



**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:** May 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 May 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 May 2022, the Managed Care Ombudsman Program received 13 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 8 managed care members during the month of May.

The top three complaints addressed in May 2022 were:

- Access to information
- Personal hygiene
- Environment

**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 May 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 05/01/2022 to 05/31/2022

No Grouping

	For cases opened between 05/01/2022 to 05/31/2022		For all cases closed between: 05/01/2022 to 05/31/2022				
	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					Partial / Fully	Not Resolved	Withdrawn/ No Action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.							
<b>Amerigroup-Elderly</b>							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 29	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 29	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	0 / 0		1 / 1 / 29	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 / 29	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100183. MCOP-CP-Access to informatino or information sharing	0 / 0		1 / 1 / 29	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100189. MCOP-CS-Scheduling	0 / 0		1 / 1 / 29	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Elderly</b>	<b>0 / 0</b>		<b>1 / 6 / 29</b>	<b>6 / 100.00%</b>	<b>6 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Amerigroup-Intellectual Disability</b>							
M100161. MCOP-CS-MCO was rude or gave poor customer service	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100181. MCOP-AS/B-CCO	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100199. MCOP-EN-Selecting/Changing MCO	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Intellectual Disability</b>	<b>1 / 2</b>	<b>2 / 0%</b>	<b>2 / 3 / 11</b>	<b>3 / 100.00%</b>	<b>3 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Amerigroup-Other</b>							
M100155. MCOP-AS/B-Access to Services/Benefits	1 / 1	1 / 100%	2 / 2 / 50	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100165. MCOP-AS/B-Member Rights	0 / 0		1 / 1 / 84	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 / 16	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 / 16	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100171. MCOP-CS-Complaints Against Service Provider	0 / 0		1 / 1 / 84	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	1 / 1	1 / 100%	1 / 1 / 16	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Other</b>	<b>1 / 4</b>	<b>4 / 100%</b>	<b>2 / 7 / 45</b>	<b>7 / 100.00%</b>	<b>7 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Iowa Total Care-Brain Injury</b>							
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100168. MCOP-AS/B-Transportation not available, timely or adequate	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Iowa Total Care-Brain Injury</b>	<b>0 / 0</b>		<b>1 / 2 / 33</b>	<b>2 / 100.00%</b>	<b>2 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>

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

All Programs From 05/01/2022 to 05/31/2022  
 No Grouping

	For cases opened between 05/01/2022 to 05/31/2022		For all cases closed between: 05/01/2022 to 05/31/2022				
	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.							
<b>Iowa Total Care-Elderly</b>							
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 30	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100192. MCOP-EL-Member needs assistance with checking on application status	0 / 0		1 / 1 / 30	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Iowa Total Care-Elderly</b>	<b>0 / 0</b>		<b>1 / 2 / 30</b>	<b>2 / 100.00%</b>	<b>2 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>MCO/Insurance field Blank</b>							
B01. Access to information and records	2 / 2	2 / 100%	3 / 3 / 33	3 / 100.00%	2 / 66.67%	1 / 33.33%	0 / 0.00%
C03. Discharge or eviction	0 / 0		3 / 3 / 30	1 / 33.33%	3 / 100.00%	0 / 0.00%	0 / 0.00%
D03. Dignity and respect	0 / 0		2 / 2 / 82	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
D07. Visitors	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
D09. Other rights and preferences	0 / 0		2 / 2 / 55	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
E01. Billing and charges	0 / 0		2 / 2 / 48	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
E02. Personal property	0 / 0		1 / 1 / 8	0 / 0.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
F01. Accidents and falls	0 / 0		2 / 2 / 88	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
F02. Response to requests for assistance	0 / 0		1 / 1 / 69	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F03. Care planning	0 / 0		1 / 1 / 8	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
F04. Medications	0 / 0		1 / 1 / 56	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F05. Personal hygiene	1 / 1	1 / 100%	3 / 3 / 114	2 / 66.67%	1 / 33.33%	1 / 33.33%	1 / 33.33%
F07. Symptoms unattended	1 / 1	1 / 100%	1 / 1 / 4	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
F09. Assistive devices or equipment	0 / 0		2 / 2 / 55	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
F10. Rehabilitation services	0 / 0		1 / 1 / 34	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
G01. Activities	1 / 1	1 / 100%	1 / 1 / 19	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
H01. Food services	0 / 0		1 / 1 / 56	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
H02. Dining and hydration	0 / 0		2 / 2 / 106	1 / 50.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
I01. Environment	1 / 1	1 / 100%	1 / 1 / 19	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I03. Supplies, storage and furnishings	0 / 0		1 / 1 / 184	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
J03. Staffing	0 / 0		1 / 1 / 69	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
K02. Medicaid	0 / 0		1 / 1 / 118	0 / 0.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
<b>Total For MCO/Insurance field Blank</b>	<b>6 / 7</b>	<b>7 / 0%</b>	<b>21 / 34 / 60</b>	<b>26 / 76.47%</b>	<b>22 / 64.71%</b>	<b>8 / 23.53%</b>	<b>4 / 11.76%</b>

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

All Programs

From 05/01/2022 to 05/31/2022

Report Totals	8 / 13	8 / 100%	28 / 54 / 50	46 / 85.19%	42 / 77.78%	8 / 14.81%	4 / 7.41%
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