Managed Care
OMBUDSMAN PROGRAM
A Division of the Office of the State Long-Term Care Ombudsman

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TO: Iowa Department of Human Services

CC: Centers for Medicare and Medicaid Services

FROM: Deanna Clingan-Fischer, State Long-Term Care Ombudsman

SUBJECT: Managed Care Ombudsman Program Monthly Report for July 2017

DATE: Wednesday, August 2, 2017

The Office of the State Long-Term Care Ombudsman is required by the Centers for Medicare and Medicaid Services (CMS) to report data from the Managed Care Ombudsman Program on a monthly basis. Attached is the July 2017 Report.

The Managed Care Ombudsman Program serves as the independent advocate for Medicaid managed care members receiving care in a health care facility as well as members enrolled in one of the seven home and community-based services (HCBS) waivers.

Contacts and Main Issues

During the month of July, the Managed Care Ombudsman Program received 354 member contacts through phone and email. This number does not reflect the total contacts received from all stakeholders including providers as this report only discusses member-specific issues. Oftentimes, multiple issues were addressed in one call with a member. The top three issues addressed in July 2017 were:

1. Service reduced, denied or terminated – Members needing long-term services and supports reported reductions or denials in their HCBS waiver services, putting them at risk of entering a long-term care facility unnecessarily.
2. Access to information or information sharing – Members continue to report not receiving proper written notice when their services are reduced, denied or terminated. While MCO case managers may provide verbal notification to members when there is a change in their care, written notification is required when services are reduced, denied or terminated.
3. Care planning participation – Members reported issues with not receiving notification regarding a change in their case manager. Members want to be active participants in changes in their care plan and changes in care providers.

Medicaid Program

Most calls were related to the Intellectual Disability Waiver, the Brain Injury Waiver, and the Elderly Waiver.

Resolution Time

On average, it took 27 business days to resolve an issue. The issues reported to the Managed Care Ombudsman Program are moving more frequently through the formal appeal processes with the MCOs. Appeals continue to escalate to the fair hearing level with the State, when appropriate.

Additional information can be found in the attached July 2017 Report. For further information, please contact the Office of the State Long-Term Care Ombudsman Legislative Liaison Lynzey Kenworthy at lynzey.kenworthy@iowa.gov.

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Managed Care Ombudsman Program Monthly Report

Per CMS Special Terms and Conditions, the monthly Managed Care Ombudsman Program data is provided below.

DATE: 07/2017

Number of Contacts[1]		354
Contact Categories[2]		
Access to Services/Benefits	Access to preferred/necessary durable medical equipment	23
	Access to preferred/necessary medication	12
	Home/vehicle modifications	1
	Prior authorization	4
	Provider/pharmacy/hospital not in network	-
	Service reduced, denied or terminated	184
	Transition services/coverage inadequate or inaccessible	11
	Transportation not available, timely or adequate	9
	Other service/coverage gap issue	11
	Other	17
Billing	Member charged improper cost sharing	3
	Other	4
Care Planning	Access to information or information sharing	54
	Care planning participation	34
	Change in care setting	-
	Discharge	9
	Level of care assessment	11
	Other	-
Customer Service	Care coordinator/case manager was rude or gave poor customer service	14
	MCO was rude or gave poor customer service	22
	Member has not received MCO card or other materials	2
	Provider/pharmacy was rude or gave poor customer service	9
	Scheduling	-
	Other	-
Eligibility	Member has lost eligibility status or was denied	10
	Member needs assistance with acquiring Medicaid eligibility information	7
	Member needs assistance with checking on application status	-
	Other	2
Enrollment	Disenrollment from MCO – good cause eligible	3
	Disenrollment from MCO – not good cause eligible	-
	Disenrollment from Medicaid program	1
	Selecting/changing MCO	-
	Other	-
Guardianship	Guardian not receiving information	-
	Guardianship documents not on file	4
	Unable to contact guardian	-
	Other	-
Other		18
N/A		18
Contacts Related to Grievances/ Appeals/Fair Hearings[3]	Grievances	19
	Appeals	121
	Fair Hearings	40
Contacts per MCO[4]	Amerigroup Iowa	81
	AmeriHealth Caritas	207
	UnitedHealthcare Plan of the River Valley	56

Program[5]	AIDS/HIV Waiver	-
	Brain Injury Waiver	48
	Children's Mental Health Waiver	-
	Dental	-
	Duals	26
	Elderly Waiver	47
	Fee for Service	-
	Habilitation	-
	Health & Disability Waiver	30
	HIPP	6
	Institutional Care	11
	Iowa Health & Wellness	-
	Intellectual Disability Waiver	92
	Medicare	9
	PACE	-
	Physical Disability Waiver	43
	QMB or SLMB	-
	Other	-
	N/A	6
	Unknown	42
Average Resolution Time[6]		27
Referrals per Entity[7]	Department of Human Services	6
	Department of Inspections and Appeals	1
	Disability Rights Iowa	2
	Iowa Compass	-
	Iowa Legal Aid	1
	LifeLong Links	2
	MCO	3
	Medicaid Fraud Control Unit	-
	Provider	-
	Senior Health Insurance Information Program	-
	State Ombudsman Office	6
	Other	3
Service(s) Provided to Contact[8]	Grievance assistance	-
	Appeals assistance	16
	Fair hearing assistance	6
	Advocacy	177
	Education and information	34
	Investigation	220
	Referral	22
Service(s) Provided to Stakeholders[9]	Community education	1
	Information and consultation	3
	Technical assistance	1
	Training	-

[1]*Number of Contacts:* Total Number of contacts received via phone and email.
[2]*Contact Categories:* Reason contact was made to the program. "Other" is used for issues not listed. "N/A" is used for issues unknown.
[3]*Contacts Related to Grievances/Appeals/Fair Hearings:* Contacts concerning filing or filed grievances/appeals/fair hearings.
[4]*Contacts per MCO:* Contacts received regarding the respective MCO.
[5]*Program:* Type of program discussed during the contact. "Other" is used for programs beyond those captured in this report. "N/A" is used when the contact inquires about unrelated programs/issues. "Unknown" is used when the contact does not know the program they are enrolled with/inquiring about.
[6]*Average Resolution Time:* Average number of days required for resolution.
[7]*Referrals Made to Entities:* Referrals made to external organizations that provide services beyond the scope of the program.
[8]*Services Provided to Contact:* Services provided to the contact who may be the member, family member or their authorized representative.
[9]*Services Provided to Stakeholder(s):* Services provided to stakeholders, including but not limited to community organizations, advocacy organizations and MCOs.

Note: Total *Number of Contacts* may not equal total number of issues identified under *Contact Categories* due to the identification of multiple issues during one contact.