



**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:** August 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 August 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 August 2022, the Managed Care Ombudsman Program received 12 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 August.

The top three complaints addressed in August 2022 were:

- Discharge or Eviction
- Billing and charges
- Response to requests for assistance

**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 August 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 08/01/2022 to 08/31/2022

No Grouping

	For cases opened between 08/01/2022 to 08/31/2022	For all cases closed between: 08/01/2022 to 08/31/2022					
		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					Partial / Fully	Not Resolved	Withdrawn/ No Action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-Brain Injury</b>							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 118	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 118	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	0 / 0		1 / 1 / 118	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100171. MCOP-CS-Complaints Against Service Provider	0 / 0		1 / 1 / 118	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100181. MCOP-AS/B-CCO	0 / 0		1 / 1 / 118	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 / 5 / 118</b>	<b>5 / 100.00%</b>	<b>5 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Amerigroup-Duals</b>							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 46	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 / 94	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 / 46	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100207. MCOP-Referral MCO	0 / 0		1 / 1 / 46	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		2 / 2 / 70	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Duals</b>	<b>0 / 0</b>		<b>2 / 6 / 62</b>	<b>6 / 100.00%</b>	<b>6 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Amerigroup-Other</b>							
M100156. MCOP-CP-Discharge	0 / 0		1 / 1 / 165	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100158. MCOP-Service Provided-NOD/Adverse Benefit Determination	0 / 0		1 / 1 / 165	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100165. MCOP-AS/B-Member Rights	0 / 0		1 / 1 / 165	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100183. MCOP-CP-Access to informatino or information sharing	0 / 0		1 / 1 / 165	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 / 59	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	0 / 0		1 / 1 / 165	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100212. MCOP-Referral to State Ombudsman's Office	0 / 0		1 / 1 / 165	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 59	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Amerigroup-Other</b>	<b>0 / 0</b>		<b>2 / 8 / 138</b>	<b>8 / 100.00%</b>	<b>6 / 75.00%</b>	<b>0 / 0.00%</b>	<b>2 / 25.00%</b>
<b>Fee For Service-Duals</b>							
M100156. MCOP-CP-Discharge	0 / 0		1 / 1 / 28	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

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

All Programs

From 08/01/2022 to 08/31/2022

No Grouping

	For cases opened between 08/01/2022 to 08/31/2022		For all cases closed between: 08/01/2022 to 08/31/2022				
	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>Fee For Service-Duals</b>							
M100171. MCOP-CS-Complaints Against Service Provider	0 / 0		1 / 1 / 28	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100184. MCOP-CP-Change in care setting	0 / 0		1 / 1 / 28	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 / 28	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100201. MCOP-Referral DHS	0 / 0		1 / 1 / 28	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 28	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Fee For Service-Duals</b>	<b>0 / 0</b>		<b>1 / 6 / 28</b>	<b>6 / 100.00%</b>	<b>6 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Iowa Total Care-Brain Injury</b>							
M100165. MCOP-AS/B-Member Rights	1 / 1	1 / 100%	1 / 1 / 13	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 / 13	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	1 / 1	1 / 100%	1 / 1 / 13	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Iowa Total Care-Brain Injury</b>	<b>1 / 3</b>	<b>3 / 100%</b>	<b>1 / 3 / 13</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>							
A01. Abuse: physical	0 / 0		1 / 1 / 77	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
A02. Abuse: sexual	0 / 0		1 / 1 / 113	0 / 0.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
B01. Access to information and records	0 / 0		1 / 1 / 57	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
C03. Discharge or eviction	2 / 2	2 / 100%	9 / 9 / 48	9 / 100.00%	8 / 88.89%	0 / 0.00%	1 / 11.11%
C04. Room issues	0 / 0		2 / 2 / 56	2 / 100.00%	0 / 0.00%	1 / 50.00%	1 / 50.00%
D03. Dignity and respect	0 / 0		2 / 2 / 104	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
D07. Visitors	1 / 1	1 / 100%	3 / 3 / 20	2 / 66.67%	2 / 66.67%	0 / 0.00%	1 / 33.33%
D09. Other rights and preferences	0 / 0		2 / 2 / 83	2 / 100.00%	0 / 0.00%	1 / 50.00%	1 / 50.00%
E01. Billing and charges	1 / 1	1 / 100%	6 / 6 / 54	6 / 100.00%	6 / 100.00%	0 / 0.00%	0 / 0.00%
E02. Personal property	0 / 0		1 / 1 / 70	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
F01. Accidents and falls	0 / 0		2 / 2 / 102	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
F02. Response to requests for assistance	0 / 0		5 / 5 / 120	4 / 80.00%	3 / 60.00%	2 / 40.00%	0 / 0.00%
F04. Medications	0 / 0		2 / 2 / 90	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
F05. Personal hygiene	0 / 0		3 / 3 / 145	3 / 100.00%	2 / 66.67%	1 / 33.33%	0 / 0.00%
F10. Rehabilitation services	0 / 0		1 / 1 / 39	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

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

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<b>MCO/Insurance field Blank</b>							
G01. Activities	0 / 0		1 / 1 / 127	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
H01. Food services	0 / 0		2 / 2 / 46	1 / 50.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
H02. Dining and hydration	0 / 0		2 / 2 / 82	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
I01. Environment	0 / 0		1 / 1 / 113	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I04. Accessibility	1 / 1	1 / 100%	2 / 2 / 54	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
I05. Housekeeping, laundry and pest abatement	1 / 1	1 / 100%	3 / 3 / 40	2 / 66.67%	3 / 100.00%	0 / 0.00%	0 / 0.00%
J01. Administrative oversight	0 / 0		1 / 1 / 48	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
J03. Staffing	0 / 0		2 / 2 / 146	1 / 50.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For MCO/Insurance field Blank</b>	<b>6 / 6</b>	<b>6 / 0%</b>	<b>44 / 55 / 75</b>	<b>46 / 83.64%</b>	<b>41 / 74.55%</b>	<b>7 / 12.73%</b>	<b>7 / 12.73%</b>
<b>Unknown MCO</b>							
M100193. MCOP-EL-Member needs assistance with HCBS waiver program benefits	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100209. MCOP-Referral Other	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100215. MCOP-Service Provided-Education & information	1 / 1	1 / 100%	1 / 1 / 0	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
<b>Total For Unknown MCO</b>	<b>1 / 3</b>	<b>3 / 100%</b>	<b>1 / 3 / 0</b>	<b>3 / 100.00%</b>	<b>3 / 100.00%</b>	<b>0 / 0.00%</b>	<b>0 / 0.00%</b>
<b>Report Totals</b>	<b>8 / 12</b>	<b>8 / 100%</b>	<b>52 / 86 / 74</b>	<b>77 / 89.53%</b>	<b>70 / 81.40%</b>	<b>7 / 8.14%</b>	<b>9 / 10.47%</b>