



**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:** July 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 July 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 July 2022, the Managed Care Ombudsman Program received 27 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 11 managed care members during the month of July.

The top three complaints addressed in July 2022 were:

- Discharge or eviction
- Advocacy and investigation
- Transition Services/Coverage gap-inadequate or inaccessible

**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 July 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 07/01/2022 to 07/31/2022

No Grouping

	For cases opened between 07/01/2022 to 07/31/2022		For all cases closed between: 07/01/2022 to 07/31/2022				
	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	Verified Complaints (#/%)	Partial / Fully	Not Resolved	Withdrawn/ No Action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>Amerigroup-Brain Injury</b>							
M100155. MCOP-AS/B-Access to Services/Benefits	1 / 1	1 / 100%	1 / 1 / 6	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 / 6	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	1 / 1	1 / 100%	1 / 1 / 6	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100183. MCOP-CP-Access to informatino or information sharing	1 / 1	1 / 100%	1 / 1 / 6	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Brain Injury</b>	<b>1 / 4</b>	<b>4 / 100%</b>	<b>1 / 4 / 6</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>							
M100154. MCOP-AS/B-CDAC	1 / 1	1 / 100%	2 / 2 / 100	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
M100155. MCOP-AS/B-Access to Services/Benefits	1 / 1	1 / 100%	2 / 2 / 100	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
M100161. MCOP-CS-MCO was rude or gave poor customer service	1 / 1	1 / 100%	2 / 2 / 43	2 / 100.00%	2 / 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%	2 / 2 / 109	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	1 / 1	1 / 100%	2 / 2 / 91	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	0 / 0		1 / 1 / 160	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100165. MCOP-AS/B-Member Rights	1 / 1	1 / 100%	2 / 2 / 46	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100167. MCOP-AS/B-Transition services/coverage gap, inadequate or inaccessible	2 / 2	2 / 100%	2 / 2 / 17	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100169. MCOP-AS/B-Access to durable medical equipment	1 / 1	1 / 100%	1 / 1 / 28	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100171. MCOP-CS-Complaints Against Service Provider	0 / 0		2 / 2 / 112	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
M100183. MCOP-CP-Access to informatino or information sharing	0 / 0		1 / 1 / 64	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	2 / 2	2 / 100%	4 / 4 / 73	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
M100214. MCOP-Service Provided-Appeals assistance	0 / 0		1 / 1 / 64	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100217. MCOP-Service Provided-Grievance assistance	0 / 0		1 / 1 / 64	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Elderly</b>	<b>3 / 11</b>	<b>11 / 0%</b>	<b>6 / 25 / 76</b>	<b>25 / 100.00%</b>	<b>21 / 84.00%</b>	<b>3 / 12.00%</b>	<b>1 / 4.00%</b>
<b>Amerigroup-Intellectual Disability</b>							
M100154. MCOP-AS/B-CDAC	1 / 1	1 / 100%	1 / 1 / 6	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 220	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100158. MCOP-Service Provided-NOD/Adverse Benefit Determination	0 / 0		1 / 1 / 76	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	0 / 0		1 / 1 / 220	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

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

All Programs

From 07/01/2022 to 07/31/2022

No Grouping

	For cases opened between 07/01/2022 to 07/31/2022		For all cases closed between: 07/01/2022 to 07/31/2022				
	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>Amerigroup-Intellectual Disability</b>							
M100165. MCOP-AS/B-Member Rights	1 / 1	1 / 100%	1 / 1 / 6	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		1 / 1 / 76	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	1 / 1	1 / 100%	1 / 1 / 6	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	1 / 1	1 / 100%	2 / 2 / 113	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Intellectual Disability</b>	<b>1 / 4</b>	<b>4 / 100%</b>	<b>3 / 9 / 92</b>	<b>9 / 100.00%</b>	<b>9 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Amerigroup-Other</b>							
M100162. MCOP-CS-Care Coordinator/case manager was rude or gave poor customer service	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100209. MCOP-Referral Other	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Other</b>	<b>1 / 2</b>	<b>2 / 100%</b>	<b>1 / 2 / 1</b>	<b>2 / 100.00%</b>	<b>2 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Fee For Service-Other</b>							
M100194. MCOP-EL-Other	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100210. MCOP-Referral SHIIP	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Fee For Service-Other</b>	<b>1 / 2</b>	<b>2 / 100%</b>	<b>1 / 2 / 1</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 (Centene)</b>							
M100192. MCOP-EL-Member needs assistance with checking on application status	0 / 0		1 / 1 / 363	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 363	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Iowa Total Care (Centene)</b>	<b>0 / 0</b>		<b>1 / 2 / 363</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-Brain Injury</b>							
M100158. MCOP-Service Provided-NOD/Adverse Benefit Determination	0 / 0		1 / 1 / 161	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 / 47	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100165. MCOP-AS/B-Member Rights	0 / 0		1 / 1 / 47	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		1 / 1 / 161	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 / 47	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

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

All Programs

From 07/01/2022 to 07/31/2022

No Grouping

	For cases opened between 07/01/2022 to 07/31/2022	Cases opened/ complaints	Opened cases closed/%	Cases closed/complaints/average days to close.	Verified Complaints (#/%)	For all cases closed between: 07/01/2022 to 07/31/2022		
						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>Iowa Total Care-Brain Injury</b>								
M100170. MCOP-AS/B-Home and vehicle modification	0 / 0			1 / 1 / 161	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	0 / 0			1 / 1 / 161	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100207. MCOP-Referral MCO	0 / 0			1 / 1 / 47	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0			1 / 1 / 161	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>2 / 9 / 110</b>	<b>9 / 100.00%</b>	<b>7 / 77.78%</b>	<b>0 / 0.00%</b>	<b>2 / 22.22%</b>
<b>Iowa Total Care-Elderly</b>								
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0			1 / 1 / 57	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 / 57	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0			1 / 1 / 57	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 / 3 / 57</b>	<b>3 / 100.00%</b>	<b>3 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Iowa Total Care-Health &amp; Disability</b>								
M100162. MCOP-CS-Care Coordinator/case manager was rude or gave poor customer service	0 / 0			1 / 1 / 64	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100170. MCOP-AS/B-Home and vehicle modification	0 / 0			1 / 1 / 64	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0			1 / 1 / 64	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Iowa Total Care-Health &amp; Disability</b>	<b>0 / 0</b>			<b>1 / 3 / 64</b>	<b>3 / 100.00%</b>	<b>3 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>MCO/Insurance field Blank</b>								
A03. Abuse: psychological	0 / 0			1 / 1 / 147	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
B01. Access to information and records	0 / 0			3 / 3 / 220	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
C03. Discharge or eviction	2 / 2	2 / 100%		9 / 9 / 85	9 / 100.00%	9 / 100.00%	0 / 0.00%	0 / 0.00%
D03. Dignity and respect	0 / 0			2 / 2 / 83	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
D07. Visitors	0 / 0			2 / 2 / 66	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
D09. Other rights and preferences	0 / 0			2 / 2 / 71	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
E01. Billing and charges	1 / 1	1 / 100%		2 / 2 / 39	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
F02. Response to requests for assistance	0 / 0			2 / 2 / 83	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
F03. Care planning	0 / 0			1 / 1 / 127	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

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

All Programs

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<b>MCO/Insurance field Blank</b>							
F04. Medications	0 / 0		1 / 1 / 38	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
F05. Personal hygiene	1 / 1	1 / 100%	3 / 3 / 78	2 / 66.67%	2 / 66.67%	0 / 0.00%	1 / 33.33%
F07. Symptoms unattended	0 / 0		2 / 2 / 82	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
F09. Assistive devices or equipment	0 / 0		2 / 2 / 83	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
G01. Activities	0 / 0		1 / 1 / 92	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
H02. Dining and hydration	0 / 0		1 / 1 / 92	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I01. Environment	0 / 0		2 / 2 / 37	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
I02. Building structure	0 / 0		1 / 1 / 81	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I05. Housekeeping, laundry and pest abatement	0 / 0		1 / 1 / 50	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
J01. Administrative oversight	0 / 0		1 / 1 / 39	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
L01. Resident representative or family conflict	0 / 0		1 / 1 / 26	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
L03. Request to transition to community setting	0 / 0		1 / 1 / 72	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
<b>Total For MCO/Insurance field Blank</b>	<b>4 / 4</b>	<b>4 / 0%</b>	<b>25 / 41 / 85</b>	<b>40 / 97.56%</b>	<b>31 / 75.61%</b>	<b>2 / 4.88%</b>	<b>8 / 19.51%</b>
<b>Report Totals</b>	<b>11 / 27</b>	<b>11 / 100%</b>	<b>42 / 100 / 83</b>	<b>99 / 99.00%</b>	<b>84 / 84.00%</b>	<b>5 / 5.00%</b>	<b>11 / 11.00%</b>