



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: February 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 February 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 February 2022, the Managed Care Ombudsman Program received 31 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 16 managed care members during the month of February.

The top three complaints addressed in February 2022 were:

- Medications
- Other rights and preferences
- 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 February 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 02/01/2022 to 02/28/2022

No Grouping

	For cases opened between 02/01/2022 to 02/28/2022		For all cases closed between: 02/01/2022 to 02/28/2022				
	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					Partial / Fully	Not Resolved	Withdrawn/ No Action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							
M100154. MCOP-AS/B-CDAC	0 / 0		1 / 1 / 213	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	0 / 0		1 / 1 / 213	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 / 213	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100184. MCOP-CP-Change in care setting	0 / 0		1 / 1 / 213	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100190. MCOP-EL-HCBS	0 / 0		1 / 1 / 213	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 213	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100215. MCOP-Service Provided-Education & information	0 / 0		1 / 1 / 213	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Elderly	0 / 0		1 / 7 / 213	7 / 100.00%	7 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Intellectual Disability							
M100161. MCOP-CS-MCO was rude or gave poor customer service	0 / 0		1 / 1 / 117	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	0 / 0		1 / 1 / 117	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100165. MCOP-AS/B-Member Rights	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 117	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100215. MCOP-Service Provided-Education & information	0 / 0		1 / 1 / 117	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100217. MCOP-Service Provided-Grievance assistance	0 / 0		1 / 1 / 117	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Intellectual Disability	1 / 1	1 / 0%	2 / 6 / 97	6 / 100.00%	6 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Other							
L03. Request to transition to community setting	0 / 0		1 / 1 / 103	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100155. MCOP-AS/B-Access to Services/Benefits	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100209. MCOP-Referral Other	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100212. MCOP-Referral to State Ombudsman's Office	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Other	1 / 3	3 / 100%	2 / 4 / 25	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
Fee For Service-Duals							
M100165. MCOP-AS/B-Member Rights	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 02/01/2022 to 02/28/2022

No Grouping

	For cases opened between 02/01/2022 to 02/28/2022		For all cases closed between: 02/01/2022 to 02/28/2022				
	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.							
Fee For Service-Duals							
M100191. MCOP-EL-Member needs assistance with acquiring Medicaid eligibility information	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100201. MCOP-Referral DHS	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Fee For Service-Duals	0 / 0		1 / 3 / 33	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
Fee For Service-Elderly							
M100160. MCOP-AS/B-Other service/coverage gap issue	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100194. MCOP-EL-Other	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Fee For Service-Elderly	1 / 2	2 / 100%	1 / 2 / 0	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Brain Injury							
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 99	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	1 / 1	1 / 100%	1 / 1 / 2	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100168. MCOP-AS/B-Transportation not available, timely or adequate	1 / 1	1 / 100%	1 / 1 / 2	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100169. MCOP-AS/B-Access to durable medical equipment	0 / 0		1 / 1 / 99	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100170. MCOP-AS/B-Home and vehicle modification	0 / 0		1 / 1 / 99	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100173. MCOP-AS/B-Prior Authorization	0 / 0		1 / 1 / 99	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 99	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Brain Injury	1 / 2	2 / 0%	2 / 7 / 71	7 / 100.00%	5 / 71.43%	0 / 0.00%	2 / 28.57%
Iowa Total Care-Health & Disability							
M100156. MCOP-CP-Discharge	1 / 1	1 / 100%	1 / 1 / 3	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100162. MCOP-CS-Care Coordinator/case manager was rude or gave poor customer service	1 / 1	1 / 100%	1 / 1 / 3	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100167. MCOP-AS/B-Transition services/coverage gap, inadequate or inaccessible	1 / 1	1 / 100%	1 / 1 / 3	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
Total For Iowa Total Care-Health & Disability	1 / 3	3 / 100%	1 / 3 / 3	3 / 100.00%	0 / 0.00%	0 / 0.00%	3 / 100.00%
Iowa Total Care-Intellectual Disability							
M100154. MCOP-AS/B-CDAC	0 / 0		1 / 1 / 55	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 193	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

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	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-Intellectual Disability							
M100162. MCOP-CS-Care Coordinator/case manager was rude or gave poor customer service	0 / 0		1 / 1 / 55	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		2 / 2 / 124	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100181. MCOP-AS/B-CCO	0 / 0		1 / 1 / 193	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100185. MCOP-AS/B-Other	0 / 0		1 / 1 / 193	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 193	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Intellectual Disability	0 / 0		2 / 8 / 141	8 / 100.00%	8 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Other							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		2 / 2 / 27	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100156. MCOP-CP-Discharge	0 / 0		1 / 1 / 27	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 / 27	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Other	0 / 0		2 / 4 / 27	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
MCO/Insurance field Blank							
B01. Access to information and records	0 / 0		3 / 3 / 100	3 / 100.00%	1 / 33.33%	2 / 66.67%	0 / 0.00%
C03. Discharge or eviction	3 / 3	3 / 100%	7 / 7 / 30	4 / 57.14%	6 / 85.71%	0 / 0.00%	1 / 14.29%
C04. Room issues	1 / 1	1 / 100%	4 / 4 / 43	3 / 75.00%	3 / 75.00%	1 / 25.00%	0 / 0.00%
D01. Choice in health care	0 / 0		1 / 1 / 98	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
D03. Dignity and respect	1 / 1	1 / 100%	7 / 7 / 99	5 / 71.43%	4 / 57.14%	2 / 28.57%	1 / 14.29%
D04. Privacy	0 / 0		1 / 1 / 43	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
D05. Response to complaints	0 / 0		1 / 1 / 61	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
D07. Visitors	0 / 0		3 / 3 / 44	2 / 66.67%	3 / 100.00%	0 / 0.00%	0 / 0.00%
D09. Other rights and preferences	3 / 3	3 / 100%	6 / 6 / 40	6 / 100.00%	3 / 50.00%	0 / 0.00%	3 / 50.00%
E02. Personal property	1 / 1	1 / 100%	5 / 5 / 67	4 / 80.00%	4 / 80.00%	0 / 0.00%	1 / 20.00%
F01. Accidents and falls	0 / 0		1 / 1 / 57	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
F02. Response to requests for assistance	1 / 1	1 / 100%	7 / 7 / 83	7 / 100.00%	5 / 71.43%	1 / 14.29%	1 / 14.29%
F03. Care planning	1 / 1	1 / 100%	1 / 1 / 0	0 / 0.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
F04. Medications	4 / 4	4 / 100%	7 / 7 / 32	5 / 71.43%	6 / 85.71%	0 / 0.00%	1 / 14.29%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

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* For all cases with at least one complaint with a verified code other than Not a Complaint.							
MCO/Insurance field Blank							
F05. Personal hygiene	0 / 0		3 / 3 / 83	2 / 66.67%	3 / 100.00%	0 / 0.00%	0 / 0.00%
F06. Access to health related services	0 / 0		2 / 2 / 42	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
F07. Symptoms unattended	1 / 1	1 / 100%	4 / 4 / 36	3 / 75.00%	1 / 25.00%	2 / 50.00%	1 / 25.00%
F08. Incontinence care	0 / 0		1 / 1 / 223	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F09. Assistive devices or equipment	0 / 0		2 / 2 / 42	2 / 100.00%	0 / 0.00%	1 / 50.00%	1 / 50.00%
F10. Rehabilitation services	2 / 2	2 / 100%	4 / 4 / 27	4 / 100.00%	3 / 75.00%	1 / 25.00%	0 / 0.00%
F13. Infection control	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
G03. Conflict resolution	0 / 0		1 / 1 / 20	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
G04. Social services	0 / 0		1 / 1 / 41	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
H01. Food services	0 / 0		2 / 2 / 77	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
I01. Environment	0 / 0		2 / 2 / 99	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
I02. Building structure	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
I04. Accessibility	0 / 0		1 / 1 / 41	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I05. Housekeeping, laundry and pest abatement	0 / 0		1 / 1 / 205	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
J02. Fiscal management	0 / 0		1 / 1 / 36	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
J03. Staffing	0 / 0		1 / 1 / 31	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
L01. Resident representative or family conflict	0 / 0		1 / 1 / 87	0 / 0.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
L03. Request to transition to community setting	0 / 0		1 / 1 / 111	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
Total For MCO/Insurance field Blank	11 / 20	20 / 0%	38 / 84 / 59	68 / 80.95%	58 / 69.05%	14 / 16.67%	12 / 14.29%
United-Elderly							
C03. Discharge or eviction	0 / 0		2 / 2 / 21	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
Total For United-Elderly	0 / 0		2 / 2 / 21	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
Report Totals	16 / 31	16 / 100%	54 / 130 / 69	114 / 87.69%	99 / 76.15%	14 / 10.77%	17 / 13.08%