



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: March 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 March 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 March 2022, the Managed Care Ombudsman Program received 36 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 18 managed care members during the month of March.

The top three complaints addressed in March 2022 were:

- Discharge or eviction
- Dignity, respect
- Other rights and preferences

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 March 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 03/01/2022 to 03/31/2022

No Grouping

	For cases opened between 03/01/2022 to 03/31/2022		For all cases closed between: 03/01/2022 to 03/31/2022				
	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					Partial / Fully	Not Resolved	Withdrawn/ No Action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-Brain Injury							
M100162. MCOP-CS-Care Coordinator/case manager was rude or gave poor customer service	1 / 1	1 / 100%	1 / 1 / 9	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	1 / 1	1 / 100%	1 / 1 / 9	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100184. MCOP-CP-Change in care setting	1 / 1	1 / 100%	1 / 1 / 9	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
Total For Amerigroup-Brain Injury	1 / 3	3 / 100%	1 / 3 / 9	3 / 100.00%	2 / 66.67%	0 / 0.00%	1 / 33.33%
Amerigroup-Elderly							
M100154. MCOP-AS/B-CDAC	0 / 0		1 / 1 / 60	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 / 18	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	1 / 1	1 / 100%	1 / 1 / 5	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	0 / 0		1 / 1 / 18	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100167. MCOP-AS/B-Transition services/coverage gap, inadequate or inaccessible	1 / 1	1 / 100%	2 / 2 / 11	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100181. MCOP-AS/B-CCO	0 / 0		1 / 1 / 60	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 60	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100215. MCOP-Service Provided-Education & information	0 / 0		1 / 1 / 60	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Elderly	1 / 2	2 / 0%	3 / 9 / 33	9 / 100.00%	9 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Intellectual Disability							
M100156. MCOP-CP-Discharge	0 / 0		1 / 1 / 302	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	1 / 1	1 / 100%	1 / 1 / 26	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100165. MCOP-AS/B-Member Rights	1 / 1	1 / 100%	1 / 1 / 26	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100171. MCOP-CS-Complaints Against Service Provider	0 / 0		1 / 1 / 302	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100181. MCOP-AS/B-CCO	1 / 1	1 / 100%	1 / 1 / 26	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 / 26	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 302	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Intellectual Disability	1 / 4	4 / 0%	2 / 7 / 144	7 / 100.00%	7 / 100.00%	0 / 0.00%	0 / 0.00%
Fee For Service							

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 03/01/2022 to 03/31/2022

No Grouping

	For cases opened between 03/01/2022 to 03/31/2022		For all cases closed between: 03/01/2022 to 03/31/2022				
	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.							
Fee For Service							
M100157. MCOP-EL-Member has lost eligibility status or was denied	0 / 0		1 / 1 / 36	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100158. MCOP-Service Provided-NOD/Adverse Benefit Determination	0 / 0		1 / 1 / 36	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 / 36	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100199. MCOP-EN-Selecting/Changing MCO	0 / 0		1 / 1 / 36	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Fee For Service	0 / 0		1 / 4 / 36	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care (Centene)							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 179	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100157. MCOP-EL-Member has lost eligibility status or was denied	0 / 0		1 / 1 / 179	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 / 179	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		1 / 1 / 179	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 / 179	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100176. MCOP-AS/B-Medication	0 / 0		1 / 1 / 179	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 / 179	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 179	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care (Centene)	0 / 0		1 / 8 / 179	8 / 100.00%	8 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Elderly							
M100155. MCOP-AS/B-Access to Services/Benefits	1 / 1	1 / 100%	1 / 1 / 2	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100160. MCOP-AS/B-Other service/coverage gap issue	1 / 1	1 / 100%	1 / 1 / 2	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	1 / 1	1 / 100%	1 / 1 / 2	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	1 / 1	1 / 100%	1 / 1 / 2	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Elderly	1 / 4	4 / 100%	1 / 4 / 2	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Health & Disability							
M100161. MCOP-CS-MCO was rude or gave poor customer service	0 / 0		1 / 1 / 631	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 / 631	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 03/01/2022 to 03/31/2022

No Grouping

	For cases opened between 03/01/2022 to 03/31/2022		For all cases closed between: 03/01/2022 to 03/31/2022				
	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							
M100169. MCOP-AS/B-Access to durable medical equipment	0 / 0		1 / 1 / 631	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100173. MCOP-AS/B-Prior Authorization	0 / 0		1 / 1 / 631	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 631	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Health & Disability	0 / 0		1 / 5 / 631	5 / 100.00%	5 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Iowa Health & Wellness							
M100160. MCOP-AS/B-Other service/coverage gap issue	0 / 0		1 / 1 / 103	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 103	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Iowa Health & Wellness	0 / 0		1 / 2 / 103	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
MCO/Insurance field Blank							
A03. Abuse: psychological	0 / 0		1 / 1 / 24	0 / 0.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
A04. Financial exploitation	1 / 1	1 / 100%	1 / 1 / 7	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
B01. Access to information and records	0 / 0		2 / 2 / 41	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
C03. Discharge or eviction	1 / 1	1 / 100%	6 / 6 / 43	6 / 100.00%	4 / 66.67%	0 / 0.00%	2 / 33.33%
D02. Live in less restrictive setting	1 / 1	1 / 100%	3 / 3 / 45	2 / 66.67%	0 / 0.00%	2 / 66.67%	1 / 33.33%
D03. Dignity and respect	1 / 1	1 / 100%	4 / 4 / 71	2 / 50.00%	2 / 50.00%	1 / 25.00%	1 / 25.00%
D04. Privacy	0 / 0		2 / 2 / 27	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
D07. Visitors	1 / 1	1 / 100%	2 / 2 / 63	1 / 50.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
D09. Other rights and preferences	3 / 3	3 / 100%	4 / 4 / 26	4 / 100.00%	1 / 25.00%	2 / 50.00%	1 / 25.00%
E01. Billing and charges	1 / 1	1 / 100%	3 / 3 / 45	2 / 66.67%	1 / 33.33%	1 / 33.33%	1 / 33.33%
E02. Personal property	0 / 0		3 / 3 / 109	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
F01. Accidents and falls	0 / 0		1 / 1 / 119	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F02. Response to requests for assistance	0 / 0		5 / 5 / 63	4 / 80.00%	3 / 60.00%	1 / 20.00%	1 / 20.00%
F03. Care planning	1 / 1	1 / 100%	1 / 1 / 7	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F04. Medications	1 / 1	1 / 100%	4 / 4 / 35	3 / 75.00%	1 / 25.00%	2 / 50.00%	1 / 25.00%
F05. Personal hygiene	2 / 2	2 / 100%	6 / 6 / 46	2 / 33.33%	3 / 50.00%	0 / 0.00%	3 / 50.00%
F06. Access to health related services	1 / 1	1 / 100%	1 / 1 / 7	0 / 0.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
F08. Incontinence care	0 / 0		2 / 2 / 39	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 03/01/2022 to 03/31/2022

No Grouping

	For cases opened between 03/01/2022 to 03/31/2022		For all cases closed between: 03/01/2022 to 03/31/2022				
	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							
F09. Assistive devices or equipment	1 / 1	1 / 100%	4 / 4 / 101	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
F10. Rehabilitation services	0 / 0		2 / 2 / 27	1 / 50.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
G01. Activities	1 / 1	1 / 100%	2 / 2 / 36	1 / 50.00%	0 / 0.00%	0 / 0.00%	2 / 100.00%
G02. Transportation	1 / 1	1 / 100%	1 / 1 / 16	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
G03. Conflict resolution	0 / 0		1 / 1 / 57	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
H01. Food services	1 / 1	1 / 100%	3 / 3 / 22	3 / 100.00%	1 / 33.33%	1 / 33.33%	1 / 33.33%
H02. Dining and hydration	0 / 0		2 / 2 / 20	1 / 50.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
H03. Therapeutic or special diet	0 / 0		2 / 2 / 27	1 / 50.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
I01. Environment	1 / 1	1 / 100%	1 / 1 / 7	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I03. Supplies, storage and furnishings	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I05. Housekeeping, laundry and pest abatement	0 / 0		3 / 3 / 68	1 / 33.33%	1 / 33.33%	0 / 0.00%	2 / 66.67%
J03. Staffing	0 / 0		1 / 1 / 199	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
K02. Medicaid	2 / 2	2 / 100%	2 / 2 / 15	2 / 100.00%	0 / 0.00%	0 / 0.00%	2 / 100.00%
L01. Resident representative or family conflict	0 / 0		3 / 3 / 44	3 / 100.00%	1 / 33.33%	2 / 66.67%	0 / 0.00%
L03. Request to transition to community setting	2 / 2	2 / 100%	4 / 4 / 30	4 / 100.00%	1 / 25.00%	0 / 0.00%	3 / 75.00%
Total For MCO/Insurance field Blank	14 / 23	23 / 100%	46 / 83 / 48	62 / 74.70%	42 / 50.60%	16 / 19.28%	25 / 30.12%
Report Totals	18 / 36	18 / 100%	57 / 125 / 82	104 / 83.20%	83 / 66.40%	16 / 12.80%	26 / 20.80%