



**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:** April 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 April 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 April 2022, the Managed Care Ombudsman Program received 16 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 10 managed care members during the month of April.

The top three complaints addressed in April 2022 were:

- Response to requests for assistance
- Access to information and records
- Housekeeping, laundry, pest abatement

**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 April 2022 Report. For further information, please contact the Managed Care Ombudsman Program, by phone at 866-236-1430 or email [managedcareombudsman@iowa.gov](mailto:managedcareombudsman@iowa.gov).

All Programs

From 04/01/2022 to 04/30/2022

No Grouping

|  | For cases opened between<br>04/01/2022 to 04/30/2022 |                          | For all cases closed between: 04/01/2022 to 04/30/2022 |                                 |  |                  |                         |
|--|--|--------------------------|--|---------------------------------|--|------------------|-------------------------|
|  | Cases opened/<br>complaints                          | Opened cases<br>closed/% | Cases<br>closed/complaints/average<br>days to close.   | Verified<br>Complaints<br>(#/%) | Result of Verified and Not Verified Complaints |                  |                         |
|  |  |                          |  |                                 | Partial /<br>Fully                             | Not<br>Resolved  | Withdrawn/<br>No Action |
| * For all cases with at least one complaint with a verified code other than Not a Complaint. |  |                          |  |                                 |  |                  |                         |
| <b>Amerigroup-Brain Injury</b>   |  |                          |  |                                 |  |                  |                         |
| M100154. MCOP-AS/B-CDAC  | 0 / 0  |                          | 1 / 1 / 115  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100155. MCOP-AS/B-Access to Services/Benefits   | 0 / 0  |                          | 1 / 1 / 115  | 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 / 115  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100213. MCOP-Service Provided-Advocacy & Investigation                                      | 0 / 0  |                          | 1 / 1 / 115  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| <b>Total For Amerigroup-Brain Injury</b>   | <b>0 / 0</b>   |                          | <b>1 / 4 / 115</b>                                     | <b>4 / 100.00%</b>              | <b>4 / 100.00%</b>                             | <b>0 / 0.00%</b> | <b>0 / 0.00%</b>        |
| <b>Amerigroup-Elderly</b>  |  |                          |  |                                 |  |                  |                         |
| M100167. MCOP-AS/B-Transition services/coverage gap, inadequate or inaccessible              | 0 / 0  |                          | 1 / 1 / 70   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100184. MCOP-CP-Change in care setting  | 0 / 0  |                          | 1 / 1 / 70   | 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 / 70   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| <b>Total For Amerigroup-Elderly</b>  | <b>0 / 0</b>   |                          | <b>1 / 3 / 70</b>                                      | <b>3 / 100.00%</b>              | <b>3 / 100.00%</b>                             | <b>0 / 0.00%</b> | <b>0 / 0.00%</b>        |
| <b>Amerigroup-Intellectual Disability</b>  |  |                          |  |                                 |  |                  |                         |
| M100163. MCOP-CP-Care Planning   | 0 / 0  |                          | 1 / 1 / 128  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100164. MCOP-CP-Level of care assessment  | 0 / 0  |                          | 1 / 1 / 128  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100165. MCOP-AS/B-Member Rights   | 0 / 0  |                          | 1 / 1 / 128  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100203. MCOP-Referral DRI   | 0 / 0  |                          | 1 / 1 / 128  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100209. MCOP-Referral Other   | 0 / 0  |                          | 1 / 1 / 128  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100214. MCOP-Service Provided-Appeals assistance  | 0 / 0  |                          | 1 / 1 / 128  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| <b>Total For Amerigroup-Intellectual Disability</b>  | <b>0 / 0</b>   |                          | <b>1 / 6 / 128</b>                                     | <b>6 / 100.00%</b>              | <b>6 / 100.00%</b>                             | <b>0 / 0.00%</b> | <b>0 / 0.00%</b>        |
| <b>Fee For Service</b>   |  |                          |  |                                 |  |                  |                         |
| M100155. MCOP-AS/B-Access to Services/Benefits   | 1 / 1  | 1 / 100%                 | 1 / 1 / 14   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| M100169. MCOP-AS/B-Access to durable medical equipment                                       | 1 / 1  | 1 / 100%                 | 1 / 1 / 14   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%        | 0 / 0.00%               |
| <b>Total For Fee For Service</b>   | <b>1 / 2</b>   | <b>2 / 100%</b>          | <b>1 / 2 / 14</b>                                      | <b>2 / 100.00%</b>              | <b>2 / 100.00%</b>                             | <b>0 / 0.00%</b> | <b>0 / 0.00%</b>        |
| <b>Iowa Total Care-Elderly</b>   |  |                          |  |                                 |  |                  |                         |
| M100165. MCOP-AS/B-Member Rights   | 0 / 0  |                          | 1 / 1 / 42   | 1 / 100.00%                     | 0 / 0.00%                                      | 1 / 100.00%      | 0 / 0.00%               |

**Complaint Analysis by MCO/Insurance Plan and Complaint Code**

All Programs

From 04/01/2022 to 04/30/2022

No Grouping

|  | For cases opened between<br>04/01/2022 to 04/30/2022 |                          | For all cases closed between: 04/01/2022 to 04/30/2022 |                                 |  |                 |                         |
|--|--|--------------------------|--|---------------------------------|--|-----------------|-------------------------|
|  | Cases opened/<br>complaints                          | Opened cases<br>closed/% | Cases<br>closed/complaints/average<br>days to close.   | Verified<br>Complaints<br>(#/%) | Result of Verified and Not Verified Complaints |                 |                         |
|  |  |                          |  |                                 | Partial /<br>Fully                             | Not<br>Resolved | Withdrawn/<br>No Action |
| * For all cases with at least one complaint with a verified code other than Not a Complaint. |  |                          |  |                                 |  |                 |                         |
| Total For Iowa Total Care-Elderly  | 0 / 0  |                          | 1 / 1 / 42   | 1 / 100.00%                     | 0 / 0.00%                                      | 1 / 100.00%     | 0 / 0.00%               |
| <b>Iowa Total Care-Other</b>   |  |                          |  |                                 |  |                 |                         |
| M100155. MCOP-AS/B-Access to Services/Benefits   | 0 / 0  |                          | 1 / 1 / 50   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| M100163. MCOP-CP-Care Planning   | 0 / 0  |                          | 1 / 1 / 50   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| Total For Iowa Total Care-Other  | 0 / 0  |                          | 1 / 2 / 50   | 2 / 100.00%                     | 2 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| <b>MCO/Insurance field Blank</b>   |  |                          |  |                                 |  |                 |                         |
| A03. Abuse: psychological  | 0 / 0  |                          | 1 / 1 / 121  | 1 / 100.00%                     | 0 / 0.00%                                      | 0 / 0.00%       | 1 / 100.00%             |
| A04. Financial exploitation  | 0 / 0  |                          | 2 / 2 / 115  | 2 / 100.00%                     | 2 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| A05. Gross neglect   | 0 / 0  |                          | 1 / 1 / 27   | 1 / 100.00%                     | 0 / 0.00%                                      | 0 / 0.00%       | 1 / 100.00%             |
| B01. Access to information and records   | 2 / 2  | 2 / 100%                 | 5 / 5 / 128  | 5 / 100.00%                     | 4 / 80.00%                                     | 1 / 20.00%      | 0 / 0.00%               |
| C02. Appeal process  | 0 / 0  |                          | 1 / 1 / 17   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| C03. Discharge or eviction   | 0 / 0  |                          | 9 / 9 / 70   | 8 / 88.89%                      | 8 / 88.89%                                     | 0 / 0.00%       | 1 / 11.11%              |
| C04. Room issues   | 0 / 0  |                          | 1 / 1 / 46   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| D02. Live in less restrictive setting  | 1 / 1  | 1 / 100%                 | 2 / 2 / 20   | 1 / 50.00%                      | 1 / 50.00%                                     | 0 / 0.00%       | 1 / 50.00%              |
| D03. Dignity and respect   | 0 / 0  |                          | 5 / 5 / 56   | 4 / 80.00%                      | 2 / 40.00%                                     | 2 / 40.00%      | 1 / 20.00%              |
| D05. Response to complaints  | 0 / 0  |                          | 2 / 2 / 47   | 2 / 100.00%                     | 1 / 50.00%                                     | 0 / 0.00%       | 1 / 50.00%              |
| D07. Visitors  | 1 / 1  | 1 / 100%                 | 4 / 4 / 153  | 4 / 100.00%                     | 4 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| D09. Other rights and preferences  | 0 / 0  |                          | 2 / 2 / 27   | 2 / 100.00%                     | 2 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| E01. Billing and charges   | 1 / 1  | 1 / 100%                 | 1 / 1 / 3  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| E02. Personal property   | 0 / 0  |                          | 3 / 3 / 29   | 2 / 66.67%                      | 2 / 66.67%                                     | 1 / 33.33%      | 0 / 0.00%               |
| F02. Response to requests for assistance   | 2 / 2  | 2 / 100%                 | 8 / 8 / 38   | 6 / 75.00%                      | 0 / 0.00%                                      | 5 / 62.50%      | 3 / 37.50%              |
| F03. Care planning   | 0 / 0  |                          | 2 / 2 / 44   | 2 / 100.00%                     | 1 / 50.00%                                     | 0 / 0.00%       | 1 / 50.00%              |
| F04. Medications   | 1 / 1  | 1 / 100%                 | 3 / 3 / 32   | 2 / 66.67%                      | 2 / 66.67%                                     | 0 / 0.00%       | 1 / 33.33%              |
| F05. Personal hygiene  | 0 / 0  |                          | 4 / 4 / 187  | 3 / 75.00%                      | 2 / 50.00%                                     | 1 / 25.00%      | 1 / 25.00%              |
| F06. Access to health related services   | 0 / 0  |                          | 1 / 1 / 91   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%       | 0 / 0.00%               |
| F07. Symptoms unattended   | 0 / 0  |                          | 3 / 3 / 71   | 2 / 66.67%                      | 2 / 66.67%                                     | 0 / 0.00%       | 1 / 33.33%              |
| F08. Incontinence care   | 1 / 1  | 1 / 100%                 | 2 / 2 / 71   | 1 / 50.00%                      | 0 / 0.00%                                      | 1 / 50.00%      | 1 / 50.00%              |
| F09. Assistive devices or equipment  | 0 / 0  |                          | 6 / 6 / 62   | 6 / 100.00%                     | 3 / 50.00%                                     | 0 / 0.00%       | 3 / 50.00%              |

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04/01/2022 to 04/30/2022

For all cases closed between: 04/01/2022 to 04/30/2022

**Result of Verified and Not Verified Complaints**

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

|   | Cases opened/<br>complaints | Opened cases<br>closed/% | Cases<br>closed/complaints/average<br>days to close. | Verified<br>Complaints<br>(#/%) | Result of Verified and Not Verified Complaints |                    |                         |
|---|-----------------------------|--------------------------|--|---------------------------------|--|--------------------|-------------------------|
|   |                             |                          |  |                                 | Partial /<br>Fully                             | Not<br>Resolved    | Withdrawn/<br>No Action |
| <b>MCO/Insurance field Blank</b>                |                             |                          |  |                                 |  |                    |                         |
| F10. Rehabilitation services                    | 0 / 0                       |                          | 5 / 5 / 55   | 4 / 80.00%                      | 3 / 60.00%                                     | 1 / 20.00%         | 1 / 20.00%              |
| F13. Infection control                          | 1 / 1                       | 1 / 100%                 | 1 / 1 / 21   | 0 / 0.00%                       | 0 / 0.00%                                      | 0 / 0.00%          | 1 / 100.00%             |
| G01. Activities                                 | 0 / 0                       |                          | 1 / 1 / 31   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%          | 0 / 0.00%               |
| G02. Transportation                             | 0 / 0                       |                          | 1 / 1 / 46   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%          | 0 / 0.00%               |
| H01. Food services                              | 0 / 0                       |                          | 3 / 3 / 53   | 3 / 100.00%                     | 2 / 66.67%                                     | 1 / 33.33%         | 0 / 0.00%               |
| H03. Therapeutic or special diet                | 0 / 0                       |                          | 2 / 2 / 76   | 2 / 100.00%                     | 1 / 50.00%                                     | 1 / 50.00%         | 0 / 0.00%               |
| I03. Supplies, storage and furnishings          | 0 / 0                       |                          | 1 / 1 / 30   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%          | 0 / 0.00%               |
| I05. Housekeeping, laundry and pest abatement   | 2 / 2                       | 2 / 100%                 | 5 / 5 / 26   | 2 / 40.00%                      | 1 / 20.00%                                     | 0 / 0.00%          | 4 / 80.00%              |
| J03. Staffing                                   | 0 / 0                       |                          | 1 / 1 / 19   | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%          | 0 / 0.00%               |
| K02. Medicaid                                   | 0 / 0                       |                          | 1 / 1 / 100  | 1 / 100.00%                     | 1 / 100.00%                                    | 0 / 0.00%          | 0 / 0.00%               |
| L01. Resident representative or family conflict | 2 / 2                       | 2 / 100%                 | 2 / 2 / 8  | 1 / 50.00%                      | 1 / 50.00%                                     | 0 / 0.00%          | 1 / 50.00%              |
| <b>Total For MCO/Insurance field Blank</b>      | <b>9 / 14</b>               | <b>14 / 100%</b>         | <b>45 / 91 / 65</b>                                  | <b>75 / 82.42%</b>              | <b>53 / 58.24%</b>                             | <b>14 / 15.38%</b> | <b>24 / 26.37%</b>      |
| <b>Report Totals</b>                            | <b>10 / 16</b>              | <b>10 / 100%</b>         | <b>51 / 109 / 69</b>                                 | <b>93 / 85.32%</b>              | <b>70 / 64.22%</b>                             | <b>15 / 13.76%</b> | <b>24 / 22.02%</b>      |