



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: June 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 June 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 June 2022, the Managed Care Ombudsman Program received 15 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 9 managed care members during the month of June.

The top three complaints addressed in June 2022 were:

- Discharge or eviction
- Other rights and preferences
- Personal property

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 June 2022 Report. For further information, please contact the Managed Care Ombudsman Program, by phone at 866-236-1430 or email managedcareombudsman@iowa.gov.

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 06/01/2022 to 06/30/2022

No Grouping

	For cases opened between 06/01/2022 to 06/30/2022		For all cases closed between: 06/01/2022 to 06/30/2022				
	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	Verified Complaints (#/%)	Partial / Fully	Not Resolved	Withdrawn/ No Action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.							
Amerigroup-Elderly							
M100168. MCOP-AS/B-Transportation not available, timely or adequate	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Elderly	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Other							
F02. Response to requests for assistance	1 / 1	1 / 100%	1 / 1 / 13	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
H03. Therapeutic or special diet	1 / 1	1 / 100%	1 / 1 / 13	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Other	1 / 2	2 / 100%	1 / 2 / 13	0 / 0.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
Fee For Service-Duals							
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%
M100157. MCOP-EL-Member has lost eligibility status or was denied	0 / 0		1 / 1 / 35	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100158. MCOP-Service Provided-NOD/Adverse Benefit Determination	0 / 0		1 / 1 / 35	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		1 / 1 / 35	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Fee For Service-Duals	0 / 0		1 / 4 / 35	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Other							
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%
M100162. MCOP-CS-Care Coordinator/case manager was rude or gave poor customer service	1 / 1	1 / 100%	1 / 1 / 4	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100163. MCOP-CP-Care Planning	1 / 1	1 / 100%	1 / 1 / 4	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100165. MCOP-AS/B-Member Rights	1 / 1	1 / 100%	1 / 1 / 2	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 / 4	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100215. MCOP-Service Provided-Education & information	1 / 1	1 / 100%	1 / 1 / 2	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Other	2 / 6	6 / 100%	2 / 6 / 3	6 / 100.00%	4 / 66.67%	0 / 0.00%	2 / 33.33%
MCO/Insurance field Blank							
A05. Gross neglect	0 / 0		1 / 1 / 48	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
B01. Access to information and records	0 / 0		2 / 2 / 16	0 / 0.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
C03. Discharge or eviction	1 / 1	1 / 100%	7 / 7 / 75	6 / 85.71%	5 / 71.43%	0 / 0.00%	2 / 28.57%

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	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							
D01. Choice in health care	0 / 0		1 / 1 / 111	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
D03. Dignity and respect	0 / 0		1 / 1 / 64	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
D07. Visitors	0 / 0		2 / 2 / 23	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
D09. Other rights and preferences	1 / 1	1 / 100%	3 / 3 / 64	2 / 66.67%	2 / 66.67%	1 / 33.33%	0 / 0.00%
E01. Billing and charges	1 / 1	1 / 100%	3 / 3 / 19	1 / 33.33%	2 / 66.67%	1 / 33.33%	0 / 0.00%
E02. Personal property	1 / 1	1 / 100%	3 / 3 / 35	2 / 66.67%	2 / 66.67%	0 / 0.00%	1 / 33.33%
F01. Accidents and falls	0 / 0		1 / 1 / 27	0 / 0.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
F02. Response to requests for assistance	0 / 0		1 / 1 / 30	0 / 0.00%	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%
F06. Access to health related services	0 / 0		1 / 1 / 48	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F07. Symptoms unattended	0 / 0		2 / 2 / 52	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
F09. Assistive devices or equipment	0 / 0		1 / 1 / 56	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
G03. Conflict resolution	0 / 0		1 / 1 / 56	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
H03. Therapeutic or special diet	0 / 0		1 / 1 / 56	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I01. Environment	1 / 1	1 / 100%	2 / 2 / 28	1 / 50.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
I04. Accessibility	1 / 1	1 / 100%	1 / 1 / 6	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
J01. Administrative oversight	0 / 0		1 / 1 / 47	0 / 0.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
J02. Fiscal management	0 / 0		2 / 2 / 226	0 / 0.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
L01. Resident representative or family conflict	0 / 0		2 / 2 / 64	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
L02. Services from outside provider	0 / 0		1 / 1 / 56	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
L03. Request to transition to community setting	0 / 0		1 / 1 / 55	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
Total For MCO/Insurance field Blank	5 / 6	6 / 0%	30 / 42 / 57	28 / 66.67%	29 / 69.05%	6 / 14.29%	7 / 16.67%
Report Totals	9 / 15	9 / 100%	35 / 55 / 47	39 / 70.91%	40 / 72.73%	6 / 10.91%	9 / 16.36%