not increase the likelihood of negative financial impacts on members.			
Primary Research Question 2.1: Are there any negative financial impacts on consumers because of the waiver of retroactive eligibility relative to members in the same programs prior to the waiver?			
Subsidiary Research Question 2.1a: Do beneficiaries subject to the waiver of retroactive eligibility experience greater ‘medical debt’ relative to members in the same programs prior to the waiver?			
Study group: Medicaid members subject to waiver – IWP, FMAP, SSI	Whether member reports medical or dental debt. (Under development)	Enrollment survey	DID May 2021-April 2022
Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy	Do you currently owe money for health care you (your children) have gotten in the past? If yes, is this for medical care? Is this for dental care?		
Study group: Medicaid members subject to waiver – IWP, FMAP, SSI	Amount of medical/dental debt reported at enrollment (Under development)	Enrollment survey	DID May 2021-April 2022
Comparison group: Medicaid members not subject to the waiver – Parents of children as proxy	How much do you owe for medical care you (your children) have gotten? How much do you owe for dental care you (your children) have gotten?		
Subsidiary Research Question 2.1b:Do hospitals experience higher rates of uncompensated care after the enactment of the waiver of retroactive eligibility?			
Iowa Hospitals before and after the waiver	Reported rate of uncompensated care	HCRIS	ITS Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2021
Hospitals in comparison states without waivers	Reported rates of uncompensated care	HCRIS	CITS Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2021
Hypothesis 3: Eliminating retroactive eligibility will improve member health.			
Primary Research Question 3.1: Do people who are subject to waiver of retroactive eligibility have better health outcomes?			
Study group: Surveyed adults in IWP, FMAP, SSI CY 2021	Self-ratings of physical and mental health	Member survey	Descriptive analyses Survey 2017, 2018 and 2021
Comparison group: Surveyed adults in IWP, FMAP, SSI CY 2017 and 2018			

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Study group: Adults in IWP, FMAP, SSI CY 2018-2021 Comparison group: Adults in IWP, FMAP, SSI CY 2014-2017	Avoidable inpatient admissions	Medicaid claims files	Descriptive analyses Pre-RE waiver CY 2014-2017 Post-RE waiver CY 2018-2021
<b>Hypothesis 4: Eliminating retroactive eligibility will reduce the annual Medicaid services budget.</b>			
Primary Research Question 4.1: What are the effects on the Medicaid services budget?			
Study group: Iowa Medicaid CY 2013-2017 Comparison group: Iowa Medicaid CY 2018-2022	Total annual Medicaid health care services expenditures	Medicaid claims	ITS Pre-RE waiver CY 2013-2017 Post-RE waiver CY 2018-2022
Study group: Iowa Medicaid CY 2013-2017 Comparison group: Iowa Medicaid CY 2018-2022	Total number of months Medicaid eligibility	Enrollment files	Descriptive analyses Pre-RE waiver CY 2013-2017 Post-RE waiver CY 2018-2022
<b>Hypothesis 5: Providers will increase initiation of Medicaid applications for eligible patients/clients.</b>			
Primary Research Question 5.1: Have health care providers increased the initiation of Medicaid application for eligible patients/clients?			
Providers at the individual, MCO, ACO level	Provider reports of Medicaid application initiation process and follow-up	Key stakeholder interviews	Descriptive analyses July 2021-June 2022



## **Data Sources, Analysis Methods, and Measures**

Evaluating the waiver of retroactive eligibility requires a variety of analytics and data collection strategies. This evaluation will be composed of 2 phases. Phase 1 is oriented to process measures and Phase 2 is oriented to outcome measures.

### ***Phase 1: Process***

Phase 1 focuses on understanding the implementation of the waiver from the perspectives of IME, health care provider entities, and members. Understanding and documenting implementation provides the background for developing survey questions and the context for interpreting outcome results. We will use qualitative methods to conduct this portion of the evaluation, including document analysis and in-depth interviews. The document analysis will be ongoing, as the program is implemented, while interviews will be during the first year of the evaluation period.

#### *Policy Definition*

Through a series of telephone interviews with IME staff, we will translate the past and current policies into a visual representation identifying the application and enrollment process. With special investigation of application process changes, we will utilize enrollment files to understand the groups that are affected by this policy change.

#### *Policy Communication*

The state's primary mechanism for communicating the policy change to provider entities and members was through brochures, informational letters and website posting. We will collect historical communication documents (2014-2017) related to retroactive eligibility to determine what provider entities and members were told regarding the 3-month retroactive eligibility period prior to the waiver. We will try to understand how members were informed regarding the availability of retroactive eligibility prior to waiver implementation and how the elimination of retroactive eligibility was communicated. We will also collect communications related to the current and ongoing eligibility determination and maintenance including letters, brochures and web postings related to the waiver of retroactive eligibility. Historical documents will need to be accessed through IME personnel charged with eligibility determination and maintenance.

#### *Policy Understanding*

The outcome measures rely, at least partially, on stakeholders, including enrollees, understanding the policy change. As part of Phase 1, we will interview members and provider entities to determine whether they are aware of the policy change, how they identified the change and its relationship to their activities. The information gathered in these interviews will also inform the development of survey questions specific to this waiver. In order for the survey questions to have face validity, we will need to better understand the language provider entities and members use to describe the waiver. For example, though 'retroactive eligibility' is a familiar term to those in government, it is unclear that members can identify this or understand how it worked.

Phase 1 provides the contextual information to guide measure development, understand the policy implementation and determine contextual characteristics that may influence the results of hypothesis testing.

### ***Phase 2: Outcomes***

Phase 2 focuses on the testing of hypotheses relative to specific and measurable outcomes.

## *Populations*

### **Study populations**

#### ***November 1, 2017 through December 31, 2019***

Children and adults who were subject to the waiver of retroactive eligibility including all adults in IWP, FMAP and SSI and children in the Children's Medicaid Assistance Program (CMAP). Although members receiving LTSS were subject to the waiver during this time, their eligibility pattern varies significantly from any other group within Medicaid precluding their use in these analyses.

#### ***January 1, 2020 through December 31, 2024***

Adults subject to the waiver of retroactive eligibility including all adults in IWP, FMAP and SSI. Children were no longer subject to the waiver during this time frame.

### **Comparison populations**

#### ***January 2011 through October 31, 2017***

Pre-waiver population of adults and children in groups that are later subject to retroactive eligibility including all adults in IWP, FMAP and SSI and children in the CMAP.

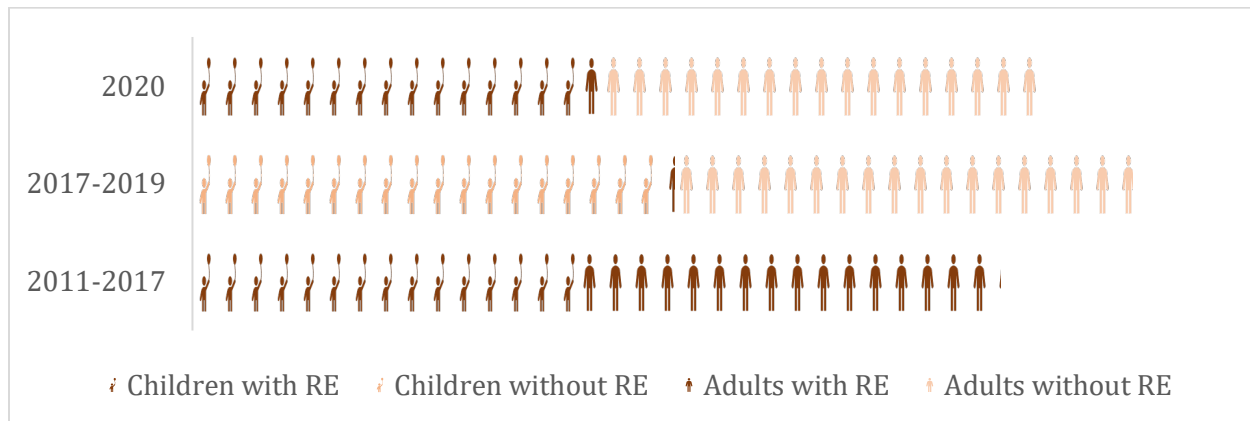
#### ***January 1, 2020 through December 31, 2024***

Children in the CMAP no longer subject to the waiver of retroactive eligibility at this time.

Figure 2 provides a visualization of the number of adults and children subject to the waiver of retroactive eligibility within three key time periods: prior to the waiver, during the first 2 years of the waiver and following adjustments to the waiver on January 1, 2020. Each figure represents 15,000 members.

### **Provider entities**

Provider entities such as medical offices, public health offices, hospitals and long-term care facilities help patients/clients who may be eligible for Medicaid apply for benefits by initiating and, in some cases, following-up to make certain the application was filed in an effort to improve their ability to get paid for services. These activities may be performed by front office staff, billing and claim staff, discharge planners, care coordinators, outreach workers, peer counselors and a host of other staff. Additionally, service providers such as physicians, pharmacists, therapists, ARNPs, and PAs may act to trigger application assistance or may direct patients/clients to apply directly when application assistance is not available at their entity. Information from these sources is critical to understand entity/facility changes that may have occurred due to the waiver of retroactive eligibility. We will utilize process measures to understand and assess the effects of the waiver of retroactive eligibility on health care providers.

**Figure 2. Visualization of study groups**

### **Empirical strategy**

The empirical strategy we adopt is to approach causal inference. For this purpose, we will conduct two steps in our empirical strategy: 1) pre-process our data by matching target study populations with comparison population groups (e.g., finding matched individuals for members subject to the retroactive eligibility waiver) and 2) employ econometric modeling techniques, namely, difference-in-difference (DID), comparative interrupted time series (CITS) with control variables on the matched data. Pre-processing data before regression adjustment provides multiple benefits, including reductions in model dependence, estimation error and bias (Iacus et al., 2019). As recommended in King and Nielsen (2019), we will combine propensity score matching (PSM) with coarsened exact matching (CEM) using multiple covariates (including indicators of health condition, income and disability status). We will show post-matching covariate balances. We have experience in using matching methods including CEM and PSM in previous studies and will incorporate the latest evidence-based recommended matching practices in our future estimations of this evaluation.

The DID model is appropriate for survey data when individuals are observed in at least two periods. We will therefore apply the DID model for research questions that rely on enrollment surveys. The DID model will capture the effect of a health policy, namely the retroactive eligibility waiver, by comparing the pre- and post-program means in a study population (namely, study population 1 or 2) using the pre- and post-policy means in comparison populations 1 and 2 as counterfactuals.

When units of analysis (e.g., individuals, hospital-level rates of uncompensated care) are observed more frequently, a CITS specification is more appropriate. Under this specification, we analyze means and slopes of pre-waiver values to determine changes in both means and in during-waiver linear and non-linear trends, using comparison populations as counterfactuals.

### **References**

Iacus, Stefano M., Gary King, and Giuseppe Porro. 2019. "A Theory of Statistical Inference for Matching Methods in Causal Research." *Political Analysis* 27 (1): 46–68.

King, Gary, and Richard Nielsen. 2019. "Why Propensity Scores Should Not Be Used for Matching." *Political Analysis* 27 (4): 435–54.

## **Data sources**

### *Medicaid claims and enrollment files*

The PPC is home to a Medicaid Data Repository encompassing over 100 million claims, encounter and eligibility records for all Iowa Medicaid enrollees for the period October 2010 through the present. Data are assimilated into the repository on a monthly basis. 95% of medical and pharmaceutical claims are completely adjudicated within 3 months of the first date of service, while the adjudication timing for institutional claims is 6 months. The PPC staff also have extensive experience with these files as well as extensive experience with CMS adult core measures and HEDIS measures. In addition, the database allows members to be followed for long periods of time over both consecutive enrollment months and periods before and after gaps in coverage. When the enrollment database was started in 1965 Iowa made a commitment to retain a member number for at least 3 years and to never reuse the same Medicaid ID number. This allows long-term linkage of member information including enrollment, cost and utilization even if they change plans.

### *Enrollment surveys*

Telephone surveys for newly enrolled members will be performed for a 1 year period to collect information related to enrollment, understanding of retroactive eligibility, reasons for enrollment, medical and dental debt on enrollment, health status and estimated time between recognition of need for coverage and application. Approximately 480 adults (19-64 years old) and 300 children (1-18 years old) are enrolled each month. With one telephone survey per household and a 30% response rate we would expect to obtain 100 telephone surveys of adults and 40 surveys of children per month, resulting in approximately 1,200 adult surveys and 480 child surveys over the year-long collection period.

### *Member surveys*

The PPC has worked with the developers of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey and utilized CAHPS survey measures for over 15 years to conduct enrollee surveys for the Iowa Medicaid Enterprise (IME). This background will provide us with access to CAHPS enrollee survey results for both IowaCare enrollees and Medicaid enrollees for several years prior to the beginning of Iowa Wellness Plan. Surveys are completed every 18 months for a representative sample of Medicaid enrollees.

### *Content analysis*

Existing documents produced for IWP implementation will be monitored, compiled and synthesized by PPC staff to track progress and modifications from original program description and objectives. These information sources will inform the interpretation of outcome data and be used to alter the outcome evaluation to parallel changes, if needed. The content of these documents will provide the PPC with evidence to identify and recruit stakeholders for structured interviews included in the process evaluation. In addition, any information unable to be gathered from the content analysis will determine which outcome areas need to be included in qualitative data collection.

Content analysis data sources might include:

- Waiver documents
- Quarterly progress reports
- Meeting minutes
- Supplemental materials from relevant advisory groups or committees
- Informational letters

- Contract and RFP documents
- Internal planning documents

#### *Structured key stakeholder interviews*

Interviews with key IWP stakeholders will be conducted annually and staggered at different times for different stakeholder groups. Interviews will be 60 minutes long and topics for the structured interviews will be developed to reflect the content of each program and target any areas which were not covered in the content analysis or could benefit from elaboration from a primary source as needed to provide context for data collection activities, outline the availability of key pieces of information and outline adjustments to IWP. Stakeholder interviews may occur at varying times as needed to inform the evaluation portions of the policy components.

Interviews will be audio recorded and professionally transcribed. The interview transcripts will be uploaded into qualitative analysis software and coded into themes. Some themes will be pre-determined according to the structured script, and some will be emergent and reflect the natural flow of conversations and provide additional context for the structured conversation.

#### *Healthcare Provider Cost Reporting Information System (HCRIS)*

HCRIS provide uncompensated claims information for all hospitals that accept Medicare reimbursement and are available through HCRIS. PPC purchases access to the RAND web tool to access and download assimilated, corrected datasets for analysis. RAND provides additional calculated data points such as rates of uncompensated care based on algorithms to minimize missing data and weight existing information to allow state-level comparisons. These methods are available on the website or by request.

#### *National survey options*

Though previous work at the PPC, we have found that national survey, such as the Medical Expenditure Panel Survey (MEPS) and the National Financial Capability Survey, do not recruit Iowans in sufficient numbers to allow for state-level comparisons. However, we may be able to utilize the American Community Survey (ACS) and/or the Behavioral Risk Factor Surveillance System (BRFSS) to assess some state level effects.

#### ***Covid-19 adjustments***

It is unclear how the COVID-19 pandemic and its ensuing economic effects will alter the enrollment for state Medicaid programs. Some unemployed workers may be able to keep their health insurance, while other may lose their insurance but will not qualify for Medicaid immediately. We will utilize enrollment surveys to determine the magnitude of the effect that COVID-19 has on enrollment.

## 4) Cost sharing

### Background

Within the IWP, cost sharing consists primarily of an \$8 copayment for emergency department (ED) services utilized for non-emergent reasons. IME provides a listing of the diagnosis codes that qualify as an emergency visit on the Medicaid 'Provider Claims and Billing' webpage. This page is updated at least annually but may be updated more frequently, for example, it was updated on April 1, 2020 to reflect emergency diagnoses related to COVID-19.

In a letter to the State Medicaid Director, Michael Randol, dated November 15, 2019, CMS outlined the following expectations/goals for the \$8 ED copay.

Iowa believes this policy will help beneficiaries learn about the importance of choosing appropriate care in the appropriate setting-which is generally not the ED-by educating beneficiaries about the direct cost of health care services and the importance of seeking preventive services and similar care in the most appropriate setting. Receiving preventive and similar care in non-emergency settings can improve the health of beneficiaries, because they can build and maintain relationships with their regular treating providers. Over time, this may lead to the prevention and/or controlled maintenance of chronic disease, as prevention and health promotion are difficult to achieve and sustain through episodic ED visits. Additionally, this policy will improve the ability of beneficiaries who truly need emergency care to access it, by preserving ED and state fiscal resources for those who are truly in need of timely emergency care.

### Goals

1. Educate members the ED is not the appropriate place for all care
2. Educate members about the cost of emergency department care
3. Build relationships with primary care providers improving preventive and chronic care
4. Increase the availability of emergency departments for those who need them

The manifestation of the goals and the short and long-term effects of the \$8 ED copayment on utilization and cost are reflected in the logic model.



**Logic Model: Cost sharing**

<b>Process</b>		<b>Outcomes</b>		
<b>Policy</b>	<b>Process</b>	<b>Short term (Goals)</b>	<b>Intermediate</b>	<b>Long-term</b>
\$8 copayment for non-emergent ED visit	Member understanding of \$8 copayment (PRQ1) Communication and implementation of non-emergent conditions (Process eval) \$8 Copayment billing and collection process (Process eval) Provider understanding and implementation of \$8 copayment (Process eval)	Understanding ER is not the appropriate place for all care (PRQ2.1) Realization of cost for ER services (PRQ2.2) Establishment of primary care regular source of care (PRQ3.1)	Increased primary care utilization for non-emergent acute care (PRQ2.4) Increased utilization of prevention/monitoring care (PRQ3.2) Decreased ER utilization for non-emergent acute care (PRQ2.3) Increase in beneficiary regular source of care (PRQ3.1)	Improved self-ratings of physical/mental health (PRQ4) Reduced avoidable inpatient admissions (PRQ4) Improved ED availability for emergent care (Process eval)
Moderating factors: Existing chronic conditions, regular source of care, distance to providers, previous use of ED, demographic characteristics				

## Hypotheses and research questions

### **Hypothesis 1: Members understand the \$8 copayment for non-emergent use of the ER.**

Research question 1: Do members understand the \$8 copayment for non-emergent use of the ER?

### **Hypothesis 2: Cost sharing improves member understanding of appropriate ER use.**

Research Question 2.1: Do members subject to an \$8 copayment understand appropriate use of the ER better than members who are not subject to the copay?

Research Question 2.2: Do members subject to an \$8 copayment understand cost of the ER better than members who are not subject to the copay?

Research Question 2.3: Are members subject to an \$8 copayment for non-emergent use of the ER less likely to use the ER for non-emergent care?

Research Question 2.4: Are members subject to an \$8 copayment for non-emergent use of the ER more likely to use the primary care providers for non-emergent care?

### **Hypothesis 3: Members subject to cost sharing are more likely to establish and utilize a regular source of care as compared to members not subject to cost sharing.**

Research Question 3.1: Are members who are subject to the \$8 copayment for non-emergent ER use more likely to have a regular source of care than those not subject to the copayment?

Research Question 3.2: Are members who are subject to the \$8 copayment for non-emergent ER use more likely to receive preventive care and chronic care monitoring than those not subject to the copayment?

### **Hypothesis 4: Cost sharing improves long-term health care outcomes.**

Research Question 4.1: Do members who are subject to the \$8 copayment for non-emergent ER use have more favorable long-term health care outcomes?

The hypotheses, research questions and methods to address the goals and outcomes provided in the logic model above. Further explanations of the methods follow the table.

***Evaluation Methods Summary: Cost Sharing***

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 1: Members understand the \$8 copayment for non-emergent use of the ER.</b>			
Research Question 1: Do members understand the \$8 copayment for non-emergent use of the ER?			
Study group: IWP members completing the consumer survey	Sometimes health plans require members to pay part of cost when they use the emergency room. This is considered a copayment. Are you required to pay any part of the cost when you use the emergency room?	Consumer survey	DID 2017 and 2021 consumer survey
Two comparison groups: 1: FMAP adult members completing the consumer survey	If yes, do you know how much you will need to pay?		
2: SSI adult members completing the consumer survey	If yes, are there any reasons why you might not have to pay? What are these reasons?		

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 2: Cost sharing improves member understanding of appropriate ER use.</b>			
Research Question 2.1: Do members subject to an \$8 copayment understand appropriate use of the ER better than members who are not subject to the copay?			
<p>Study group: IWP members completing the consumer survey</p> <p>Two comparison groups:  1: FMAP adult members completing the consumer survey  2: SSI adult members completing the consumer survey</p>	<p>In the last 6 months, have you used the ED In the last 6 months, how many times did you go to an emergency room (ER) to get care for yourself?  Do you think the care you received at your most recent visit to the ER could have been provided in a doctor's office?  What was the main reason you did not go to a doctor's office or clinic for the care you received at your most recent visit to the ER? Choose only one response.</p> <p>I did not have a doctor or clinic to go to  My insurance plan would not cover the care I needed if I went to a doctor's office or clinic  My doctor, nurse, or other health care provider told me to go to an ER for this care  My doctor's office or clinic was open, but I could not get an appointment  My doctor's office or clinic was not open when I needed care  I had transportation problems getting to a doctor's office or clinic  My health problem was too serious for the doctor's office or clinic</p>	Consumer survey	Descriptive analyses 2017 and 2021 consumer surveys

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Research Question 2.2: Do members subject to an \$8 copayment understand cost of the ER better than members who are not subject to the copay?			
For those indicating they had an ER visit in the last 6 months.			
Study group: IWP members completing the consumer survey indicating they understand the \$8 copayment	[Measure under development] Thinking back to the last time you went to the emergency room: How much did the care cost you?	Consumer survey	Descriptive analyses 2021 Consumer survey
Comparison group: IWP members who said they did not understand the \$8 copayment on the 2017 consumer survey	How much did the emergency room charge your insurance?		
Research Question 2.3: Are members subject to an \$8 copayment for non-emergent use of the ER less likely to use the ER for non-emergent care?			
Study group: IWP members who indicated they understood the \$8 copayment on the 2017 consumer survey	Member probability of a non-emergency ED visit	2017 Consumer survey Medicaid claims	DID 2-year period surrounding the 2017 survey
Comparison group: IWP members who said they did not understand the \$8 copayment on the 2017 consumer survey	Newly developed measure indicating whether there was a claim in measurement period for a non-emergent diagnosis which is defined as NOT on the list of emergency diagnoses provided by IDHS		
This measure will be repeated following the 2021 consumer survey.			
Study group: IWP members	Rate of a non-emergency ED claims	Medicaid claims	CITS Pre-COVID PHE \$8 copay present, COVID PHE \$8 copay suspended, Post-COVID PHE \$8 copay reinstated
Two comparison groups 1: FMAP adult members 2: SSI adult members	Newly developed measure indicating number of ED visits for a non-emergent diagnosis (see above) during the measurement period		

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Study group: IWP members	Rate of ER readmission 7 days and 30 days		CITS
Two comparison groups 1: FMAP adult members 2: SSI adult members	This measure has been used in other studies at the PPC. It is based upon the hospital readmission measure in HEDIS but substitutes ED visit for hospitalization throughout.	Medicaid claims	Pre-COVID PHE \$8 copay present, COVID PHE \$8 copay suspended, Post-COVID PHE \$8 copay reinstated
Comparable states with no copayment required (will need to explore state options)	Rate of ER readmission 7 days and 30 days	HCUP ER files	Comparison of rates
	See above		
Comparable states with no copayment required (will need to explore state options)	Rate of ER use for non-emergent acute care	HCUP ER files	Comparison of rates CY 2013 and CY 2014
	See above		
<b>Research Question 2.4: Are members subject to an \$8 copayment for non-emergent use of the ER more likely to use the primary care providers for non-emergent care?</b>			
Study group: IWP members	Rate of primary care provider office use for non-emergent acute care		CITS
Two comparison groups 1: FMAP adult members 2: SSI adult members	Newly developed measure indicating proportion of population that utilized an MD, DO, ARNP, PA, rural health clinic, FQHC or otherwise identified primary care clinic during the measurement year for non-emergent care.	Medicaid claims	Pre-COVID PHE \$8 copay present, COVID PHE \$8 copay suspended, Post-COVID PHE \$8 copay reinstated
<b>Hypothesis 3: Members subject to cost sharing are more likely to establish and utilize of a regular source of care as compared to members not subject to cost sharing.</b>			
<b>Research Question 3.1: Are members who are subject to the \$8 copayment for non-emergent ER use more likely to have a regular source of care than those not subject to the copayment?</b>			
Study group: IWP members completing the consumer survey indicating they understand the \$8 copayment	A personal doctor is the person you would see if you need a check-up, want advice about a health problem, or get sick or hurt. Do you have a personal doctor?		DID
Three comparison groups 1: FMAP adult members 2: SSI adult members 3: IWP members who said they did not understand the \$8 copayment on the consumer survey	(The answer to this question will focus on individuals who did not have a personal doctor in a 2017 survey.)	Consumer survey	2017 and 2021 consumer surveys



Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Study group: IWP members	Utilization of a regular source of care		
Two comparison groups 1: FMAP adult members 2: SSI adult members	New developed measure one visit to an MD, DO, ARNP, PA, rural health clinic, FQHC or otherwise identified primary care clinic during the measurement year for preventive care or 2 or more visits for acute care.	Medicaid claims	Means tests CY 2014-2022
Research Question 3.2: Are members who are subject to the \$8 copayment for non-emergent ER use more likely to receive preventive care and chronic care monitoring than those not subject to the copayment?			
Study group: IWP members	Rates of annual well-person visit		
3 comparison groups 1: FMAP adult members 2: SSI adult members 3:IowaCare members	Based on HEDIS Adult Access to Ambulatory/Preventive Care (utilize the preventive codes only)	Medicaid claims	CITS Pre-IWP CY 2012-2013 Post-IWP CY 2014-2022
For those identified as having diabetes			
Study group: IWP members	Rates of HbA1c monitoring for persons with Diabetes		
Three comparison groups 1: FMAP adult members 2: SSI adult members 4:IowaCare members	HEDIS Comprehensive Diabetes Care measure component	Medicaid claims	DID CY 2014-2022
Study group: IWP members	Rates of primary care follow-up visit within 7 days of ER use		
Three comparison groups 1: FMAP adult members 2: SSI adult members 3:IowaCare members	Based on HEDIS Follow-up After Emergency Department Visit for Mental Illness and Emergency Department Utilization measures	Medicaid claims	DID CY 2014-2022

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 4: Cost sharing improves long-term health care outcomes.</b>			
Research Question 4.1: Do members who are subject to the \$8 copayment for non-emergent ER use have more favorable long-term health care outcomes?			
Study group: IWP members			
Two comparison groups 1: FMAP adult members 2: SSI adult members	In general, how would you rate your overall health now? Excellent; Very good; Good; Fair; Poor	Consumer surveys	DID 2017 and 2021 consumer surveys
Study group: IWP members			
Two comparison groups 1: FMAP adult members 2: SSI adult members	In general, how would you rate your overall mental and emotional health now? Excellent; Very good; Good; Fair; Poor	Consumer surveys	Means tests 2017 and 2021 consumer surveys
Study group: IWP members	Rates of avoidable inpatient admissions		
Two comparison groups 1: FMAP adult members 2: SSI adult members	AHRQ measure incorporating Ambulatory Care-Sensitive Condition	Medicaid claims	DID CY 2014-2022
Comparable states with no copayment required	Rates of avoidable inpatient admissions See above	HCUP ER files	Descriptive analyses CY 2012-2015

## Data Sources, Analysis Methods and Methods

### *Known implementation issues*

The \$8 copayment for non-emergent ED use has been in place since January 1, 2014. We originally began to assess this component during the first evaluation period. Previous analyses were halted when we discovered that there was a disconnect between the ED visit and the application of the copayment. We anticipated, at that time, that Iowa Medicaid would apply the copayment to the claims, however within the first 2 years we found less than 10 claims that had an \$8 copayment attached. Consumer surveys indicated that members had a poor understanding of what constitutes emergent care and that they may be driven to the ED through providers such as nurse triage programs and physicians on-call for practices. Since April 2016, the MCOs have been responsible for enforcing this \$8 copayment within the claims/encounter process. We anticipate that we will see more claims with the \$8 copayment attached. Additionally, we are working to integrate the diagnosis codes for non-emergent visits into existing algorithms to better estimate the degree of ED use for 'non-emergent' care as defined by Iowa Medicaid.

### *Empirical strategy*

The empirical strategy we adopt is to approach causal inference. For this purpose, we will conduct two steps in our empirical strategy: 1) pre-process our data by matching target study populations with comparison population groups (e.g., finding matched individuals for IWP members subject to the \$8 copayment) and 2) employ econometric modeling techniques, namely, difference-in-difference (DID), comparative interrupted time series (CITS) with control variables on the matched data. Pre-processing data before regression adjustment provides multiple benefits, including reductions in model dependence, estimation error and bias (Iacus et al., 2019). As recommended in King and Nielsen (2019), we will combine propensity score matching (PSM) with coarsened exact matching (CEM) using multiple covariates (including indicators of health condition, income and disability status). We will show post-matching covariate balances. We have experience in using matching methods including CEM and PSM in previous studies and will incorporate the latest evidence-based recommended matching practices in our future estimations of this evaluation.

The DID model is appropriate for survey data when individuals are observed in at least two periods. We will therefore apply the DID model for research questions that rely on consumer surveys. The DID model will capture the effect of a health policy, namely the 8% copayment, by comparing the pre- and post-program means in a study population (namely, IWP members) using the pre- and post-policy means in comparison populations (namely, SSI and FMAP) as counterfactuals.

When units of analysis (e.g., individuals, county-level or service-area rates of ER readmission) are observed more frequently, a CITS specification is more appropriate. Under this specification, we analyze means and slopes of pre-policy values to determine changes in both means and in post-IWP linear and non-linear trends, using comparison populations as counterfactuals. The interruptions in these analyses vary with the question but are of two types 1) the point at which the \$8 copayment was suspended due to the COVID PHE (March 1, 2020) and again at the point which the \$8 copayment is reinstated (TBD) at the close of the COVID PHE and 2) the point at which the IWP begins (January 1, 2014).

**References**

Iacus, Stefano M., Gary King, and Giuseppe Porro. 2019. "A Theory of Statistical Inference for Matching Methods in Causal Research." *Political Analysis* 27 (1): 46–68.

King, Gary, and Richard Nielsen. 2019. "Why Propensity Scores Should Not Be Used for Matching." *Political Analysis* 27 (4): 435–54.

**Policy communication/implementation**

We will conduct a retrospective process evaluation to assess methods used to communicate the \$8 copayment to members and providers. We will also interview selected emergency department administrators and/or hospital administrators to determine how this policy was implemented on the ground. Previous conversations with administrations indicated that this policy was rarely enforced. Ongoing work looking at the effects of ACA on hospitals, particularly CAH hospitals, indicates a significant reduction in bad debt and charity care. There appears to be little incentive for hospitals to collect the \$8 copayment.

Though this work is not directed at a specific hypothesis it does provide the context to understand findings related to this policy and why goals may, or may not, be met.

**Target populations***IWP members*

The population of adults in IWP January 1, 2014 through December 31, 2023. These adults were split into two plan options from January 2014 through December 2015 with those from 0-100% FPL being offered a modified Medicaid expansion and those from 101-138% FPL being offered a private option utilizing Qualified Health Plans. All members were placed into the traditional Medicaid program from January-March 2016 and then all were placed into a Medicaid managed care program that began with three Managed Care Organizations (MCO). Currently, two MCOs provide care for Iowa Medicaid members.

**Comparison populations***Medicaid members in FMAP*

Medicaid members enrolled through FMAP are adult parents/guardians of children in Medicaid in families with incomes less than 50% FPL.

*Medicaid members in SSI*

Medicaid members enrolled through the SSI Program are adults with a determination of disability. Those who are dually eligible for Medicare are not included in the analyses.

*Other states*

HCUP data for states that do and do not utilize an ED copayment will be compared to Iowa for the period CY 2014-2022.

## **Data sources**

### *Administrative data*

The PPC is home to a Medicaid Data Repository encompassing over 100 million claims, encounter and eligibility records for all Iowa Medicaid enrollees for the period October 2010 through the present. Data are assimilated into the repository on a monthly basis. 95% of medical and pharmaceutical claims are completely adjudicated within 3 months of the first date of service, while the adjudication timing for institutional claims is 6 months. The PPC staff also have extensive experience with these files as well as extensive experience with CMS adult core measures and HEDIS measures. In addition, the database allows members to be followed for long periods of time over both consecutive enrollment months and periods before and after gaps in coverage. When the enrollment database was started in 1965 Iowa made a commitment to retain a member number for at least 3 years and to never reuse the same Medicaid ID number. This allows long-term linkage of member information including enrollment, cost and utilization even if they change plans.

### *Iowa Hospital Association files*

The Iowa Hospital Association collects claims data for all patients in all Iowa hospitals. These data provide information regarding cost and utilization for inpatient and outpatient visits including emergency room use. Hospitals indicate the expected payor on these files providing an opportunity to assess uncompensated care. Though these data are not utilized in the analyses directly, the data may be useful for establishing population-based trends in ED use before, during and after COVID-19.

### *Key Stakeholder Interviews*

Process measures including key stakeholder interviews will be collected by a specialized team within the IWP evaluation tasked with collecting, organizing and interpreting process information. Coordinating with this team, information will be captured regarding policy changes and translation related to the \$8 copayment and its alteration during COVID-19.

### *Healthcare Cost and Utilization Project – HCUP*

HCUP encompasses data for 37 states, including Iowa. The data includes inpatient stays, emergency department visits and ambulatory care. Data is readily available through a user-friendly web-based reporting tool. In addition, data can be downloaded for analysis. Free data does not include locational information beyond a state indicator, however, datasets with more refined locational information can be purchased.

### *Member surveys*

The PPC has worked with the developers of the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey and utilized CAHPS survey measures for over 15 years to conduct enrollee surveys for the Iowa Medicaid Enterprise (IME). This background will provide us with access to CAHPS enrollee survey results for both IowaCare enrollees and Medicaid enrollees for several years prior to the beginning of Iowa Wellness Plan. Surveys are completed every 18 months for a representative sample of Medicaid enrollees. In the past, specific questions related to ED use and beliefs around ED use have been included. These will be refined and include in future surveys.

### *Emergency department use survey*

The PPC survey team is developing a telephone survey to be administered to members who utilize the ED for non-emergent diagnoses. We anticipate recruiting 50 members per month for 1 year.

This should yield 300 completed surveys (100 per group) with sufficient power to detect moderate differences at .05.

## **Evaluation periods**

### ***Pre- post-implementation period (CY 2012-2022)***

Analyses involving state-level data will be conducted for the period CY 2012-2022. For the Annual Wellness Visit measure we will be able to take advantage of the pre-IWP IowaCare program to provide data on IWP members prior to CY 2014.

### ***Post-implementation period (CY 2014-2022)***

The post-implementation period provides a very interesting opportunity to assess the effect of the \$8 copayment. The copayment was in place from January 2014-March 2020, then waived due to COVID-19 from March 2020 through end of PHE when it will be reinstated.

## **COVID-19 adjustments**

During the COVID-19 pandemic Iowa Medicaid waived the \$8 copayment for inappropriate ED use and updated the ICD-10 diagnosis codes that could be used to determine appropriate use to reflect COVID-related visits. Additionally, health care utilization, in particular ED use, was affected by a general avoidance of the ED to help hospitals preserve much needed PPE and lessen individuals' exposure to COVID-19. We will continue to monitor policies and activities, utilize the data to try to account for COVID-19 effects and monitor best practices as other researchers also adjust analyses for these effects.



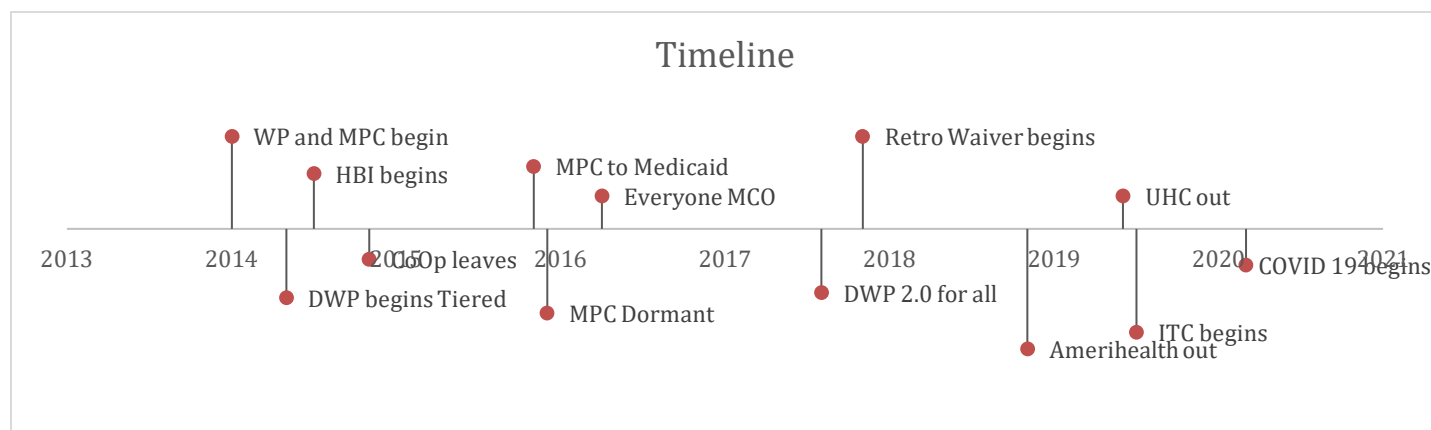
## 5) Cost and Sustainability

### Background

The most recent guidance from CMS indicates that evaluation questions regarding cost should focus on sustainability. In the past, the IWP evaluation has estimated cost effects, but without addressing whether the cost effects are sustainable for the state. Sustainability requires information on costs, but also information on revenue streams.

IWP costs and revenues will need to be separated from the costs and revenues of other Medicaid program components. As can be seen from the timeline below, some state-level changes such as implementation of the MCOs, may be difficult to separate from IWP administrative costs. Additionally, the costs of MCO movement into and out of the program may result in additional administrative costs for IWP. The determination of what proportion of change costs should be accounted to IWP will be driven through our conversations with the key IME staff and estimates of the proportion of the affected population in IWP. Figure 3 provides a timeline of the changes that occurred within the IWP over time. These changes will be documented and addressed within the analyses.

**Figure 3. Timeline of IWP changes**



WP=Wellness Plan, MPC=Marketplace Choice, DWP=Dental Wellness Plan, HBI=Healthy Behavior Initiative, UHC=UnitedHealthcare, ITC=Iowa Total Care

### Goals

The goals of the IWP program as they pertain to cost are likely going to impact the following:

1. Short term-increase FMAP payments and reduce bankruptcies
2. Intermediate term- Increased preventive care use, Decreased ED cost/use, Decreased inpatient admissions/cost, Decreased uncompensated care
3. Longer term-Statewide cost reductions

CMS guidance outlines the following key questions for investigation.

(<https://www.medicaid.gov/medicaid/section-1115-demo/downloads/evaluation-reports/ce-evaluation-design-guidance-sustainability-appendix.pdf>)

1. What are the administrative costs operate the demonstration?

2. What are the short- and long-term effects of eligibility and coverage policies on health service expenditures?
3. What are the impacts of eligibility and coverage policies on provider uncompensated care costs?

The model below provides a visual representation of Medicaid state costs and the results from the expansion. Though health care costs at the state level may be reduced through the expansion of health care coverage to additional Iowans, the effect on the Medicaid program will result in increased costs. To establish the sustainability of the change we have a few options: 1) determine whether the state revenues for the general fund are rising proportionally to program costs, 2) determine whether state per adult health care costs are declining in comparison to anticipated increases due to additional coverage, 3) compare the increase in specific health care service costs in Iowa to other states.

**Logic Model: Cost and sustainability**

<b>Process</b>		<b>Outcomes</b>		
<b>Policy</b>	<b>Process</b>	<b>Short-term outcomes</b>	<b>Intermediate outcomes</b>	<b>Long-term outcomes</b>
Medicaid Expansion	Enabling legislation Increase in Administrative capacity Infrastructure changes Addition of contractors	Increased FMAP payments No change in proportion of general fund for Medicaid Decreased bankruptcies	Increased preventive care use Decreased ED cost/use Decreased inpatient admissions/cost Decreased uncompensated care	State-side Improvement of self-ratings of physical/mental health State-wide cost reductions Increases in private insurance coverage Increases in employment/job seekers
Moderating factors: Existing chronic conditions, communication regarding eligibility options and process, presence of Medicaid beneficiaries in the household				

## Hypotheses and research questions

### **Hypothesis 1: Ongoing administrative costs will increase due to implementation of IWP.**

Primary Research Question 1.1: What are the administrative costs associated with IWP?

*Subsidiary Research Question 1.1a: How did the Medicaid program administrative costs change with implementation and ongoing support of IWP?*

*Subsidiary Research Question 1.1b: How do the contractor/agency/provider costs change after implementation of IWP?*

### **Hypothesis 2: IWP will result in short-term outcomes supporting a sustainable program.**

Primary Research Question 2.1: What are the changes in revenue streams as a result of IWP?

*Subsidiary Research Question 2.1a: How do Federal Medical Assistance Percentage (FMAP) payments change as a result of IWP?*

*Subsidiary Research Question 2.1b: How does the rate of individual bankruptcies in the state change with implementation of IWP?*

### **Hypothesis 3: IWP results in intermediate outcomes supporting a sustainable program.**

Primary Research Question 3.1: How does IWP change healthcare expenditures?

*Subsidiary Research Question 3.1a: How does IWP change healthcare expenditures in the Medicaid program?*

*Subsidiary Research Question 3.1b: How does IWP change state-wide healthcare expenditures?*

Primary Research Question 3.2: How does IWP change healthcare utilization?

*Subsidiary Research Question 3.2a: How does IWP change healthcare utilization in the Medicaid program?*

*Subsidiary Research Question 3.2b: How does IWP change healthcare utilization in Iowa?*

### **Hypothesis 4: IWP results in long-term outcomes supporting a sustainable program.**

Primary Research Question 4.1: What are the long-term, state-wide changes resulting from IWP?

**Evaluation Methods Summary: Cost and Sustainability**

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 1: Ongoing administrative costs will increase due to implementation of IWP</b>			
Primary Research Question 1.1: What are the administrative costs associated with IWP?			
<i>Subsidiary Research Question 1.1a: How did the Medicaid program administrative costs change with implementation and ongoing support of IWP?</i>			
Pre and post IWP state fiscal years	Administrative costs	MCO capitation payments/budget documents	Descriptive analyses SFY 2011-2021
<i>Subsidiary Research Question 1.1b: How do the contractor/agency/provider costs change after implementation of IWP?</i>			
Study group: MCOs, service providers, and contractors	Ongoing costs to contractors/agencies and providers due to IWP	Key stakeholder interviews	Descriptive analyses SFY 2011-2021
<b>Hypothesis 2.1: IWP will result in short-term outcomes supporting a sustainable program.</b>			
Primary Research Question 2.1: What are the changes in revenue streams as a result of IWP?			
<i>Subsidiary Research Question 2.1a: How do Federal Medical Assistance Percentage (FMAP) payments change as a result of IWP?</i>			
Pre and post IWP state fiscal years	Federal payments	IME reports	Descriptive analyses SFY 2011-2021
Pre and post IWP state fiscal years	Proportion of Medicaid budget covered through FMAP payments	IME reports	Descriptive analyses SFY 2011-2021
<i>Subsidiary Research Question 2.1b: How does the rate of individual bankruptcies in the state change with implementation of IWP?</i>			
Pre and post IWP state fiscal years	Bankruptcy rates	State fiscal reports	Descriptive analyses SFY 2011-2021
<b>Hypothesis 3: IWP results in intermediate outcomes supporting a sustainable program.</b>			
Primary Research Question 3.1: How does IWP change healthcare expenditures?			
<i>Subsidiary Research Question 3.1a: How does IWP change healthcare expenditures in the Medicaid program?</i>			
Study group: IWP members	Per member per year (PMPY) expenditures on preventive care	Medicaid claims	CITS Pre-IWP CY 2012-2013 Post-IWP CY 2014-2021
Three comparison groups 1: FMAP adult members 2: SSI adult members 3: IowaCare members	Total Medicaid reimbursement per person per year for services considered preventive such as annual well visit, monitoring labs, and vaccines.		
Study group: IWP members	PMPY expenditures on ED visits		
Two comparison groups 1: FMAP adult members 2: SSI adult members	Total Medicaid reimbursement per person per year for emergency department use not resulting in hospitalization	Medicaid claims	DID CY 2014-2021

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Study group: IWP members			
Two comparison groups 1: FMAP adult members 2: SSI adult members	PMPM expenditures on inpatient admissions Total Medicaid reimbursement per person per year for hospitalizations	Medicaid claims	DID CY 2014-2021
Study group: Iowa pre- and post-IWP implementation	PMPY expenditures on ED visits Total Medicaid reimbursement per person per year for emergency department use not resulting in hospitalization	TMSIS	DID CY 2015-2021 (year limitations due to cutover dates)
Comparison group: comparable non-expansion states pre- and post-IWP implementation			
Study group: Iowa pre- and post-IWP implementation	PMPM expenditures on inpatient admissions Total Medicaid reimbursement per person per year for hospitalizations	TMSIS	DID CY 2015-2021 (year limitations due to cutover dates)
Comparison group: comparable non-expansion states pre- and post-IWP implementation			
<i>Subsidiary Research Question 3.1b: How does IWP change state-wide healthcare expenditures?</i>			
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Rate of self-pay/charity care	HCRIS	CITS Pre-IWP CY 2012-2013 Post-IWP CY 2014-2021
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Reported rates of uncompensated care	HCRIS	CITS Pre-IWP CY 2012-2013 Post-IWP CY 2014-2021
Iowa Hospitals pre and post IWP	ED expenditures Total all-payor charges for ED care at Iowa hospitals	Iowa Hospital Association files	Descriptive analyses CY 2012-2021
Iowa Hospitals pre and post IWP	Inpatient expenditures Total all payor charges for hospitalizations at Iowa hospitals.	Iowa Hospital Association files	Descriptive analyses CY 2012-2021



Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Study group: Iowa pre- and post-IWP implementation	ED expenditures		CITS
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Total all-payor charges for ED care at Iowa hospitals	HCUP	Pre-IWP CY 2012-2013 Post-IWP CY 2014-2021
Study group: Iowa pre- and post-IWP implementation	Inpatient expenditures		CITS
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Total all payor charges for hospitalizations at Iowa hospitals.	HCUP	Pre-IWP CY 2012-2013 Post-IWP CY 2014-2021
Primary Research Question 3.2: How does IWP change healthcare utilization?			
Subsidiary Research Question 3.2a: How does IWP change healthcare utilization in the Medicaid program?			
Study group: IWP members			
Three comparison groups 1: FMAP adult members 2: SSI adult members 3. IowaCare members	Preventive care utilization Whether or not member obtain an annual wellness exam.	Medicaid claims	CITS Pre-IWP CY 2012-2013 Post-IWP CY 2014-2021
Members who used the ED during the calendar year			
Study group: IWP members	Non-emergent ED use Whether or not ED visit was for a non-emergent reason as defined by the IDHS.	Medicaid claims	DID
Two comparison groups 1: FMAP adult members 2: SSI adult members			
Study group: IWP members			
Two comparison groups 1: FMAP adult members 2: SSI adult members	Avoidable hospitalizations	Medicaid claims	CITS

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Non-emergent ED use	TMSIS	DID
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Avoidable hospitalizations	TMSIS/HCUP	DID
<i>Subsidiary Research Question 3.2b: How does IWP change healthcare utilization in Iowa?</i>			
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Preventive care utilization	BRFSS	CITS
Iowa Hospitals pre and post IWP	Non-emergent ED use	Iowa Hospital Association Files	CITS
Iowa Hospitals pre and post IWP	Avoidable hospitalizations	Iowa Hospital Association Files	CITS
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Non-emergent ED use	HCUP	DID
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Avoidable hospitalizations	HCUP	DID

Comparison Strategy	Outcomes measures(s)	Data sources	Analytic approach
<b>Hypothesis 4: IWP results in long-term outcomes supporting a sustainable program.</b>			
Primary Research Question 4.1: What are the long-term, state-wide changes resulting from IWP?			
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Self-ratings of physical health	BRFSS	CITS
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Self-ratings of mental health	BRFSS	CITS
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Annual average (median) per person healthcare expenditures	ACS	CITS
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Rate of private insurance coverage	ACS	CITS
Study group: Iowa pre- and post-IWP implementation			
Comparison group: comparable non-expansion states pre- and post-IWP implementation	Rates of unemployment	ACS	CITS

## **Data Sources, Analysis Methods and Measures**

### **Methods**

Quantifying and evaluating the cost and sustainability of the Iowa Wellness plan is being expanded for this waiver period to include state-level sustainability. Two phases of data collection will be utilized: Phase 1 to gather process information that will inform the analytical strategies (Phase 2).

#### *Phase 1: Process*

Phase 1 focuses on understanding the cost and revenue streams associated with the Medicaid program in general and IWP in particular. We will use qualitative methods to conduct this portion of the evaluation, including document analysis and in-depth interviews. The document analysis will be ongoing, as we monitor program developments and adjustments for the evaluation as a whole, while interviews will be during the first year of the evaluation period to identify and define data collection strategies for cost and revenue data at the state and program level.

#### **Policy Definition**

Through a series of telephone interviews with IME staff, we will translate the past and current policies into a visual representation identifying the policy changes that might affect cost and revenues. Documents related to policy changes and adjustments will be collected and reviewed. Special attention will be paid to the timing of changes so that we are able to include these in cost modelling as appropriate.

#### **Policy Translation**

Policy changes and adaptations are translated into programs in unique and variable ways as administrative rules are written and interpreted the program leadership and staff. The timing of policy change and implementation is also variable. Our efforts will be focused on understanding the policy changes and adjustments and when they are fully implemented in the program. A good example of a policy change that we need to understand fully for this evaluation is the telehealth legislation and timing. Though legislation expanded telehealth in March, this policy would not be considered fully implemented until we can establish a steady state for utilization of telehealth visits.

Phase 1 provides the contextual information to guide measure development, understand the policy implementation and determine contextual characteristics that may influence the results of hypothesis testing.

#### *Phase 2: Qualitative analyses*

Phase 2 focuses on the testing of hypotheses relative to specific and measurable outcomes.

#### **Populations-state level**

##### **Iowa**

Iowa has over 3 million residents with 36% living in rural areas. Prior to COVID-19 the unemployment rate hovered around 3.6% with the primary industries being manufacturing, finance and insurance, real estate, and health care. Farming ranks 8<sup>th</sup> in economic contribution in Iowa, though much of the manufacturing in the state is centered on meat processing (chickens, hogs) and the primary exports are farm related. 50% of the population is female, 90% are white, and 23% of the population is under 18 years of age, while 17% are 65 and over. Iowa Medicaid provides dental coverage for adults and has a Medicaid Buy-in program for people with disabilities. The state allowed the Family Planning waiver to lapse in 2016.

### ***Comparison states***

We will assess comparison states on demographic characteristics, Medicaid program/expansion characteristics, and COVID-19 response. In previous work, it has been difficult to find states that have expanded or not expanded to match Iowa, particularly due to the coverage of adult dental services. Additionally, COVID-19 will make this even more difficult. We continue to research data sources and methods to allow for state-to-state comparisons over time for Iowa.

### **Populations-member level**

Member study population: Adults in IWP January 1, 2014 through December 31, 2021. These adults were split into two plan options from January 2014 through December 2015 with those from 0-100% FPL being offered a modified Medicaid expansion and those from 101-138% FPL being offered a private option utilizing Qualified Health Plans. All members were placed into the traditional Medicaid program from January-March 2016 and then all were placed into a Medicaid managed care program that began with three Managed Care Organizations (MCO). Currently, two MCOs provide care for Iowa Medicaid members.

Member comparison population 1: Adults in the Family Medical Assistance Program and Transitional Program January 1, 2014 through December 31, 2021. FMAP and Transitional adults were provided coverage through the traditional Medicaid program from January 1, 2014 through March 31, 2016 when they were placed into the Medicaid managed care program that began with three Managed Care Organizations (MCO). Currently, two MCOs provide care for Iowa Medicaid members.

### ***Data sources***

#### **Medicaid claims and enrollment files**

The PPC is home to a Medicaid Data Repository encompassing over 100 million claims, encounter and eligibility records for all Iowa Medicaid enrollees for the period October 2010 through the present. Data are assimilated into the repository on a monthly basis. 95% of medical and pharmaceutical claims are completely adjudicated within 3 months of the first date of service, while the adjudication timing for institutional claims is 6 months. The PPC staff also have extensive experience with these files as well as extensive experience with CMS adult core measures and HEDIS measures. In addition, the database allows members to be followed for long periods of time over both consecutive enrollment months and periods before and after gaps in coverage. When the enrollment database was started in 1965 Iowa made a commitment to retain a member number for at least 3 years and to never reuse the same Medicaid ID number. This allows long-term linkage of member information including enrollment, cost and utilization even if they change plans.

#### **Iowa Hospital Association files**

The Iowa Hospital Association collects claims data for all patients in all Iowa hospitals. These data provide information regarding cost and utilization for inpatient and outpatient visits including emergency room use. Hospitals indicate the expected payor on these files providing an opportunity to assess uncompensated care.

#### **HCRIS**

HCRIS provide uncompensated claims information for all hospitals that accept Medicare reimbursement. Recent publications have made use of these files to analyze costs. We will purchase a cleaned and readied dataset from one of the national vendors.

### **Key Stakeholder Interviews**

Process measures including key stakeholder interviews will be collected by a specialized team within the IWP evaluation tasked with collected, organizing and interpreting process information. Coordinating with this team, information will be captured regarding policy changes and translation related to cost and sustainability.

### **Transformed Medicaid Statistical Information System - TMSIS**

TMSIS contains yearly information on member eligibility thought beneficiary files, provider enrollment, and service utilization through claims and encounter data with zip code and county level geographic indicators. Replacing the TMAX files, this data source was transformed for different states at different times. One of the challenges with this dataset is finding an adequate comparison state that was 'crossed over' at the same time as Iowa. This data is obtained through ResDAC. The Public Policy Center has worked with ResDAC to obtain Medicare data in the past and houses a secure data enclave available for this data.

### **Healthcare Cost and Utilization Project – HCUP**

HCUP encompasses data for 37 states, including Iowa. The data includes inpatient stays, emergency department visits and ambulatory care. Data is readily available through a user-friendly web-based reporting tool. In addition, data can be downloaded for analysis. Free data does not include locational information beyond a state indicator, however, datasets with more refined locational information can be purchased.

### **Behavioral Risk Factor Surveillance System – BRFSS**

The BRFSS is supported by the CDC and utilizes a sampling framework to collect individual level information from people in all 50 states annually capturing information on health care utilization, presence of disease, preventive behaviors, and risk factors. The sampling framework provides for an oversample in small states to allow states to utilize the data for health planning and monitoring.

### **American Community Survey – ACS**

This ongoing survey supported through the US Census Bureau provides community level information on important areas including insurance coverage, housing, and education. Data tables are easily created on the website and data is available for download through FTP.

### *Service costs*

Costs for health care services will increase for the program, however, there may be reduced costs for total health services in the state due to improved access to preventive care and reductions in ED use and inpatient admissions. Could look at estimates of total cost for the state of Iowa over time? This component of cost, once expanded to a statewide approach, would also encompass the effects on provider uncompensated care.

### **Program years (CY2012-CY2019)**

Annual costs

CY2012-CY2013=program administration + service costs

CY2014=implementation costs + administration costs

CY2015= program administration + service costs

CY2016-CY2019= program administration + service costs (consider MCO related costs)

Annual revenues=general fund revenue sources



Medicaid annual revenues=allocation from the general fund + FMAP

### ***Empirical strategy***

The empirical strategy we adopt is to approach causal inference for many research questions. For this purpose, we will conduct two steps in our empirical strategy: 1) pre-process our data by matching target study populations with comparison population groups (e.g., finding matched individuals for IWP members) and 2) employ econometric modeling techniques, namely, comparative interrupted time series (CITS) with control variables on the matched data. Pre-processing data before regression adjustment provides multiple benefits, including reductions in model dependence, estimation error and bias (Iacus et al., 2019). As recommended in King and Nielsen (2019), we will combine propensity score matching (PSM) with coarsened exact matching (CEM) using multiple covariates (including indicators of health condition, income and disability status). We will show post-matching covariate balances. We have experience in using matching methods including CEM and PSM in previous studies and will incorporate the latest evidence-based recommended matching practices in our future estimations of this evaluation.

As a variant of difference-in-differences models, a CITS specification is more appropriate with frequently observed data. Under this specification, we analyze means and slopes of pre-waiver values to determine changes in both means and in during-waiver linear and non-linear trends, using comparison populations as counterfactuals.

### ***References***

Iacus, Stefano M., Gary King, and Giuseppe Porro. 2019. "A Theory of Statistical Inference for Matching Methods in Causal Research." *Political Analysis* 27 (1): 46–68.

King, Gary, and Richard Nielsen. 2019. "Why Propensity Scores Should Not Be Used for Matching." *Political Analysis* 27 (4): 435–54.

### **Covid-19 adjustments**

All post-2019 analyses and comparisons will need to account for the COVID-19 pandemic. Cost data including expenses and revenues at the state and programmatic levels need to account for known reductions in care-seeking behavior as individuals self-isolated and an uptake of telehealth as individuals limited trip making. Though we are unsure at this time how these adjustments will be manifested, we will respond to best practices in research analyses as they are identified and developed. We do believe that any analytics involving monthly costs can be adjusted with specific monthly indicators related to the specific practices in the state and the prevalence of COVID-19. Additionally, we will utilize the Medicaid claims data to determine the rate of telehealth visits before, during and after the pandemic. Though we do not identify the investigation of telehealth as a key research question within the cost/sustainability area of emphasis, it will play a key role in helping to define how analytics in all research areas will be adapted to account for COVID-19.

## 6) NEMT

### NEMT Background

The state of Iowa was originally approved by CMS for a waiver of the non-emergency medical transportation (NEMT) benefit to members of the Iowa Health and Wellness Plan in 2014. There were significant research studies conducted to evaluate the impact of waiving NEMT during the previous waiver period, with the results reported to CMS.

As of January 1, 2020, the waiver of NEMT was extended through December 2024 when the IWP 1115 waiver renewal was approved. Medically frail beneficiaries and those eligible for EPSDT services are exempt from this waiver.

### NEMT Goals

The goals of the NEMT waiver as stated in the original “Iowa Wellness Plan 1115 Waiver Application” from August 2013 and the state’s discussion in CMS’s letter to the state granting the latest 1115 renewal are:

1. To align benefits with those specified by the enabling legislation and make the benefits consistent with those offered by commercial insurers
2. To help Iowa improve the fiscal sustainability of its Medicaid program, without significant negative effects on beneficiary access to services

### NEMT Hypotheses and research questions

**Hypothesis 1: Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.**

Research Question 1.1: Are adults in the IWP less likely to report barriers to care due to transportation than other adults in Medicaid?

Research Question 1.2: Are adults in the IWP less likely to report transportation-related barriers to complete HBI requirements than other adults in Medicaid who report awareness of the NEMT benefit?

Research Question 1.3: Are adults in the IWP less likely to report barriers to care for chronic condition management due to transportation than other adults in Medicaid who report awareness of the NEMT benefit?

Research Question 1.4: Are adults in the IWP less likely to report unmet need for transportation to health care visits than other adults in Medicaid who report awareness of the NEMT benefit?

Research Question 1.5: Are adults in the IWP less likely to report worry about the ability to pay for cost of transportation than other adults in Medicaid who report awareness of the NEMT benefit?

**Hypothesis 2: Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.**

Research Question 2.1: Are adults in the IWP less likely to report transportation-related missed appointments than other adults in Medicaid who receive the NEMT benefit?

**Hypothesis 3: Wellness Plan members without a non-emergency transportation benefit will report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.**

Research Question 3.1: Do adults in the IWP less frequently report that their health care plan provides non-emergency transportation than other adults in Medicaid who receive the NEMT benefit?

**Hypothesis 4: Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.**

Research Question 4.1: Do adults in the IWP who live in rural areas report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?

Research Question 4.2: Do adults in the IWP who have limitations to activities of daily living report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?

## **NEMT Evaluation Periods**

The process evaluation components of the NEMT waiver (Phase 1) will begin in the first quarter of the evaluation period-expected start date is spring 2021. This will include discussions with MCOs regarding implementation of transportation services and the waiver for IWP members, as well as any MCO-specific transportation policies.

The consumer data portion of the evaluation (Phase 2) of the waiver of NEMT will be collected during the 2021-2024 time period as part of the IWP consumer survey. The timing of the next consumer survey is expected to field in the fall of 2021, however, a flexible approach to the timeline is necessary in the context of COVID-19, where there are external confounding factors that mediate the way members access care in this time as well as programmatic differences due to the Public Health Emergency (PHE). The IWP consumer survey will be fielded every 18 months throughout the evaluation period.

## **NEMT Data Sources, Analysis Methods, and Measures**

The evaluation of the waiver of NEMT will be composed of two phases and utilize several different analytics and data collection methods. The first phase of the evaluation will be process oriented and evaluate how the NEMT waiver is actually being implemented by the Managed Care Organizations (MCOs) under contract with the Iowa Medicaid Enterprise (IME). The second phase will assess the impact of the waiver of NEMT on Iowa Wellness Plan members.

### ***Phase 1: Process***

#### *Policy Definition and Implementation*

We will conduct key informant interviews with IME staff and the two MCOs to determine expectations and how they are implementing both transportation services for those who are eligible and the waiver of NEMT coverage for IWP members subject to the waiver.

This process evaluation will provide the contextual information to guide measure development, understand the policy implementation and determine contextual characteristics that may influence the results of hypothesis testing.

#### *Data collection via Interviews*

The PPC will conduct annual interviews with key stakeholders (IME staff and MCOs) to assist in the development of member survey and the interpretation of the results. Additionally, qualitative interviews with NEMT utilizers and non-utilizers will be conducted to identify barriers to preventive care appointment adherence.

### ***Phase 2: Hypothesis testing of the impact on IWP members***

Mail-back surveys will be conducted with IWP members every 1.5 years to understand the impact that the waiver of NEMT services.

#### *Study population*

Study population: The group subject to the waiver includes adults 19 to 64 eligible for IWP coverage who are not determined to be medically frail and/or eligible for EPSDT services.

Comparison population: The comparison population consists of Medicaid eligible adults aged 19 to 64 (who have NEMT benefits as part of their coverage and report awareness of the NEMT benefit).

Additionally, data about transportation access obtained from prior IWP and Medicaid member surveys (from 2014-2019) may be utilized.

#### *Data source: Member surveys*

Survey-based outcomes will use data from member surveys that are fielded every 18 months throughout the evaluation period.

The foundation for the IWP member survey instrument will be based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. The PPC was involved in the development of the CAHPS survey and has used the instrument to evaluate issues from the perspective of Iowa Medicaid and IWP members for over 15 years for the evaluation of Medicaid waiver programs. During the last IWP waiver period, the PPC has developed and utilized NEMT-specific questions to assess transportation barriers and needs for those with and without NEMT coverage.

Surveys will be mailed to a stratified random sample of 1500 members in each of the following groups: IWP (Amerigroup), IWP (Iowa Total Care), and the traditional Medicaid State Plan. Members must have been enrolled in IWP for at least the previous six months to be eligible to receive the survey. An initial invitation and survey will be mailed to the entire sample along with a cash pre-incentive (nominal monetary pre-incentives are utilized to maximize response rates for mailed surveys). Respondents will have the option to complete the survey online or mail back the paper survey in the provided postage-paid envelope. A reminder postcard will be sent a week after the initial survey. A follow-up survey will be sent a month after the first mailing to those who have not responded, and a telephone follow up will be conducted for those who do have not completed a survey 2-3 weeks following the second survey mailing.

**Error! Reference source not found.** indicates the hypotheses, research questions and measures that will be utilized to evaluate the impact of waiver coverage for non-emergency Medical Transportation in Iowa during the next waiver period.

### ***Evaluation Methods Summary: NEMT***

Comparison Strategy	Outcome measures(s)	Data sources	Analytic approach
<b>Hypothesis 1: Wellness Plan members without a non-emergency transportation benefit will have equal or lower barriers to care resulting from lack of transportation.</b>			
Research Question 1.1: Are adults in the IWP less likely to report barriers to care due to transportation than other adults in Medicaid?			
Adults in Medicaid	Member experiences with transportation issues to and from health care visits	IWP Member Survey	Means tests
Research Question 1.2: Are adults in the IWP less likely to report transportation-related barriers to complete HBI requirements than other adults in Medicaid who report awareness of the NEMT benefit?			
Adults in Medicaid	Member experiences with completing HBI requirements to avoid premiums	IWP Member Survey	Means tests
Research Question 1.3: Are adults in the IWP less likely to report barriers to care for chronic condition management due to transportation than other adults in Medicaid who report awareness of the NEMT benefit?			
Adults in Medicaid	Member experience with transportation issues for chronic condition management	IWP Member Survey	Means tests
Research Question 1.4: Are adults in the IWP less likely to report unmet need for transportation to health care visits than other adults in Medicaid who report awareness of the NEMT benefit?			
Adults in Medicaid	Member experience with unmet need for transportation	IWP Member Survey	Means tests
Research Question 1.5: Are adults in the IWP less likely to report worry about the ability to pay for cost of transportation than other adults in Medicaid who report awareness of the NEMT benefit?			
Adults in Medicaid	Member experience with cost of transportation	IWP Member Survey	Means tests
<b>Hypothesis 2: Wellness Plan members without a non-emergency transportation benefit will have equal or lower rates of missed appointments due to access to transportation.</b>			
Research Question 2.1: Are adults in the IWP less likely to report transportation-related missed appointments than other adults in Medicaid who receive the NEMT benefit?			
Adults in Medicaid	Member reports of transportation-related missed appointments	IWP Member Survey	Means tests

Comparison Strategy	Outcome measures(s)	Data sources	Analytic approach
<b>Hypothesis 3: Wellness Plan members without a non-emergency transportation benefit will report a lower awareness of the non-emergency transportation benefit as a part of their health care plan.</b>			
Research Question 3.1: Do adults in the IWP less frequently report that their health care plan provides non-emergency transportation than other adults in Medicaid who receive the NEMT benefit?			
Adults in Medicaid	Member reports of health care plan providing NEMT	IWP Member Survey	Means tests
<b>Hypothesis 4: Wellness plan members without a non-emergency transportation benefit will report similar experiences with health care-related transportation regardless of their location or disability status.</b>			
Research Question 4.1: Do adults in the IWP who live in rural areas report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?			
Adults in Medicaid	Subgroup analyses of 1-3 by rurality	IWP Member Survey	Means tests
Research Question 4.2: Do adults in the IWP who have limitations to activities of daily living (ADLs) report similar experiences with health-care related transportation as other adults in Medicaid who receive the NEMT benefit?			
Adults in Medicaid	Subgroup analyses of 1-3 by ADLs	IWP Member Survey	Means tests



## Logic Model: NEMT

2020 NEMT WAIVER EVALUATION LOGIC MODEL					
<p><b>NEED(s):</b> The Iowa Wellness Plan (IWP), provides comprehensive health coverage at low or no cost to low-income Iowans between the ages of 19 and 64. The IWP was designed to include a benefit structure more like commercial insurance than traditional Medicaid. Specifically, IWP benefits were based on the state of Iowa employees' commercial health insurance plan and therefore does not contain the extensive benefits traditionally associated with Medicaid under the State Plan; in particular, IWP does not include the non-emergency medical transportation (NEMT) benefit.</p> <p><b>THEORY OF CHANGE:</b> The IWP seeks to increase access for low-income Iowans to quality, affordable health care services and coverage. IWP members without a non-emergency transportation (NEMT) benefit will have equal or lower barriers to care resulting from lack of transportation. Thus, the state will continue testing the NEMT waiver because of implications that that the waiver might help Iowa to improve the fiscal sustainability of its Medicaid program, without significant negative effects on beneficiary access to services.</p>					
YOUR PLANNED WORK			YOUR INTENDED RESULTS		
Inputs	Activities	Outputs	Short-Term Outcomes	Medium-Term Outcomes	Long-Term Outcomes
<p><u>IWP Members Subject to NEMT Waiver</u></p> <ul style="list-style-type: none"> <li>Adults ages 19-64</li> <li>Eligible for IWP coverage</li> <li>Income up to 138% FPL</li> <li>Not determined to be medically frail</li> <li>Not eligible for EPSDT services</li> </ul> <p><u>Stakeholder Collaboration</u></p> <ul style="list-style-type: none"> <li>CMS – federal government</li> <li>Iowa Department of Human Services</li> <li>Iowa Medicaid Enterprise (IME)</li> <li>Managed Care Organizations (MCOs)               <ul style="list-style-type: none"> <li>Amerigroup</li> <li>Iowa Total Care</li> </ul> </li> <li>State Provider Associations</li> <li>Advocacy groups</li> </ul> <p><u>NEMT Service Broker</u></p> <ul style="list-style-type: none"> <li>TMS Management Group</li> </ul> <p><u>IWP Components</u></p> <ul style="list-style-type: none"> <li>Funding</li> <li>Program staff</li> <li>Program infrastructure</li> </ul>	<p><u>Activities of NEMT Service Broker</u></p> <ul style="list-style-type: none"> <li>Administered by TMS Management Group</li> <li>Authorize transportation</li> <li>Verify member and trip eligibility</li> <li>Process transportation claims and reimbursements</li> <li>Audit trips and claims</li> </ul> <p><u>Activities of IWP Members with NEMT Waiver</u></p> <ul style="list-style-type: none"> <li>Contact MCO to determine eligibility for NEMT services</li> <li>Obtain transportation to appointments without any support services</li> </ul> <p><u>Activities of IWP Members Eligible for NEMT benefit</u></p> <ul style="list-style-type: none"> <li>Contact MCO to determine eligibility for NEMT services</li> <li>Schedule NEMT trip reservation prior to appointment</li> <li>Obtain care from providers in the state provider network</li> <li>Obtain signature from provider to prove that the Member was at the appointment in order to get reimbursed</li> <li>Submit a Mileage Reimbursement Trip Log and Claim Form by mail, fax or email</li> <li>Wait for payment to be processed and issued to driver at the driver's address</li> </ul> <p><u>NEMT Waiver Evaluation Activities</u></p> <ul style="list-style-type: none"> <li>Key Informant Interviews               <ul style="list-style-type: none"> <li>Annual interviews with key stakeholders</li> <li>Conducted w/ IME staff</li> <li>Conducted w/ MCOs</li> </ul> </li> <li>IWP Member Surveys               <ul style="list-style-type: none"> <li>Fielded every 18 months</li> </ul> </li> <li>Includes NEMT-specific questions to assess transportation barriers and needs for those with and without NEMT coverage</li> </ul>	<ul style="list-style-type: none"> <li>Member awareness of NEMT benefit and NEMT waiver</li> <li>Number of IWP members eligible for NEMT services</li> <li>Number of IWP members ineligible for NEMT services</li> <li>Member experiences with transportation access</li> <li>Implementation of transportation services by MCOs and NEMT service broker</li> <li>Educating members about available transportation for non-emergent medical services</li> <li>Costs saved by Medicaid program related to NEMT waiver</li> </ul>	<ul style="list-style-type: none"> <li>No difference in access to covered services for those with/without NEMT benefit</li> <li>No difference in access to the services beneficiaries must obtain to avoid premium</li> <li>No difference in experience with transportation issues for chronic condition management</li> <li>No difference in unmet need for transportation for those with/without NEMT benefit</li> </ul>	<ul style="list-style-type: none"> <li>Members without NEMT benefit will not report greater worry about ability to pay for cost of transportation to/from a health care visit</li> </ul>	<ul style="list-style-type: none"> <li>Improved fiscal sustainability of Medicaid program without significant negative effects on beneficiary access to services</li> </ul>
<p><u>ASSUMPTIONS</u></p> <ul style="list-style-type: none"> <li>IWP members are aware of NEMT</li> <li>IWP members that do not qualify for NEMT can access transportation for preventative health appointments</li> <li>IWP members value preventative health services</li> <li>IWP members value health insurance coverage</li> </ul>			<p><u>EXTERNAL FACTORS</u></p> <ul style="list-style-type: none"> <li>MCO changes within the state</li> <li>Underlying health status of IWP members impacting non-emergent health needs</li> <li>Barriers to transportation and other factors related to preventative appointment adherence (knowledge, access, ease of use, infrastructure, up-front cost, work or childcare coverage, reliability of service)</li> </ul>		

## 7) Iowa Wellness Plan Member Experiences from Increased Eligibility for Healthcare Coverage

### **Background**

There are several important areas of the IWP member's experiences that should be included in an evaluation of the Iowa Wellness Plan, as mentioned in both the STCs and other CMS correspondence to IME. These areas include access to care, coverage gaps and churning, and quality of care. These are all areas that would be expected to improve as a result of gaining Medicaid coverage as a result of the inclusion of the IWP population in Medicaid in Iowa.

Specific indications of the importance of evaluating these impacts of the IWP are in a letter from CMS to IME Director Michael Randol and in the STCs provided to the IME:

#### **From the CMS letter to IME Director Randol:**

*"Under the extended demonstration, Iowa and CMS will continue to evaluate the effectiveness of various policies that are designed to improve the health of Medicaid beneficiaries, and encourage them to make responsible decisions about their health and accessing health care. Promoting beneficiary health and responsible health care decisions advances the objectives of the Medicaid program."*

CMS's interest in evaluating the impact of the demonstration in providing insurance coverage to beneficiaries and the uninsured population, as well as outcomes of care, quality and cost of care, and access to care was further reinforced in the STCs and in conversations between CMS, IME and Public Policy Center staff during the development of this evaluation plan.

### **Goals related to Member Experience**

The goals being evaluated for this portion of the IWP evaluation derive from the expansion of eligibility to populations not previously eligible for Medicaid coverage, those between 0-138% FPL not categorically eligible for Medicaid. This increased coverage has the following goals:

Goal 1: IWP members will have increased access to covered services.

Goal 2: IWP members will experience consistent, reliable coverage.

Goal 3: IWP members will experience improved quality of care.

### **Hypotheses and Research Questions**

#### **Topic 1: Access to care**

##### **Hypothesis 1.1: Wellness Plan members will have equal or greater access to primary care and specialty services.**

Research Question 1.1.1: Are adults in the IWP more likely to have had an ambulatory or preventive care visit than other adults in Medicaid?

Research Question 1.1.2: Are adults in the IWP more likely to report greater access to urgent care than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 1.1.3: Are adults in the IWP more likely to report greater access to routine care than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 1.1.4: Are adults in the IWP more likely to get timely appointments, answers to questions, and have less time in waiting room than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 1.1.5: Are adults in the IWP more likely to know what to do to obtain care after regular office hours than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 1.1.6: Are adults in the IWP more likely to report greater access to specialist care than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 1.1.7: Are adults in the IWP more likely to report greater access to prescription medication than other adults in national estimates from National CAHPS Benchmarking Database?

**Hypothesis 1.2: Wellness Plan members will have equal or greater access to preventive care services.**

Research Question 1.2.1: Are women aged 50-64 in the IWP more likely to have had a breast cancer screening than other adults in Medicaid?

Research Question 1.2.2: Are women aged 21-64 in the IWP more likely to have had a cervical cancer screening than other adults in Medicaid?

Research Question 1.2.3: Are adults in the IWP more likely to have had a flu shot in the past year than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 1.2.4: Are adults with diabetes in the IWP more likely to have had Hemoglobin A1c testing than other adults with diabetes in Medicaid?

Research Question 1.2.5: Are adults in the IWP more likely to report greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database?

**Hypothesis 1.3: Wellness Plan members will have equal or greater access to mental and behavioral health services.**

Research Question 1.3.1: Are adults in IWP with major depressive disorder more likely to have higher anti-depressant medication management than other adults with major depressive disorder in Medicaid?

Research Question 1.3.2: Are adults in the IWP more likely to utilize mental health services than other adults in Medicaid?

Research Question 1.3.3: Are adults in the IWP more likely to have greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database?

**Hypothesis 1.4: Wellness Plan members will have equal or greater access to care, resulting in equal or lower use of emergency department services for non-emergent care.**

Research Question 1.4.1: Are adults in the IWP more likely to have fewer non-emergent ED visits than other adults in Medicaid?

Research Question 1.4.2: Are adults in the IWP more likely to have fewer follow-up ED visits than other adults in Medicaid?

Research Question 1.4.3: Are adults in the IWP more likely to utilize ambulatory care than other adults in Medicaid?

Research Question 1.4.4: What other circumstances are associated with overutilization of ED?

***Topic 2: Coverage continuity*****Hypothesis 2.1: Wellness Plan members will experience equal or less churning.**

Research Question 2.1.1: Are adults in the IWP less likely to have gaps in health insurance coverage over the past 12 months than other adults in Medicaid?

Research Question 2.1.2: Are adults in the IWP more likely to have higher rates of consecutive coverage than other adults in Medicaid?

Research Question 2.1.3: Are adults in the IWP less likely to change plans or lose eligibility during the year than other adults in Medicaid?

**Hypothesis 2.2: Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.**

Research Question 2.2.1: Are adults in the IWP more likely to have a personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 2.2.2: Are adults in the IWP more likely to have a positive experience with changing personal doctor/PCP than other adults in Medicaid?

***Topic 3: Quality of Care*****Hypothesis 3.1: Wellness Plan members will have equal or better quality of care.**

Research Question 3.1.1: Are adults in the IWP less likely to receive antibiotic treatment for acute bronchitis than other adults in Medicaid?

Research Question 3.1.2: Are adults aged 40-64 with COPD in IWP more likely to have pharmacotherapeutic management of COPD exacerbation than other adults in Medicaid?

Research Question 3.1.3: Are adults in the IWP more likely to self-report receipt of flu shot than other adults in Medicaid?

Research Question 3.1.4: Are adults in the IWP less likely to report visiting the ED for non-emergent care than other adults in Medicaid?

**Hypothesis 3.2: Wellness Plan members will have equal or lower rates of hospital admissions.**

Research Question 3.2.1: Are adults in the IWP less likely to have hospital admissions for COPD, diabetes short-term complications, CHF, or asthma than other adults in Medicaid?

Research Question 3.2.2: Are adults in the IWP less likely to utilize general hospital/acute care than other adults in Medicaid?

Research Question 3.2.3: Are adults in the IWP less likely to have an acute readmission within 30 days of being discharged for acute inpatient stay than other adults in Medicaid?

Research Question 3.2.4: Are adults in the IWP less likely to have a self-reported hospitalization in the previous 6 months than other adults in Medicaid?

Research Question 3.2.5: Are adults in the IWP less likely to have a self-reported 30-day hospital readmission in the previous 6 months than other adults in Medicaid?

**Hypothesis 3.3: Wellness Plan members will report equal or greater satisfaction with the care provided.**

Research Question 3.3.1: Are adults in the IWP more likely to report that their personal doctor communicated well with them during office visits than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 3.3.2: Are adults in the IWP more likely to report that their provider supported them in taking care of their own health than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 3.3.3: Are adults in the IWP more likely to report that their provider paid attention to their mental or emotional health than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 3.3.4: Are adults in the IWP more likely to report that their provider talked with them about their prescription medications than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 3.3.5: Are adults in the IWP more likely to report that their provider paid attention to the care they received from other providers than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 3.3.6: Are adults in the IWP more likely to report higher ratings of their personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 3.3.7: Are adults in the IWP more likely to report higher ratings of their overall care than other adults in national estimates from National CAHPS Benchmarking Database?

Research Question 3.3.8: Are adults in the IWP more likely to report higher ratings of their health plan than other adults in national estimates from National CAHPS Benchmarking Database?

## Evaluation Periods

Multiple evaluation periods exist for this data depending on the question and analyses. Below we attempt to provide some explanation of the evaluation periods.

### ***Pre- post-implementation period (CY 2011-2022)***

#### *Medicaid comparison groups*

For measures in which we are able to utilize data from the IowaCare population (either administrative or survey), we will be able to compare a pre-implementation period of CY 2011-2013 and a post-implementation period of CY 2014-2022. Due to the differences in coverage for IowaCare and Iowa Wellness Plan, these comparisons are limited to utilization that could occur at a primary care site. Emergency department and inpatient hospitalization data is not valid as IowaCare members were only allowed to access 2 hospitals in Iowa. The IowaCare population will be limited to those with incomes of 0-133% FPL to mirror the IWP population for our analyses. IowaCare/IWP members will be compared over time to Medicaid members enrolled through FMAP and/or SSI.

### ***Post-implementation period (CY 2014-2022)***

#### *Surveys*

Survey data collected approximately every 18 months from January 2014 through present. Survey sampling strategies vary over time, however, for those surveys in which we have similar sampling

strategies we will be able to compare the data over time for IWP and Medicaid members enrolled through FMAP and SSI.

#### *Administrative data*

Medicaid claims data are available for the post implementation period CY 2014-2022.

## **Data Sources, Analysis Methods, and Measures**

### **Data sources**

#### *Member surveys*

Survey-based outcomes will use data from IWP member surveys that are fielded every 18 months throughout the evaluation period.

The foundation for the IWP member survey instrument will be based on the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey. The PPC was involved in the development of the CAHPS survey and has used the instrument to evaluate issues from the perspective of Iowa Medicaid and IWP members for over 15 years for the evaluation of Medicaid waiver programs.

Surveys will be mailed to a stratified random sample of 1500 members in each of the following groups: IWP (Amerigroup), IWP (Iowa Total Care), and the traditional Medicaid State Plan. Members must have been enrolled in IWP for at least the previous six months to be eligible to receive the survey. An initial invitation and survey will be mailed to the entire sample along with a cash pre-incentive (nominal monetary pre-incentives are utilized to maximize response rates for mailed surveys). Respondents will have the option to complete the survey online or mail back the paper survey in the provided postage-paid envelope. A reminder postcard will be sent a week after the initial survey. A follow-up survey will be sent a month after the first mailing to those who have not responded, and a telephone follow up will be conducted for those who do have not completed a survey 2-3 weeks following the second survey mailing.

Members in each of the Medicaid coverage options are surveyed every 18 months using an instrument that includes questions from the most recent CAHPS survey instrument and additional supplemental items appropriate for evaluating specific demonstration activities. The consumer surveys will be conducted utilizing the best practices for health surveys, based on CAHPS guidance and current survey research recommendations. Initial consumer surveys will be mailed with a nominal cash pre-incentive (demonstrated to have a significant positive impact on response rates). A random ID number assigned to all sample members will be used to track survey responses and identify who receives follow-up contact. In addition to a postcard reminder and a second follow-up survey, a telephone follow-up will be administered for non-respondents 2-3 weeks after the second mailing. To maximize potential for contact with the sample, address information will be verified and updated through a national change-of-address database and alternative forms of contact will be investigated for sample members with survey mailings that are undeliverable.

#### *Administrative data*

The PPC is home to a Medicaid Data Repository encompassing over 100 million claims, encounter and eligibility records for all Iowa Medicaid enrollees for the period October 2010 through the present. Data are assimilated into the repository on a monthly basis. 95% of medical and pharmaceutical claims are completely adjudicated within 3 months of the first date of service, while the adjudication timing for institutional claims is 6 months. The PPC staff also have extensive experience with these files as well as extensive experience with CMS adult core measures and HEDIS measures. In addition, the database allows members to be followed for long periods of time over both consecutive enrollment months and periods before and after gaps in coverage. When the



enrollment database was started in 1965 Iowa made a commitment to retain a member number for at least 3 years and to never reuse the same Medicaid ID number. This allows long-term linkage of member information including enrollment, cost and utilization even if they change plans.

#### *National CAHPS benchmarking database*

The PPC has purchased the NCQA Quality Compass CAHPS data for commercial and Medicaid providers in the past. These data are available at the state by plan level allowing us to compare both Medicaid and Commercial plans across the nation. We will not be able to compare at the individual level or control for group differences when making the comparisons. However, these results provide worthwhile comparisons to assess how the IWP population compares to others over time.

#### *Emergency department use survey*

The PPC survey team is developing a telephone survey to be administered to members who utilize the ED for non-emergent diagnoses. We anticipate recruiting 50 members per month for 1 year. This should yield 300 completed surveys (100 per group) with sufficient power to detect moderate differences at .05.

#### *Structured key stakeholder interviews*

Interviews with key IWP stakeholders will be conducted annually and staggered at different times for different stakeholder groups. Interviews will be 60 minutes long and topics for the structured interviews will be developed to reflect the experiences of IWP members and provide elaboration from a primary source as needed to provide context for data collection activities, outline the availability of key pieces of information and outline adjustments to IWP. Stakeholder interviews may occur at varying times as needed to inform the evaluation portions of the policy components.

### **Measures**

#### *Bivariate analyses*

With the complexity of the evaluation and the many areas investigation, it is not possible to provide complex modelling for every measure. Additionally, some measure changes provide context around the more complex modelling. Bivariate analyses can provide an understanding of the changes, for example, that have occurred pre-and post-demonstration between the many target and comparison groups we have identified. Appropriate bivariate analytic approaches we use depend on data structures of two variables of our interest, their sample size and other associated assumptions.

#### *Multivariate modelling*

Many outcomes are population-based, however through modification of the protocols they will also be measured as individual outcomes. Individual outcomes can be measured as a dichotomous variable indicating whether or not the member had a service (e.g., person with type 1 or type 2 diabetes receiving a Hemoglobin A1c) or experienced an outcome (e.g., preventive visit) or a continuous variable (e.g., per member per month cost, or time to first enrollment gap)

### **Comparative Interrupted Time Series (CITS)**

A simple comparative interrupted time series analysis (CITS) entails a Difference in Difference (DID) estimation in which the effect of a health program is determined by comparing the pre- and post-program means in the study population using the pre- and post-program means in the comparison population as the counterfactuals. In complex CITS analyses with more pre- and post-IWP data (as in the case of many of our hypotheses), we analyze means and slopes of pre-IWP values to determine changes both in means and in post-IWP linear and non-linear trends, as well as mean and trend heterogeneity among different sub-groups of population.

For programs where a readily identified comparison group exists, CITS methods are very useful. For program groups where no readily-identified comparisons exist, regression controlling for observed patient or area characteristics will be utilized. The specific analysis technique will depend on the distribution of the dependent variable (e.g., OLS for continuous variables and logistic regression for dichotomous variables with a skewed distribution). When appropriate, person, program or area fixed effects will be used to control for time-invariant individual (or program or area) effects and year effects. Each method has strengths and weaknesses but combined should offer a robust analysis of program effects on costs and outcomes.

### **Covariates**

Payment structure - series of dichotomous variables that provide payment structure comparisons. The variables will indicate whether during the month a member was in the HMO (0,1), PCCM (0,1), or fee-for-service (0,0).

Age - calculated monthly

Age squared - to allow for a curvilinear relationship between age and costs

Gender

Race - within the Medicaid data 30% of enrollees/members do not identify a race. Previous analyses have indicated that this option does not appear to have a race-based bias or systematic component. We will perform the analyses with this group identified as race 'Undisclosed' and without this group.

Number of chronic conditions - The Health Home program in Iowa Medicaid utilizes seven diagnoses to establish member participation: mental health condition, substance use disorder, asthma, diabetes, heart disease, overweight, and hypertension. A count of these conditions will serve as the chronic conditions measure though the severity of impairment will be unattainable.

Risk adjustment - Risk stratification provides an adjustment for the model to determine whether there are high-risk groups of enrollees whose costs are more likely to be reduced through the Wellness Plan. We will develop risk stratification based on medical diagnoses, physical diseases and disorders. We will determine the exact method of stratifying the enrollees once we are able to analyze the data and determine whether we are able to construct risk stratification for each month and how we will provide a risk stratification mechanism for the control groups.

Rural/urban - Rural-urban continuum codes (RUCC) provided through the US Department of Agriculture will be included. We will also test the model with the county of residence as a covariate; however, past analyses indicate that the RUCC is sufficient.

Income - Percent poverty will be included as it appears on the enrollment files.

When needed, we will use maximum likelihood estimators (logit or probit) or a recently developed special regressor method. Dong and Lewbel (2015) show that the special regressor method has several advantages over maximum likelihood estimators including providing consistent estimates in cases of endogenous regressors.

We will also utilize modified Poisson regressions (Poisson regressions with a robust error variance). This method is used to answer research questions involving count dependent variables. Poisson regressions use a log link function to relate the expected value of an outcome of interest ( $Y$ ) ( $E(Y)=\mu$ ) to a linear combination of  $X$ :

$$\log(\mu)=X_{it}, \text{ or } \mu=e^X (1)$$

In addition, we will pre-process the data for estimations using matching methods, including propensity score matching (with difference matching schemes, e.g., nearest neighbor, caliper) or coarsened exact matching methods. Alternatively, we may use propensity scores as inverse probability of treatment weights whenever appropriate. All these estimation techniques are intended to minimize bias and allow us to make causal inference between program interventions and outcomes of interest. In previous rounds of cost analyses, we did use matching techniques to pre-process data and there seemed to be enough common support across covariates.

Reference:

Dong, Y., & Lewbel, A. (2015). A Simple Estimator for Binary Choice Models with Endogenous Regressors. *Econometric Reviews*, 34(1-2), 82-105.

**Evaluation Methods Summary: Access to Care**

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Hypothesis 1.1: Wellness Plan members will have equal or greater access to primary care and specialty services.</b>			
<b>Research Question 1.1.1: Are adults in the IWP more likely to have had an ambulatory or preventive care visit than other adults in Medicaid?</b>			
Study group: IWP members			
Comparison group: FMAP adult members	Percent of members who had an ambulatory care visit in the measurement year (HEDIS AAP)	Medicaid claims	Means tests CY 2014-2022
Study group: IWP members			
Comparison group: FMAP adult members	Whether a member had an ambulatory or preventive care visit (HEDIS AAP)	Medicaid claims	DID CY 2014-2022
<b>Research Question 1.1.2: Are adults in the IWP more likely to report greater access to urgent care than other adults in national estimates from National CAHPS Benchmarking Database?</b>			
Adults in national estimates from National CAHPS Benchmarking Database	Composite of two questions rating timely access to UC and unmet need for UC (CAHPS question)	Member Survey	Means tests
<b>Research Question 1.1.3: Are adults in the IWP more likely to report greater access to routine care than other adults in national estimates from National CAHPS Benchmarking Database?</b>			
Adults in national estimates from National CAHPS Benchmarking Database	Composite of two questions rating timely access to RC and unmet need for RC (CAHPS question)	Member Survey	Means tests
<b>Research Question 1.1.4: Are adults in the IWP more likely to get timely appointments, answers to questions, and have less time in waiting room than other adults in national estimates from National CAHPS Benchmarking Database?</b>			
Adults in national estimates from National CAHPS Benchmarking Database	Composite of three questions 1) member experience with getting appointments for care in a timely manner, 2) time spent waiting for their appointment, and 3) receiving timely answers to their questions. (CAHPS question)	Member Survey	DID
<b>Research Question 1.1.5: Are adults in the IWP more likely to know what to do to obtain care after regular office hours than other adults in national estimates from National CAHPS Benchmarking Database?</b>			
Adults in national estimates from National CAHPS Benchmarking Database	Member experience with knowing what to do to obtain care after regular office hours (CAHPS question)	Member Survey	DID

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 1.1.6: Are adults in the IWP more likely to report greater access to specialist care than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	Composite of two questions rating access to and unmet need for care from a specialist (CAHPS question)	Member Survey	DID
Research Question 1.1.7: Are adults in the IWP more likely to report greater access to prescription medication than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	Composite of two questions rating access to and unmet need for prescription medication (CAHPS question)	Member Survey	DID
Hypothesis 1.2: Wellness Plan members will have equal or greater access to preventive care services.			
Research Question 1.2.1: Are women aged 50-64 in the IWP more likely to have had a breast cancer screening than other adults in Medicaid?			
Study group: Female IWP members 50-64 yrs	Percent of women 50-64 years of age who had a mammogram to screen for breast cancer (HEDIS BCS) during the measurement year	Medicaid claims	Means tests CY 2014-2022
Comparison group: Female FMAP members 50-64 yrs			
Study group: Female IWP members 50-64 yrs	Whether a woman 50-64 years of age had a mammogram to screen for breast cancer (HEDIS BCS) during the measurement period	Medicaid claims	DID CY 2014-2022
Comparison group: Female FMAP members 50-64 yrs			
Research Question 1.2.2: Are women aged 21-64 in the IWP more likely to have had a cervical cancer screening than other adults in Medicaid?			
Study group: Female IWP members 21-64 yrs	Percent of women 21-64 years of age who were screened for cervical cancer (HEDIS CCS) in the measurement year or the 2 years prior to the measurement year	Medicaid claims	Means tests CY 2017-2022
Comparison group: Female FMAP members 21-64 yrs			
Adults in Medicaid	Whether a woman 21-64 years of age was screened for cervical cancer (HEDIS CCS) in the measurement year or the 2 years prior to the measurement year	Medicaid claims	DID CY 2017-2022
Research Question 1.2.3: Are adults in the IWP more likely to have had a flu shot in the past year than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	Percent of members 21-64 years of age who received an influenza vaccination (CAHPS question)	Member Survey	Means tests

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 1.2.4: Are adults with diabetes in the IWP more likely to have had Hemoglobin A1c testing than other adults with diabetes in Medicaid?			
For those identified as having diabetes			
Study group: IWP members	Percent of members with type 1 or type 2 diabetes who had Hemoglobin A1c testing (HEDIS CDC) during the measurement year	Medicaid claims	Means tests CY 2012-2022
3 comparison groups:			
FMAP adult members			
SSI adult members			
IowaCare members			
For those identified as having diabetes			
Study group: IWP members	Whether a member with type 1 or type 2 diabetes had Hemoglobin A1c testing (HEDIS CDC) during the measurement period	Medicaid claims	CITS Pre-IWP CY 2011-2013 Post-IWP CY 2014-2022
3 comparison groups:			
FMAP adult members			
SSI adult members			
IowaCare members			
Research Question 1.2.5: Are adults in the IWP more likely to report greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	Access to and unmet need for preventive care (CAHPS question)	Member Survey	DID



Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
<b>Hypothesis 1.3: Wellness Plan members will have equal or greater access to mental and behavioral health services.</b>			
Research Question 1.3.1: Are adults in IWP with major depressive disorder more likely to have higher anti-depressant medication management than other adults with major depressive disorder in Medicaid?			
For those identified as having major depressive disorder			
Study group: IWP members	Percent of members with major depressive disorder who remained on antidepressant medication (HEDIS AMM)	Medicaid claims	Means tests CY 2015-2022
2 comparison groups FMAP adult members SSI adult members			
For those identified as having major depressive disorder			
Study group: IWP members	Time to first lapse in anti-depressant medication		
2 comparison groups FMAP adult members SSI adult members	Newly developed measure identifying continuous use of anti-depressant medication utilizing medication lists from HEDIS AMM	Medicaid claims	Survival analyses CY 2015-2022
Research Question 1.3.2: Are adults in the IWP more likely to utilize mental health services than other adults in Medicaid?			
Study group: IWP members	Percent of members receiving any mental health services		
2 comparison groups: FMAP adult members SSI adult members	Newly developed measure utilizing HEDIS FUH Mental Health Diagnosis Value Set	Medicaid claims	Means tests CY 2014-2022
For those identified as having mental health diagnosis			
Study group: IWP members	Whether member with mental health diagnosis received mental health services	Medicaid claims	DID CY 2016-2022
Two comparison groups 1: FMAP adult members 2: SSI adult members			

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Members having an ED visit for a mental health illness			
Study group: IWP members	Whether member had a follow-up visit after ED visit for mental illness (HEDIS FUM)	Medicaid claims	DID CY 2015-2022
2 comparison groups FMAP adult members SSI adult members			
Research Question 1.3.3: Are adults in the IWP more likely to have greater access to preventive care than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	Access to and unmet need for preventive care (CAHPS question)	Member Survey	DID
<b>Hypothesis 1.4: Wellness Plan members will have equal or greater access to care, resulting in equal or lower use of emergency department services for non-emergent care.</b>			
Research Question 1.4.1: Are adults in the IWP more likely to have fewer non-emergent ED visits than other adults in Medicaid?			
Study group: IWP members	Number of non-emergent ED visits per 1,000 member months (HEDIS AMB) in the measurement year	Medicaid claims	Means tests CY 2014-2022
Comparison group: FMAP adult members			
Study group: IWP members	Whether member had a non-emergent ED visit (HEDIS AMB) in the measurement period	Medicaid claims	DID CY 2014-2022
Comparison group: FMAP adult members			
Research Question 1.4.2: Are adults in the IWP more likely to have fewer follow-up ED visits than other adults in Medicaid?			
Study group: IWP members	Percent of members with ED visit within the first 30 days after index ED visit in the measurement year	Medicaid claims	Means tests CY 2014-2022
Comparison group: FMAP adult members	Newly developed measure using the structure of hospital readmission from HEDIS and ED value set to define the visits		
Research Question 1.4.3: Are adults in the IWP more likely to utilize ambulatory care than other adults in Medicaid?			
Study group: IWP members	Rate of outpatient and emergency department visits per 1,000 member months (HEDIS AMB)	Medicaid claims	Means tests CY 2014-2022
Comparison group: FMAP adult members			

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 1.4.4: What other circumstances are associated with overutilization of ED?			
Members utilizing the ED ED providers	Identification of facilitators and barriers to other types of care and factors related to non-emergent ED use (e.g. knowledge of alternatives, access, ease of use, up-front cost, work or childcare coverage, financial stress)	Qualitative member interviews, ED provider interviews	Qualitative thematic coding

### ***Evaluation Methods Summary: Coverage continuity***

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Hypothesis 2.1: Wellness Plan members will experience equal or less churning.			
Research Question 2.1.1: Are adults in the IWP less likely to have gaps in health insurance coverage over the past 12 months than other adults in Medicaid?			
Study group: IWP members	Number of months in the previous year when the respondent did not have health insurance coverage (Developed for IWP evaluation)	Member Survey	DID
Comparison group: FMAP adult members			
Research Question 2.1.2: Are adults in the IWP more likely to have higher rates of consecutive coverage than other adults in Medicaid?			
Study group: IWP members	Percent of members with 6 months continuous eligibility and 12 months continuous eligibility (Developed for IWP evaluation)	Enrollment files	CITS Pre – CY 2010-2013 Post – CY 2014-2021
Comparison group: FMAP adult members			
IowaCare members			
Research Question 2.1.3: Are adults in the IWP less likely to change plans or lose eligibility during the year than other adults in Medicaid?			
Study group: IWP members	Whether member did not change plans or lose eligibility, changed plans or lost eligibility once, changed plans or lost eligibility 2-3 times or changed plans or lost eligibility 4 or more times (Developed for IWP evaluation)	Enrollment files	CITS Pre – CY 2010-2013 Post – CY 2014-2021
Comparison group: FMAP adult members IowaCare members			
Hypothesis 2.2: Wellness Plan members will maintain continuous access to a regular source of care when their eligibility status changes.			
Research Question 2.2.1: Are adults in the IWP more likely to have a personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	The percent who respond that they currently have a personal doctor (CAHPS question)	Member Survey	Means tests

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 2.2.2: Are adults in the IWP more likely to have a positive experience with changing personal doctor/PCP than other adults in Medicaid/than in prior years?			
Study group: IWP members	Member experiences with changing personal doctor/primary care provider (Developed for IWP evaluation)	Member Survey	DID
Comparison group: FMAP adult members			

### ***Evaluation Methods Summary: Quality of Care***

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Hypothesis 3.1: Wellness Plan members will have equal or better quality of care.			
Research Question 3.1.1: Are adults in the IWP less likely to receive antibiotic treatment for acute bronchitis than other adults in Medicaid?			
Study group: IWP members	The percent of members 19–64 years of age who were enrolled for at least 11 months during the measurement year with a diagnosis of acute bronchitis who were not dispensed an antibiotic prescription (HEDIS AAB)	Medicaid claims	Means tests CY 2014-2022
2 Comparison groups: FMAP adult members SSI adult members			
Research Question 3.1.2: Are adults aged 40-64 with COPD in IWP more likely to have pharmacotherapeutic management of COPD exacerbation than other adults in Medicaid?			
Study group: IWP members	The percent of COPD exacerbations for members age 40-64 years of age who had an acute inpatient discharge or emergency department visit during the first 11 months of the measurement year and who were enrolled for at least 30 days following the inpatient stay or emergency department visit and who were dispensed appropriate medications (PQI)	Medicaid claims	Means tests CY 2014-2022
2 Comparison groups: FMAP adult members SSI adult members			
Research Question 3.1.3: Are adults in the IWP more likely to self-report receipt of flu shot than other adults in Medicaid?			
Study group: IWP members	Percent of respondents who reported having a flu shot (CAHPS question)	Member Survey	Means tests
2 Comparison groups: FMAP adult members SSI adult members			

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 3.1.4: Are adults in the IWP less likely to report visiting the ED for non-emergent care than other adults in Medicaid?			
Study group: IWP members	Percent of respondents who reported that the care they received at their most recent visit to the emergency room could have been provided in a doctor's office if one was available at the time (Developed for IWP evaluation)	Member Survey	Means tests
2 Comparison groups: FMAP adult members SSI adult members			
Hypothesis 3.2: Wellness Plan members will have equal or lower rates of hospital admissions.			
Research Question 3.2.1: Are adults in the IWP less likely to have hospital admissions for COPD, diabetes short-term complications, CHF or asthma than other adults in Medicaid?			
Study group: IWP members	The number of discharges for COPD, CHF, short-term complications from diabetes or asthma per 100,000 Medicaid members (PQI)	Medicaid claims	Means tests CY 2014-2022
2 Comparison groups: FMAP adult members SSI adult members			
Research Question 3.2.2: Are adults in the IWP less likely to utilize general hospital/acute care than other adults in Medicaid?			
Study group: IWP members	This measure summarizes utilization of acute inpatient care and services in the following categories: total inpatient, surgery and medicine using number of discharges per 1000 member months, number of days stay per 1000 member months and average length of stay for all members who were enrolled for at least 1 month during the measurement year (HEDIS IHU)	Medicaid claims	Means tests CY 2014-2022
2 Comparison groups: FMAP adult members SSI adult members			
Research Question 3.2.3: Are adults in the IWP less likely to have an acute readmission within 30 days of being discharged for acute inpatient stay than other adults in Medicaid?			
Study group: IWP members	For members age 19-64 years who were enrolled for at least on month during the measurement year, the number of acute inpatient stays during the measurement year that were followed by an acute readmission for any diagnosis within 30 days and the predicted probability of an acute readmission (Developed for IWP evaluation)	Medicaid claims	Means tests CY 2014-2022
2 Comparison groups: FMAP adult members SSI adult members			
Research Question 3.2.4: Are adults in the IWP less likely to have a self-reported hospitalization in the previous 6 months than other adults in Medicaid?			
Study group: IWP members	Hospitalization reported in the previous 6 months (Developed for IWP evaluation)	Member Survey	DID
2 Comparison groups: FMAP adult members SSI adult members			

Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Research Question 3.2.5: Are adults in the IWP less likely to have a self-reported 30-day hospital readmission in the previous 6 months than other adults in Medicaid?			
Study group: IWP members			
2 Comparison groups: FMAP adult members SSI adult members	30-day readmissions reported in last 6 months (Developed for IWP evaluation)	Member Survey	DID
<b>Hypothesis 3.3: Wellness Plan members will report equal or greater satisfaction with the care provided.</b>			
Research Question 3.3.1: Are adults in the IWP more likely to report that their personal doctor communicated well with them during office visits than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	This is a CAHPS composite measure designed to assess respondent perception of how well their personal doctor communicated with them during office visits.	Member Survey	Means tests
Research Question 3.3.2: Are adults in the IWP more likely to report that their provider supported them in taking care of their own health than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	This is a CAHPS Patient-Centered Medical Home (PCMH) composite measure designed to assess respondent perception of how well their provider supported them in taking care of their own health.	Member Survey	Means tests
Research Question 3.3.3: Are adults in the IWP more likely to report that their provider paid attention to their mental or emotional health than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	This is a CAHPS Patient-Centered Medical Home (PCMH) composite measure designed to assess respondent perception of how well their provider paid attention to their mental or emotional health which is the CAHPS way to assess the comprehensive care component of the PCMH.	Member Survey	DID
Adults in national estimates from National CAHPS Benchmarking Database	This is a CAHPS Patient-Centered Medical Home (PCMH) composite measure designed to assess respondent perception of how well their provider paid attention to their mental or emotional health which is the CAHPS way to assess the comprehensive care component of the PCMH.	Member Survey	DID
Research Question 3.3.4: Are adults in the IWP more likely to report that their provider talked with them about their prescription medications than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	This is a CAHPS Patient-Centered Medical Home (PCMH) composite measure designed to assess respondent perception of how well their provider talked with them about their prescription medications which is the CAHPS way to assess the shared decision-making component of the PCMH.	Member Survey	DID



Comparison Strategy	Outcome Measure(s)	Data Sources	Analytic Approach
Adults in national estimates from National CAHPS Benchmarking Database	This is a CAHPS Patient-Centered Medical Home (PCMH) composite measure designed to assess respondent perception of how well their provider talked with them about their prescription medications which is the CAHPS way to assess the shared decision-making component of the PCMH.	Member Survey	DID
Research Question 3.3.5: Are adults in the IWP more likely to report that their provider paid attention to the care they received from other providers than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	There are three individual items from the CAHPS Patient-Centered Medical Home (PCMH) items designed to assess respondent perception of their provider's attention to the care they received from other providers. This is the CAHPS way to assess the care coordination component of the PCMH.	Member Survey	DID
Adults in national estimates from National CAHPS Benchmarking Database	There are three individual items from the CAHPS Patient-Centered Medical Home (PCMH) items designed to assess respondent perception of their provider's attention to the care they received from other providers. This is the CAHPS way to assess the care coordination component of the PCMH.	Member Survey	DID
Research Question 3.3.6: Are adults in the IWP more likely to report higher ratings of their personal doctor than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	Rating of personal doctor on 0-10 scale (CAHPS question)	Member Survey	Means tests
Research Question 3.3.7: Are adults in the IWP more likely to report higher ratings of their overall care than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	Rating of all care received on 0-10 scale (CAHPS question)	Member Survey	Means tests
Research Question 3.3.8: Are adults in the IWP more likely to report higher ratings of their health plan than other adults in national estimates from National CAHPS Benchmarking Database?			
Adults in national estimates from National CAHPS Benchmarking Database	Rating of health care plan on 0-10 scale (CAHPS question)	Member Survey	Means tests

# Logic Model: Experiences of IWP Members

LOGIC MODEL FOR MEDICAID EVALUATION: ASSESSING ONGOING EXPERIENCES OF IWP MEMBERS					
<p><b>NEED(s):</b> The Iowa Wellness Plan (IWP), Iowa's version of Medicaid expansion, provides comprehensive health coverage at low or no cost to low-income Iowans between the ages of 19 and 64. Iowa and CMS will continue to evaluate the effectiveness of various policies that are designed to improve the health of Medicaid beneficiaries.</p> <p><b>THEORY OF CHANGE:</b> The IWP seeks to increase access for low-income Iowans to quality, affordable health care services and coverage. Through the expansion of eligibility to populations not previously eligible for Medicaid coverage, their will be both a decrease in the number of uninsured Iowans as well as an increase in the access to care, quality of care and other positive implications of having health care coverage.</p>					
YOUR PLANNED WORK			YOUR INTENDED RESULTS		
Inputs	Activities	Participation	Short-Term Outcomes	Medium-Term Outcomes	Long-Term Outcomes
<p><b>Eligible IWP Members:</b></p> <ul style="list-style-type: none"> <li>Adults ages 19-64</li> <li>Income up to 138% FPL</li> </ul> <p><b>Stakeholder Collaboration</b></p> <ul style="list-style-type: none"> <li>CMS – federal government</li> <li>Iowa Department of Human Services</li> <li>Iowa Medicaid Enterprise (IME)</li> <li>Managed Care Organizations (MCOs)               <ul style="list-style-type: none"> <li>Amerigroup</li> <li>Iowa Total Care</li> </ul> </li> <li>State Provider Associations</li> <li>Advocacy groups</li> </ul> <p><b>IWP Components</b></p> <ul style="list-style-type: none"> <li>Funding</li> <li>Program staff</li> <li>Program infrastructure</li> </ul> <p><b>Outside Data Sources:</b></p> <ul style="list-style-type: none"> <li>National CAHPS Benchmarking Database</li> </ul>	<p><b>Activities of IWP Members</b></p> <ul style="list-style-type: none"> <li>Yearly wellness exam (WE)               <ul style="list-style-type: none"> <li>Preventive exam from a plan-enrolled physician</li> <li>Dental well exam from a plan-enrolled dental provider</li> </ul> </li> <li>Health risk assessment (HRA) survey tool</li> </ul> <p><b>Additional Activities:</b></p> <ul style="list-style-type: none"> <li>IWP education and promotion by MCOs, DHS, &amp; providers</li> <li>Financial hardship waiver</li> </ul> <p><b>Medicaid Evaluation Activities</b></p> <ul style="list-style-type: none"> <li>IWP Member Surveys               <ul style="list-style-type: none"> <li>Fielded every 18 months</li> <li>Survey foundation will be based on the CAHPS survey</li> <li>Mailed to stratified random sample of 1500 members to each of the following groups:                   <ul style="list-style-type: none"> <li>Amerigroup</li> <li>Iowa Total Care</li> <li>Traditional state Medicaid plan</li> </ul> </li> <li>Survey eligibility: Members must have been enrolled in IWP for at least the previous 6 months</li> <li>Follow-up survey to be mailed + telephone follow up</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Completion of WE</li> <li>Completion of HRA</li> <li>Completion of both: wellness exam and HRA</li> </ul> <ul style="list-style-type: none"> <li>Demographics of members that are more likely to complete both required activities</li> <li>Demographics of members who are less likely to complete required activities</li> </ul>	<p><u>IWP members will have equal or greater access to primary care and specialty services</u></p> <ul style="list-style-type: none"> <li>Increased likelihood of having an ambulatory or preventive care visit</li> <li>Greater access to urgent care</li> <li>Greater access to routine care</li> <li>Increased likelihood to get timely appointments, answers to questions, and have less time in waiting room</li> <li>Increased likelihood to know what to do to obtain care after regular office hours</li> <li>Increased likelihood to report greater access to specialist care</li> <li>Increased likelihood to report greater access to prescription medication</li> </ul> <p><u>IWP members will have equal or greater access to preventive care services</u></p> <ul style="list-style-type: none"> <li>Increased likelihood for women aged 50-64 to have had a breast cancer screening</li> <li>Increased likelihood for women aged 21-64 to have had a cervical cancer screening</li> <li>Increased likelihood for adults to have had a flu shot in the past year</li> <li>Increased likelihood for adults with diabetes to have had Hemoglobin A1c testing</li> <li>Increased likelihood to report greater access to preventive care</li> </ul> <p><u>IWP members will have equal or greater access to mental and behavioral health services</u></p> <ul style="list-style-type: none"> <li>Increased likelihood for adults with major depressive disorder to have higher anti-depressant medication management</li> <li>Increased likelihood to utilize mental health services</li> <li>Increased likelihood to report greater access to preventive care</li> </ul>	<p><u>IWP members will have equal or greater access to care, resulting in equal or lower use of emergency department services for non-emergent care</u></p> <ul style="list-style-type: none"> <li>Increased likelihood to have fewer non-emergent ED visits</li> <li>Increased likelihood to have fewer follow-up ED visits</li> <li>Increased likelihood to utilize ambulatory care</li> </ul> <p><u>IWP members will experience equal or less churning</u></p> <ul style="list-style-type: none"> <li>Decreased likelihood to have gaps in health insurance coverage over the past 12 months</li> <li>Increased likelihood of having higher rates of consecutive coverage</li> <li>Decreased likelihood change plans or lose eligibility during the year</li> </ul>	<p><u>IWP members will maintain continuous access to a regular source of care when their eligibility status changes</u></p> <ul style="list-style-type: none"> <li>Increased likelihood to have a personal doctor than other adults</li> <li>Increased likelihood to have a positive experience with changing personal doctor/PCP</li> </ul> <p><u>IWP members will have equal or better quality of care</u></p> <ul style="list-style-type: none"> <li>Decreased likelihood to receive antibiotic treatment for acute bronchitis</li> <li>Increased likelihood for adults aged 40-64 with COPD to have pharmacotherapeutic management of COPD exacerbation</li> <li>Increased likelihood for adults to self-report receipt of flu shot</li> <li>Decreased likelihood to report visiting the ED</li> </ul> <p><u>IWP members will have equal or lower rates of hospital admissions</u></p> <ul style="list-style-type: none"> <li>Decreased likelihood to have hospital admissions for COPD, diabetes short-term complications, CHF, or asthma</li> <li>Decreased likelihood to utilize general hospital/acute care</li> <li>Decreased likelihood to have an acute readmission within 30 days of being discharged for acute inpatient stay</li> <li>Decreased likelihood to have a self-reported hospitalization in the previous 6 months</li> <li>Decreased likelihood to have a self-reported 30-day hospital readmission in the previous 6 months</li> </ul> <p><u>IWP members will report equal or greater satisfaction with the care provided</u></p> <ul style="list-style-type: none"> <li>Increased likelihood to report that their personal doctor communicated well with them during office visits</li> <li>Increased likelihood to report that their provider supported them in taking care of their own health</li> <li>Increased likelihood to report that their provider paid attention to their mental or emotional health</li> <li>Increased likelihood to report that their provider talked with them about their prescription medications</li> <li>Increased likelihood to report that their provider paid attention to their care they received from other providers</li> <li>Increased likelihood to report higher ratings of their personal doctor</li> <li>Increased likelihood to report higher ratings of their overall care</li> <li>Increased likelihood to report higher ratings of their health plan</li> </ul>
<p><b>ASSUMPTIONS</b></p> <ul style="list-style-type: none"> <li>IWP members are aware of IWP program requirements</li> <li>IWP members value preventive health services</li> <li>IWP members value health insurance coverage</li> </ul>			<p><b>EXTERNAL FACTORS</b></p> <ul style="list-style-type: none"> <li>MCO changes within the state</li> <li>Underlying health status of IWP members impacting health needs</li> <li>Barriers to transportation and other factors related to seeking out care and preventive services (knowledge, access, ease of use, infrastructure, up-front cost, work or childcare coverage, reliability of service)</li> </ul>		

## F. Attachments

### F-1. Independent Evaluator

The State will work within policies and procedures established under the Iowa Code to contract with an independent entity to complete the evaluation activities. In the past, The University of Iowa Public Policy Center (UI PPC) has conducted many independent evaluations of Medicaid changes (please see: <http://ppc.uiowa.edu/health>). We fully anticipate that the PPC will meet the requirements of an independent entity under these policies and procedures. In addition, The University of Iowa brings the ability to meet the prevailing standards of scientific and academic rigor as appropriate and feasible for each aspect of the evaluation, including standards for the evaluation design, conduct, and interpretation and the reporting of findings. The PPC has in the past, and will continue, to use the best available data; use controls and adjustments for and reporting of limitations of data and their effects on results; and discuss the generalizability of results.

### F-2. Budget

	Y1 (Q1 - Q4)	Y2 (Q1 - Q4)	Y3 (Q1 - Q4)	Y4 (Q1 - Q4)	Y5 (Q1 - Q3)	Total
<b>Compensation</b>						
Total Salary	\$ 810,364	\$ 773,122	\$ 751,842	\$1,057,857	\$ 781,385	\$4,174,570
Total Fringe	\$ 259,303	\$ 258,105	\$ 257,502	\$ 343,400	\$ 256,700	\$1,375,012
F&A Cost: 8%	\$ 112,984	\$ 120,929	\$ 127,591	\$ 130,822	\$ 101,508	\$ 593,834
<b>Total Compensation and F&amp;A</b>	<b>\$ 1,182,651</b>	<b>\$ 1,152,156</b>	<b>\$ 1,136,936</b>	<b>\$ 1,532,079</b>	<b>\$ 1,139,593</b>	<b>\$ 6,143,415</b>
<b>Reimbursables</b>						
Supplies	\$ 420	\$ 420	\$ 420	\$ 420	\$ 315	\$ 1,995
Travel	\$ 12,000	\$ 12,000	\$ 12,000	\$ 12,000	\$ 9,000	\$ 57,000
Contractual	\$135,431	\$138,664	\$141,994	\$145,424	\$115,996	\$ 677,510
Other	\$104,031	\$ 69,227	\$ 71,650	\$115,326	\$116,159	\$ 476,393
Survey and Primary Data Collection	\$265,467	\$427,533	\$537,000	\$189,750	\$190,000	\$1,609,750
<b>Total Reimbursables</b>	<b>\$ 517,349</b>	<b>\$ 647,844</b>	<b>\$ 763,064</b>	<b>\$ 462,921</b>	<b>\$ 431,470</b>	<b>\$ 2,822,648</b>
<b>Total for Contract</b>	<b>\$ 1,700,000</b>	<b>\$ 1,800,000</b>	<b>\$ 1,900,000</b>	<b>\$ 1,995,000</b>	<b>\$ 1,571,063</b>	<b>\$ 8,966,063</b>



## F-3.Timeline and Major Milestones

### Timeline

Quarter one is based on the time when the IWP evaluation plan is approved by CMS. These activities may extend past the current waiver period based on the start date.

QUARTER YEAR	Q 1 Yr 1	Q 2 Yr 1	Q 3 Yr 1	Q 4 Yr 1	Q 1 Yr 2	Q 2 Yr 2	Q 3 Yr 2	Q 4 Yr 2	Q 1 Yr 3	Q 2 Yr 3	Q 3 Yr 3	Q 4 Yr 3	Q 1 Yr 4	Q 2 Yr 4	Q 3 Yr 4	Q 4 Yr 4	Q 1 Yr 5	Q 2 Yr 5	Q 3 Yr 5	Q 4 Yr 5	Q 1 Yr 6	Q 2 Yr 6
<b>Reports</b>																						
Interim Report																						
Summative Report																						
<b>Survey-based outcomes</b>																						
Survey development																						
Survey data collection																						
Analyses																						
Report																						
<b>Process Evaluation</b>																						
Document Review																						
Script development																						
Tiered interviews																						
Qualitative interview and content analysis																						
Report production																						
<b>Healthy Behaviors</b>																						

QUARTER YEAR	Q 1 Yr 1	Q 2 Yr 1	Q 3 Yr 1	Q 4 Yr 1	Q 1 Yr 2	Q 2 Yr 2	Q 3 Yr 2	Q 4 Yr 2	Q 1 Yr 3	Q 2 Yr 3	Q 3 Yr 3	Q 4 Yr 3	Q 1 Yr 4	Q 2 Yr 4	Q 3 Yr 4	Q 4 Yr 4	Q 1 Yr 5	Q 2 Yr 5	Q 3 Yr 5	Q 4 Yr 5	Q 1 Yr 6	Q 2 Yr 6
Claims-based analyses																						
Member survey panel																						
Member survey cross-sectional																						
Disenrollment survey																						
Disenrollment interviews																						
MCO interviews																						
Yearly Report																						
<b>Dental Wellness Plan</b>																						
Consumer survey																						
Dentist survey																						
Admin. claims outcomes																						
Member interviews																						
Report																						
<b>Retroactive Eligibility</b>																						
Stakeholder interviews																						
Enrollment surveys																						
Claims analyses																						
Interim Report																						
Enrollment data analyses																						
State comparison																						



QUARTER YEAR	Q 1 Yr 1	Q 2 Yr 1	Q 3 Yr 1	Q 4 Yr 1	Q 1 Yr 2	Q 2 Yr 2	Q 3 Yr 2	Q 4 Yr 2	Q 1 Yr 3	Q 2 Yr 3	Q 3 Yr 3	Q 4 Yr 3	Q 1 Yr 4	Q 2 Yr 4	Q 3 Yr 4	Q 4 Yr 4	Q 1 Yr 5	Q 2 Yr 5	Q 3 Yr 5	Q 4 Yr 5	Q 1 Yr 6	Q 2 Yr 6
Provider interviews																						
Final Report																						
<b>Cost Sharing</b>																						
Consumer surveys																						
Claims analyses																						
Interim Report																						
HCUP ER analyses																						
Final Report																						
<b>Cost and sustainability</b>																						
Stakeholder interviews																						
Administrative documents																						
Claims analyses																						
Interim Report																						
IHA data analyses																						
State Comparisons																						
Final Report																						
<b>NEMT</b>																						
Stakeholder interviews																						
Survey development																						
Survey data collection																						

QUARTER YEAR	Q 1 Yr 1	Q 2 Yr 1	Q 3 Yr 1	Q 4 Yr 1	Q 1 Yr 2	Q 2 Yr 2	Q 3 Yr 2	Q 4 Yr 2	Q 1 Yr 3	Q 2 Yr 3	Q 3 Yr 3	Q 4 Yr 3	Q 1 Yr 4	Q 2 Yr 4	Q 3 Yr 4	Q 4 Yr 4	Q 1 Yr 5	Q 2 Yr 5	Q 3 Yr 5	Q 4 Yr 5	Q 1 Yr 6	Q 2 Yr 6
Analyses																						
Report																						

***Major Milestones***

<b>Deliverable Reports</b>	<b>Delivery Date to IME</b>	<b>Delivery Date to CMS</b>
Interim Report	September 30, 2023	December 31, 2023
Summative Evaluation Report	March 31, 2026	June 30, 2026