



TO: Iowa Department of Human Services

CC: Centers for Medicare and Medicaid Services

FROM: Angela Van Pelt, State Long-Term Care Ombudsman

SUBJECT: Managed Care Ombudsman Program Monthly Report

TIME PERIOD: January 2022

The Office of the State Long-Term Care Ombudsman reports data from the Managed Care Ombudsman Program on a monthly basis. Attached is the January 2022 Report.

The Managed Care Ombudsman Program serves as the independent advocate for Medicaid managed care members receiving care in a healthcare facility as well as members enrolled in one of the seven home and community-based services (HCBS) waivers.

Cases and Complaints:

During the month of January 2022, the Managed Care Ombudsman Program received 19 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 12 managed care members during the month of January.

The top three complaints addressed in January 2022 were:

- Care Coordination
- Change in Care Setting
- Discharge or eviction

Medicaid Programs:

Most of the complaints received from the managed care members were related to the Elderly Waiver, Intellectual Disability Waiver, and the Brain Injury Waiver.

Additional information can be found in the attached January 2022 Report. For further information, please contact the Managed Care Ombudsman Program, by phone at 866-236-1430 or email managedcareombudsman@iowa.gov.

All Programs

From 01/01/2022 to 01/31/2022

No Grouping

	For cases opened between 01/01/2022 to 01/31/2022	For all cases closed between: 01/01/2022 to 01/31/2022					
		Cases opened/ complaints	Opened cases closed/%	Cases closed/complaints/average days to close.	Verified Complaints (#/%)	Result of Verified and Not Verified Complaints	
					Partial / Fully	Not Resolved	Withdrawn/ No Action
* For all cases with at least one complaint with a verified code other than Not a Complaint.							
Amerigroup-Elderly							
B01. Access to information and records	0 / 0		1 / 1 / 226	0 / 0.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
F04. Medications	0 / 0		1 / 1 / 226	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
G01. Activities	0 / 0		1 / 1 / 226	0 / 0.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
I02. Building structure	0 / 0		1 / 1 / 226	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100154. MCOP-AS/B-CDAC	0 / 0		1 / 1 / 198	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		3 / 3 / 161	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 224	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	0 / 0		1 / 1 / 146	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		1 / 1 / 224	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100167. MCOP-AS/B-Transition services/coverage gap, inadequate or inaccessible	0 / 0		1 / 1 / 146	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100169. MCOP-AS/B-Access to durable medical equipment	0 / 0		1 / 1 / 255	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100171. MCOP-CS-Complaints Against Service Provider	0 / 0		1 / 1 / 255	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100172. MCOP-Service Provided-Exception to Policy	0 / 0		1 / 1 / 224	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100191. MCOP-EL-Member needs assistance with acquiring Medicaid eligibility information	0 / 0		1 / 1 / 74	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
M100201. MCOP-Referral DHS	0 / 0		1 / 1 / 224	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	0 / 0		1 / 1 / 224	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		4 / 4 / 177	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
M100214. MCOP-Service Provided-Appeals assistance	0 / 0		1 / 1 / 224	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100216. MCOP-Service Provided-Fair hearing assistance	0 / 0		1 / 1 / 224	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Elderly	0 / 0		7 / 24 / 197	22 / 91.67%	21 / 87.50%	3 / 12.50%	0 / 0.00%
Amerigroup-Health & Disability							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 35	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100161. MCOP-CS-MCO was rude or gave poor customer service	0 / 0		1 / 1 / 35	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100173. MCOP-AS/B-Prior Authorization	0 / 0		1 / 1 / 35	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Health & Disability	0 / 0		1 / 3 / 35	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Intellectual Disability							

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 01/01/2022 to 01/31/2022

No Grouping

For cases opened between
01/01/2022 to 01/31/2022

For all cases closed between: 01/01/2022 to 01/31/2022

* For all cases with at least one complaint with a verified code other than Not a Complaint.

	Cases opened/ complaints	Opened cases closed/%	Cases closed/complaints/average days to close.	Verified Complaints (#/%)	Result of Verified and Not Verified Complaints		
					Partial / Fully	Not Resolved	Withdrawn/ No Action
Amerigroup-Intellectual Disability							
M100164. MCOP-CP-Level of care assessment	1 / 1	1 / 100%	2 / 2 / 108	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	1 / 1	1 / 100%	3 / 3 / 92	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	0 / 0		1 / 1 / 59	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100205. MCOP-Referral Iowa Legal Aid	0 / 0		1 / 1 / 59	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 216	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Intellectual Disability	1 / 2	2 / 0%	3 / 8 / 103	8 / 100.00%	8 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Other							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 105	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100162. MCOP-CS-Care Coordinator/case manager was rude or gave poor customer service	2 / 2	2 / 100%	3 / 3 / 36	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 72	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100167. MCOP-AS/B-Transition services/coverage gap, inadequate or inaccessible	0 / 0		2 / 2 / 88	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
M100184. MCOP-CP-Change in care setting	2 / 2	2 / 100%	2 / 2 / 2	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
Total For Amerigroup-Other	2 / 4	4 / 100%	4 / 9 / 52	9 / 100.00%	7 / 77.78%	0 / 0.00%	2 / 22.22%
Fee For Service-Other							
M100164. MCOP-CP-Level of care assessment	0 / 0		1 / 1 / 178	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100191. MCOP-EL-Member needs assistance with acquiring Medicaid eligibility information	0 / 0		1 / 1 / 178	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 178	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100214. MCOP-Service Provided-Appeals assistance	0 / 0		1 / 1 / 178	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Fee For Service-Other	0 / 0		1 / 4 / 178	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
HIPP							
M100170. MCOP-AS/B-Home and vehicle modification	0 / 0		2 / 2 / 271	2 / 100.00%	0 / 0.00%	0 / 0.00%	2 / 100.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		2 / 2 / 271	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
Total For HIPP	0 / 0		2 / 4 / 271	4 / 100.00%	2 / 50.00%	0 / 0.00%	2 / 50.00%
Iowa Total Care-Health & Disability							

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 01/01/2022 to 01/31/2022

No Grouping

	For cases opened between 01/01/2022 to 01/31/2022		For all cases closed between: 01/01/2022 to 01/31/2022				
	Cases opened/ complaints	Opened cases closed/%	Cases closed/complaints/average days to close.	Verified Complaints (#/%)	Partial / Fully	Not Resolved	Withdrawn/ No Action
* For all cases with at least one complaint with a verified code other than Not a Complaint.							
Iowa Total Care-Health & Disability							
M100158. MCOP-Service Provided-NOD/Adverse Benefit Determination	0 / 0		1 / 1 / 220	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100170. MCOP-AS/B-Home and vehicle modification	0 / 0		1 / 1 / 220	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	0 / 0		1 / 1 / 220	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 220	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100214. MCOP-Service Provided-Appeals assistance	0 / 0		1 / 1 / 220	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Health & Disability	0 / 0		1 / 5 / 220	5 / 100.00%	5 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Other							
M100162. MCOP-CS-Care Coordinator/case manager was rude or gave poor customer service	0 / 0		1 / 1 / 203	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100169. MCOP-AS/B-Access to durable medical equipment	0 / 0		1 / 1 / 203	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100171. MCOP-CS-Complaints Against Service Provider	0 / 0		1 / 1 / 203	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100193. MCOP-EL-Member needs assistance with HCBS waiver program benefits	0 / 0		1 / 1 / 203	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 203	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Other	0 / 0		1 / 5 / 203	5 / 100.00%	5 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Physical Disability							
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		1 / 1 / 90	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 90	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100214. MCOP-Service Provided-Appeals assistance	0 / 0		1 / 1 / 90	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Physical Disability	0 / 0		1 / 3 / 90	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
MCO/Insurance field Blank							
A01. Abuse: physical	1 / 1	1 / 100%	1 / 1 / 10	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
A05. Gross neglect	1 / 1	1 / 100%	1 / 1 / 1	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
B01. Access to information and records	0 / 0		1 / 1 / 75	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
C03. Discharge or eviction	2 / 2	2 / 100%	13 / 13 / 50	12 / 92.31%	12 / 92.31%	0 / 0.00%	1 / 7.69%
D02. Live in less restrictive setting	0 / 0		2 / 2 / 161	2 / 100.00%	0 / 0.00%	2 / 100.00%	0 / 0.00%
D03. Dignity and respect	1 / 1	1 / 100%	4 / 4 / 38	3 / 75.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 01/01/2022 to 01/31/2022

No Grouping

	For cases opened between 01/01/2022 to 01/31/2022		For all cases closed between: 01/01/2022 to 01/31/2022				
	Cases opened/ complaints	Opened cases closed/%	Cases closed/complaints/average days to close.	Verified Complaints (#/%)	Result of Verified and Not Verified Complaints		
					Partial / Fully	Not Resolved	Withdrawn/ No Action
* For all cases with at least one complaint with a verified code other than Not a Complaint.							
MCO/Insurance field Blank							
D04. Privacy	1 / 1	1 / 100%	1 / 1 / 6	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
D06. Retaliation	0 / 0		1 / 1 / 58	0 / 0.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
D07. Visitors	1 / 1	1 / 100%	4 / 4 / 38	2 / 50.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
D09. Other rights and preferences	0 / 0		2 / 2 / 46	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
E02. Personal property	1 / 1	1 / 100%	4 / 4 / 34	3 / 75.00%	3 / 75.00%	1 / 25.00%	0 / 0.00%
F02. Response to requests for assistance	1 / 1	1 / 100%	5 / 5 / 78	4 / 80.00%	2 / 40.00%	2 / 40.00%	1 / 20.00%
F04. Medications	1 / 1	1 / 100%	3 / 3 / 24	2 / 66.67%	2 / 66.67%	1 / 33.33%	0 / 0.00%
F05. Personal hygiene	2 / 2	2 / 100%	5 / 5 / 88	4 / 80.00%	2 / 40.00%	2 / 40.00%	1 / 20.00%
F06. Access to health related services	0 / 0		1 / 1 / 48	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F08. Incontinence care	0 / 0		1 / 1 / 78	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F09. Assistive devices or equipment	0 / 0		2 / 2 / 114	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
G04. Social services	0 / 0		1 / 1 / 201	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
H02. Dining and hydration	1 / 1	1 / 100%	1 / 1 / 10	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
I01. Environment	0 / 0		1 / 1 / 37	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I03. Supplies, storage and furnishings	0 / 0		1 / 1 / 238	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I05. Housekeeping, laundry and pest abatement	0 / 0		1 / 1 / 24	0 / 0.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
J01. Administrative oversight	0 / 0		1 / 1 / 40	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
J03. Staffing	0 / 0		2 / 2 / 19	1 / 50.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
K01. Regulatory system	0 / 0		1 / 1 / 78	0 / 0.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
K02. Medicaid	0 / 0		1 / 1 / 62	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
K06. Private insurance	0 / 0		1 / 1 / 16	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
L01. Resident representative or family conflict	0 / 0		2 / 2 / 23	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
Total For MCO/Insurance field Blank	9 / 13	13 / 0%	37 / 64 / 58	49 / 76.56%	46 / 71.88%	13 / 20.31%	5 / 7.81%
Report Totals	12 / 19	12 / 100%	58 / 129 / 108	112 / 86.82%	104 / 80.62%	16 / 12.40%	9 / 6.98%