



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: 9/1/2022-9/30/2022

The Office of the State Long-Term Care Ombudsman reports data from the Managed Care Ombudsman Program on a monthly basis. Attached is the September 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 September 2022, the Managed Care Ombudsman Program provided 74 activities for the managed care members we serve. The complaints resulted in new investigations and advocacy for 32 managed care members during the month of September.

The top three complaints addressed in September 2022 were:

- Housekeeping, Laundry and Pest Abatement
- Discharge or Eviction
- Billing and charges

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

All Programs

From 09/01/2022 to 09/30/2022

No Grouping

	For cases opened between 09/01/2022 to 09/30/2022		For all cases closed between: 09/01/2022 to 09/30/2022				
	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					Partial / Fully	Not Resolved	Withdrawn/ No Action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.							
Amerigroup-Brain Injury							
D07. Visitors	1 / 1	1 / 100%	1 / 1 / 10	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Brain Injury	1 / 1	1 / 100%	1 / 1 / 10	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Elderly							
M100154. MCOP-AS/B-CDAC	0 / 0		1 / 1 / 282	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%	2 / 2 / 141	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 183	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	1 / 1	1 / 100%	2 / 2 / 92	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100167. MCOP-AS/B-Transition services/coverage gap, inadequate or inaccessible	0 / 0		1 / 1 / 183	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 / 282	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100169. MCOP-AS/B-Access to durable medical equipment	0 / 0		1 / 1 / 282	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100192. MCOP-EL-Member needs assistance with checking on application status	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	0 / 0		1 / 1 / 183	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	1 / 1	1 / 100%	3 / 3 / 155	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Elderly	1 / 4	4 / 100%	3 / 14 / 166	14 / 100.00%	14 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Health & Disability							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 109	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 / 109	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 109	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Health & Disability	0 / 0		1 / 3 / 109	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Intellectual Disability							
M100155. MCOP-AS/B-Access to Services/Benefits	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100173. MCOP-AS/B-Prior Authorization	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100174. MCOP-B-Member charged improper cost sharing	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100189. MCOP-CS-Scheduling	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 09/01/2022 to 09/30/2022

No Grouping

* For all cases with at least one complaint with a verified code other than Not a Complaint.	For cases opened between 09/01/2022 to 09/30/2022		For all cases closed between: 09/01/2022 to 09/30/2022				
	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
Amerigroup-Intellectual Disability							
M100213. MCOP-Service Provided-Advocacy & Investigation	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Intellectual Disability	1 / 5	5 / 100%	1 / 5 / 1	5 / 100.00%	5 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Other							
I03. Supplies, storage and furnishings	0 / 0		1 / 1 / 36	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100164. MCOP-CP-Level of care assessment	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	1 / 1	1 / 100%	1 / 1 / 1	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Other	1 / 2	2 / 100%	2 / 3 / 12	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
Amerigroup-Physical Disability							
M100154. MCOP-AS/B-CDAC	0 / 0		1 / 1 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100165. MCOP-AS/B-Member Rights	0 / 0		1 / 1 / 475	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 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100169. MCOP-AS/B-Access to durable medical equipment	0 / 0		1 / 1 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100170. MCOP-AS/B-Home and vehicle modification	0 / 0		1 / 1 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100172. MCOP-Service Provided-Exception to Policy	0 / 0		1 / 1 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100175. MCOP-COVID	0 / 0		1 / 1 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100189. MCOP-CS-Scheduling	0 / 0		1 / 1 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 475	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Amerigroup-Physical Disability	0 / 0		1 / 10 / 475	10 / 100.00%	10 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Elderly							
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 31	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100160. MCOP-AS/B-Other service/coverage gap issue	0 / 0		1 / 1 / 31	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 31	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 31	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 09/01/2022 to 09/30/2022

No Grouping

	For cases opened between 09/01/2022 to 09/30/2022	For all cases closed between: 09/01/2022 to 09/30/2022					
		Cases opened/ complaints	Opened cases closed/%	Cases closed/complaints/average days to close.	Verified Complaints (#/%)	Result of Verified and Not Verified Complaints	
* For all cases with at least one complaint with a verified code other than Not a Complaint.					Partial / Fully	Not Resolved	Withdrawn/ No Action
Total For Iowa Total Care-Elderly	0 / 0		1 / 4 / 31	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Health & Disability							
M100154. MCOP-AS/B-CDAC	0 / 0		1 / 1 / 26	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100155. MCOP-AS/B-Access to Services/Benefits	0 / 0		1 / 1 / 26	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100158. MCOP-Service Provided-NOD/Adverse Benefit Determination	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 26	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100169. MCOP-AS/B-Access to durable medical equipment	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100171. MCOP-CS-Complaints Against Service Provider	0 / 0		1 / 1 / 26	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
M100203. MCOP-Referral DRI	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 26	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100214. MCOP-Service Provided-Appeals assistance	0 / 0		1 / 1 / 33	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Health & Disability	0 / 0		2 / 9 / 29	9 / 100.00%	6 / 66.67%	0 / 0.00%	3 / 33.33%
Iowa Total Care-Intellectual Disability							
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 152	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100166. MCOP-AS/B-Services reduced, denied, terminated	0 / 0		1 / 1 / 196	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 / 152	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100176. MCOP-AS/B-Medication	0 / 0		1 / 1 / 196	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100184. MCOP-CP-Change in care setting	0 / 0		1 / 1 / 152	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100203. MCOP-Referral DRI	0 / 0		1 / 1 / 196	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100205. MCOP-Referral Iowa Legal Aid	0 / 0		1 / 1 / 196	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCOP-Service Provided-Advocacy & Investigation	0 / 0		2 / 2 / 174	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
M100214. MCOP-Service Provided-Appeals assistance	0 / 0		1 / 1 / 196	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Intellectual Disability	0 / 0		2 / 10 / 178	10 / 100.00%	10 / 100.00%	0 / 0.00%	0 / 0.00%
Iowa Total Care-Other							
M100159. MCOP-G-Guardian not receiving information	0 / 0		1 / 1 / 141	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100163. MCOP-CP-Care Planning	0 / 0		1 / 1 / 141	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 09/01/2022 to 09/30/2022

No Grouping

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	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.							
Iowa Total Care-Other							
M100184. MCO-CP-Change in care setting	0 / 0		1 / 1 / 141	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100213. MCO-Service Provided-Advocacy & Investigation	0 / 0		1 / 1 / 141	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Iowa Total Care-Other	0 / 0		1 / 4 / 141	4 / 100.00%	4 / 100.00%	0 / 0.00%	0 / 0.00%
MCO/Insurance field Blank							
A01. Abuse: physical	0 / 0		1 / 1 / 32	1 / 100.00%	0 / 0.00%	1 / 100.00%	0 / 0.00%
A04. Financial exploitation	1 / 1	1 / 100%	1 / 1 / 27	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
B01. Access to information and records	0 / 0		1 / 1 / 43	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
C03. Discharge or eviction	2 / 2	2 / 100%	18 / 18 / 50	16 / 88.89%	16 / 88.89%	1 / 5.56%	1 / 5.56%
D01. Choice in health care	0 / 0		4 / 4 / 44	4 / 100.00%	3 / 75.00%	1 / 25.00%	0 / 0.00%
D02. Live in less restrictive setting	0 / 0		3 / 3 / 38	2 / 66.67%	0 / 0.00%	1 / 33.33%	2 / 66.67%
D03. Dignity and respect	0 / 0		1 / 1 / 13	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
D04. Privacy	0 / 0		2 / 2 / 24	2 / 100.00%	1 / 50.00%	0 / 0.00%	1 / 50.00%
D07. Visitors	1 / 1	1 / 100%	3 / 3 / 39	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
D09. Other rights and preferences	1 / 1	1 / 100%	9 / 9 / 60	8 / 88.89%	4 / 44.44%	5 / 55.56%	0 / 0.00%
E01. Billing and charges	2 / 2	2 / 100%	5 / 5 / 32	5 / 100.00%	4 / 80.00%	1 / 20.00%	0 / 0.00%
E02. Personal property	1 / 1	1 / 100%	4 / 4 / 53	2 / 50.00%	3 / 75.00%	0 / 0.00%	1 / 25.00%
F01. Accidents and falls	0 / 0		1 / 1 / 13	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
F02. Response to requests for assistance	2 / 2	2 / 100%	5 / 5 / 48	4 / 80.00%	5 / 100.00%	0 / 0.00%	0 / 0.00%
F03. Care planning	0 / 0		1 / 1 / 13	1 / 100.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
F04. Medications	1 / 1	1 / 100%	6 / 6 / 48	3 / 50.00%	4 / 66.67%	1 / 16.67%	1 / 16.67%
F05. Personal hygiene	1 / 1	1 / 100%	3 / 3 / 37	3 / 100.00%	2 / 66.67%	1 / 33.33%	0 / 0.00%
F06. Access to health related services	0 / 0		2 / 2 / 39	1 / 50.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
F08. Incontinence care	1 / 1	1 / 100%	1 / 1 / 3	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
F09. Assistive devices or equipment	2 / 2	2 / 100%	5 / 5 / 34	4 / 80.00%	5 / 100.00%	0 / 0.00%	0 / 0.00%
F10. Rehabilitation services	1 / 1	1 / 100%	4 / 4 / 40	3 / 75.00%	2 / 50.00%	0 / 0.00%	2 / 50.00%
G02. Transportation	1 / 1	1 / 100%	1 / 1 / 1	0 / 0.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
G04. Social services	1 / 1	1 / 100%	1 / 1 / 10	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
H01. Food services	0 / 0		3 / 3 / 50	2 / 66.67%	2 / 66.67%	0 / 0.00%	1 / 33.33%

Complaint Analysis by MCO/Insurance Plan and Complaint Code

All Programs

From 09/01/2022 to 09/30/2022

No Grouping

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MCO/Insurance field Blank							
H02. Dining and hydration	1 / 1	1 / 100%	1 / 1 / 4	0 / 0.00%	0 / 0.00%	0 / 0.00%	1 / 100.00%
I01. Environment	0 / 0		2 / 2 / 55	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
I02. Building structure	1 / 1	1 / 100%	1 / 1 / 3	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
I03. Supplies, storage and furnishings	0 / 0		2 / 2 / 32	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
I04. Accessibility	0 / 0		2 / 2 / 39	2 / 100.00%	2 / 100.00%	0 / 0.00%	0 / 0.00%
I05. Housekeeping, laundry and pest abatement	3 / 3	3 / 100%	3 / 3 / 14	2 / 66.67%	2 / 66.67%	1 / 33.33%	0 / 0.00%
J01. Administrative oversight	1 / 1	1 / 100%	1 / 1 / 13	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
J03. Staffing	0 / 0		3 / 3 / 22	2 / 66.67%	1 / 33.33%	0 / 0.00%	2 / 66.67%
K02. Medicaid	0 / 0		3 / 3 / 26	3 / 100.00%	2 / 66.67%	1 / 33.33%	0 / 0.00%
L01. Resident representative or family conflict	1 / 1	1 / 100%	2 / 2 / 39	1 / 50.00%	0 / 0.00%	2 / 100.00%	0 / 0.00%
L03. Request to transition to community setting	0 / 0		2 / 2 / 63	2 / 100.00%	1 / 50.00%	1 / 50.00%	0 / 0.00%
Total For MCO/Insurance field Blank	16 / 25	25 / 0%	68 / 107 / 40	88 / 82.24%	75 / 70.09%	17 / 15.89%	15 / 14.02%
Unknown MCO							
M100191. MCOP-EL-Member needs assistance with acquiring Medicaid eligibility information	1 / 1	1 / 100%	1 / 1 / 3	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100209. MCOP-Referral Other	1 / 1	1 / 100%	1 / 1 / 3	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
M100215. MCOP-Service Provided-Education & information	1 / 1	1 / 100%	1 / 1 / 3	1 / 100.00%	1 / 100.00%	0 / 0.00%	0 / 0.00%
Total For Unknown MCO	1 / 3	3 / 100%	1 / 3 / 3	3 / 100.00%	3 / 100.00%	0 / 0.00%	0 / 0.00%
Report Totals	21 / 40	21 / 100%	84 / 173 / 83	154 / 89.02%	138 / 79.77%	17 / 9.83%	18 / 10.40%