

Executive Summary

The Office of the State Long-Term Care Ombudsman (OSLTCO), through the Managed Care Ombudsman Program (MCOP), advocates for managed care members who receive long-term services and supports (LTSS) in health care facilities or through one of the home and community-based (HCBS) waiver programs.

The MCOP assists these managed care members with understanding their rights regarding services, care and access to managed care. The MCOP does not advocate for managed care members who are not in a health care facility or who do not receive LTSS under one of the HCBS waivers. In addition, the MCOP does not advocate for providers.

This executive summary is submitted this 12th day of November, to fulfill the requirements of HF 2460 regarding the OSLTCO's advocacy and assistance for managed care members who are in a health care facility or who receive LTSS under one of the HCBS waivers. This Executive Summary contains a summary of the member issues brought to the attention of the OSLTCO for the time period of October 1, 2019 through September 30, 2020, as well as issues to watch.

Although United Healthcare Plan of the River Valley discontinued providing managed care services in Iowa in the summer of 2019, MCOP continued to resolve some issues involving United Healthcare Plan of the River Valley through the second quarter of federal fiscal year 2020.

Month	Complaint	Members Affected
October	All open Cases:	
	Case Management	16
	Access to Services/Benefits	22
	Services reduced, denied or terminated	12
	CCO & CDAC	7
	Transition services/coverage gap, inadequate or inaccessible	7
	Member Rights	15
	Level of Care	10
	NOD, Appeals, Fair Hearing	6
	Complaints against provider	1
	Eligibility & Enrollment	7
	Care Planning	12
	Access to durable medical equipment and medications	6
	Discharge	2
	Transportation	9
	Home and vehicle modifications	2
	Member Relations & Grievances	5
	Guardianship	2
	Network Adequacy	4
	Exception to Policy	2
	Closed Cases:	
	Case Management	7
	Access to Services/Benefits	11
	Services reduced, denied or terminated	5
	CCO & CDAC	5
	Transition services/coverage gap, inadequate or inaccessible	0
	Member Rights	2
	Level of Care	2
	NOD, Appeals, Fair Hearing	1
	Complaints against provider	3
	Eligibility & Enrollment	1
	Care Planning	1
	Access to durable medical equipment and medications	4
	Discharge	2
	Transportation	7
	Home and vehicle modifications	0
	Member Relations & Grievances	4
	Guardianship	0
	Network Adequacy	2
	Exception to Policy	0

Month	Complaint	Members Affected
November	All open Cases:	
	Case Management	16
	Access to Services/Benefits	20
	Services reduced, denied or terminated	14
	CCO & CDAC	11
	Transition services/coverage gap, inadequate or inaccessible	8
	Member Rights	10
	Level of Care	8
	NOD, Appeals, Fair Hearing	5
	Complaints against provider	3
	Eligibility & Enrollment	6
	Care Planning	15
	Access to durable medical equipment and medications	8
	Discharge	4
	Transportation	4
	Home and vehicle modifications	1
	Member Relations & Grievances	7
	Guardianship	0
	Network Adequacy	4
	Prior Authorization	3
	Exception to Policy	1
	Closed Cases:	
	Case Management	6
	Access to Services/Benefits	9
	Services reduced, denied or terminated	1
	CCO & CDAC	1
	Transition services/coverage gap, inadequate or inaccessible	1
	Member Rights	3
	Level of Care	4
	NOD, Appeals, Fair Hearing	0
	Complaints against provider	0
	Eligibility & Enrollment	4
	Care Planning	4
	Access to durable medical equipment and medications	4
	Discharge	0
	Transportation	4
	Home and vehicle modifications	0
	Member Relations & Grievances	1
	Guardianship	1
	Network Adequacy	1
	Prior Authorization	1
	Exception to Policy	1

Month	Complaint	Members Affected
December	All open Cases:	
	Case Management	13
	Access to Services/Benefits	19
	Services reduced, denied or terminated	13
	CCO & CDAC	7
	Transition services/coverage gap, inadequate or inaccessible	5
	Other/Lack of staff available within an agency	2
	Member Rights	10
	Level of Care	7
	NOD, Appeals, Fair Hearing	3
	Complaints against provider	6
	Eligibility & Enrollment	3
	Care Planning	12
	Access to durable medical equipment and medications	13
	Discharge	5
	Transportation	6
	Home and vehicle modifications	2
	Member Relations & Grievances	8
	Guardianship	2
	Network Adequacy	6
	Prior Authorization	3
	Exception to Policy	2
	Closed Cases:	
	Case Management	8
	Access to Services/Benefits	10
	Services reduced, denied or terminated	2
	CCO & CDAC	6
	Transition services/coverage gap, inadequate or inaccessible	5
	Other/Lack of staff available within an agency	0
	Member Rights	5
	Level of Care	3
	NOD, Appeals, Fair Hearing	2
	Complaints against provider	0
	Eligibility & Enrollment	5
	Care Planning	5
	Access to durable medical equipment and medications	2
	Discharge	6
	Transportation	1
	Home and vehicle modifications	0
	Member Relations & Grievances	0
	Guardianship	1
	Network Adequacy	2
	Prior Authorization	2
Exception to Policy	1	

Month	Complaint	Members Affected
January	All open Cases:	
	Case Management	11
	Access to Services/Benefits	18
	Services reduced, denied or terminated	18
	CCO & CDAC	14
	Transition services/coverage gap, inadequate or inaccessible	6
	Other/Member charged improper cost sharing or waiting on CDAC staff to be approved	2
	Member Rights	13
	Level of Care	12
	NOD, Appeals, Fair Hearing	8
	Complaints against provider	6
	Eligibility & Enrollment	9
	Care Planning	12
	Access to durable medical equipment and medications	10
	Discharge	5
	Transportation	7
	Home and vehicle modifications	1
	Member Relations & Grievances	7
	Guardianship	1
	Network Adequacy	4
	Prior Authorization	5
	Exception to Policy	3
	Closed Cases:	
	Case Management	5
	Access to Services/Benefits	4
	Services reduced, denied or terminated	1
	CCO & CDAC	0
	Transition services/coverage gap, inadequate or inaccessible	0
	Other/Member charged improper cost sharing or waiting on CDAC staff to be approved	0
	Member Rights	1
	Level of Care	1
	NOD, Appeals, Fair Hearing	1
	Complaints against provider	1
	Eligibility & Enrollment	1
	Care Planning	2
	Access to durable medical equipment and medications	3
	Discharge	1
	Transportation	3
	Home and vehicle modifications	1
	Member Relations & Grievances	1
	Guardianship	2
	Network Adequacy	0
Prior Authorization	2	
Exception to Policy	0	

Month	Complaint	Members Affected
February	All open Cases:	
	Case Management	16
	Access to Services/Benefits	15
	Services reduced, denied or terminated	11
	CCO & CDAC	12
	Transition services/coverage gap, inadequate or inaccessible	5
	Member Rights	6
	Level of Care	9
	NOD, Appeals, Fair Hearing	9
	Complaints against provider	3
	Eligibility & Enrollment	6
	Care Planning	13
	Access to durable medical equipment and medications	7
	Discharge	5
	Transportation	5
	Home and vehicle modifications	1
	Member Relations & Grievances	6
	Guardianship	1
	Network Adequacy	4
	Prior Authorization	3
	Closed Cases:	
	Case Management	14
	Access to Services/Benefits	17
	Services reduced, denied or terminated	9
	CCO & CDAC	6
	Transition services/coverage gap, inadequate or inaccessible	5
	Member Rights	8
	Level of Care	8
	NOD, Appeals, Fair Hearing	5
	Complaints against provider	5
	Eligibility & Enrollment	8
	Care Planning	6
	Access to durable medical equipment and medications	1
	Discharge	8
	Transportation	1
	Home and vehicle modifications	4
Member Relations & Grievances	0	
Guardianship	2	
Network Adequacy	0	
Prior Authorization	0	

Month	Complaint	Members Affected
March	All open cases:	
	Case Management	10
	Access to Services/Benefits	14
	Services reduced, denied or terminated	10
	CCO & CDAC	8
	Transition services/coverage gap, inadequate or inaccessible	3
	Other/COVID-19 education and information	1
	Member Rights	5
	Level of Care	7
	NOD, Appeals, Fair Hearing	8
	Complaints against provider	2
	Eligibility & Enrollment	6
	Care Planning	10
	Access to durable medical equipment and medications	6
	Discharge	4
	Transportation	2
	Home and vehicle modifications	1
	Member Relations & Grievances	7
	Guardianship	1
	Exception to Policy	4
	Network Adequacy	0
	Prior Authorization	2
	Closed cases:	
	Case Management	5
	Access to Services/Benefits	4
	Services reduced, denied or terminated	2
	CCO & CDAC	2
	Transition services/coverage gap, inadequate or inaccessible	3
	Other/COVID-19 education and information	0
	Member Rights	1
	Level of Care	1
	NOD, Appeals, Fair Hearing	2
	Complaints against provider	2
	Eligibility & Enrollment	1
	Care Planning	1
	Access to durable medical equipment and medications	2
	Discharge	0
	Transportation	1
	Home and vehicle modifications	1
	Member Relations & Grievances	2
	Guardianship	1
	Exception to Policy	4
	Network Adequacy	1
	Prior Authorization	0

Month	Complaint	Members Affected
April	All open cases:	
	Case Management	10
	Access to Services/Benefits	20
	Services reduced, denied or terminated	10
	CCO & CDAC	8
	Transition services/coverage gap, inadequate or inaccessible	4
	Other/COVID-19 education and information	0
	Member Rights	8
	Level of Care	7
	NOD, Appeals, Fair Hearing	6
	Complaints against provider	5
	Eligibility & Enrollment	3
	Care Planning	9
	Access to durable medical equipment and medications	7
	Discharge	2
	Transportation	4
	Home and vehicle modifications	4
	Member Relations & Grievances	8
	Guardianship	0
	Exception to Policy	3
	Prior Authorization	1
	Network Adequacy	3
	Closed cases:	
	Case Management	7
	Access to Services/Benefits	4
	Services reduced, denied or terminated	9
	CCO & CDAC	6
	Transition services/coverage gap, inadequate or inaccessible	4
	Other/COVID-19 education and information	1
	Member Rights	5
	Level of Care	5
	NOD, Appeals, Fair Hearing	2
	Complaints against provider	3
	Eligibility & Enrollment	4
	Care Planning	9
	Access to durable medical equipment and medications	4
	Discharge	3
	Transportation	1
	Home and vehicle modifications	0
	Member Relations & Grievances	3
	Guardianship	0
	Exception to Policy	6
	Prior Authorization	2
	Network Adequacy	1

Month	Complaint	Members Affected
May	All open cases:	
	Case Management	9
	Access to Services/Benefits	23
	Services reduced, denied or terminated	13
	CCO & CDAC	10
	Transition services/coverage gap, inadequate or inaccessible	6
	Other	1
	Member Rights	7
	Level of Care	5
	NOD, Appeals, Fair Hearing	8
	Complaints against provider	7
	Eligibility & Enrollment	2
	Care Planning	9
	Access to durable medical equipment and medications	5
	Discharge	4
	Transportation	2
	Home and vehicle modifications	4
	Member Relations & Grievances	7
	Guardianship	0
	Exception to Policy	5
	Network Adequacy	2
	Prior Authorization	5
	Closed cases:	
	Case Management	2
	Access to Services/Benefits	5
	Services reduced, denied or terminated	2
	CCO & CDAC	3
	Transition services/coverage gap, inadequate or inaccessible	3
	Other/COVID-19 education and information	1
	Member Rights	2
	Level of Care	2
	NOD, Appeals, Fair Hearing	0
	Complaints against provider	0
	Eligibility & Enrollment	2
	Care Planning	3
	Access to durable medical equipment and medications	2
	Discharge	1
	Transportation	1
	Home and vehicle modifications	1
	Member Relations & Grievances	0
	Guardianship	0
	Exception to Policy	0
Network Adequacy	0	
Prior Authorization	2	

Month	Complaint	Members Affected
June	All open cases:	
	Case Management	13
	Access to Services/Benefits	25
	Services reduced, denied or terminated	14
	CCO & CDAC	12
	Transition services/coverage gap, inadequate or inaccessible	7
	Other	1
	Member Rights	9
	Level of Care	7
	NOD, Appeals, Fair Hearing	7
	Complaints against provider	7
	Eligibility & Enrollment	1
	Care Planning	14
	Access to durable medical equipment and medications	6
	Discharge	4
	Transportation	5
	Home and vehicle modifications	5
	Member Relations & Grievances	9
	Guardianship	1
	Exception to Policy	5
	Prior Authorization	3
	Network Adequacy	5
	Closed cases:	
	Case Management	3
	Access to Services/Benefits	3
	Services reduced, denied or terminated	3
	CCO & CDAC	4
	Transition services/coverage gap, inadequate or inaccessible	0
	Other	0
	Member Rights	0
	Level of Care	3
	NOD, Appeals, Fair Hearing	5
	Complaints against provider	1
	Eligibility & Enrollment	2
	Care Planning	1
	Access to durable medical equipment and medications	5
	Discharge	0
	Transportation	0
	Home and vehicle modifications	2
	Member Relations & Grievances	3
	Guardianship	0
	Exception to Policy	0
	Prior Authorization	2
Network Adequacy	0	

Month	Complaint	Members Affected
July	All open cases: Case Management	7
	Access to Services/Benefits	20
	Services reduced, denied or terminated	12
	CCO & CDAC	13
	Transition services/coverage gap, inadequate or inaccessible	6
	Other/COVID-19 education and information	1
	Member Rights	11
	Level of Care	8
	NOD, Appeals, Fair Hearing	4
	Complaints against provider	8
	Eligibility & Enrollment	2
	Care Planning	11
	Access to durable medical equipment and medications	6
	Discharge	3
	Transportation	3
	Home and vehicle modifications	8
	Member Relations & Grievances	9
	Guardianship	0
	Exception to Policy	6
	Prior Authorization	2
	Network Adequacy	5
	COVID-19	8
	Closed cases: Case Management	2
	Access to Services/Benefits	4
	Services reduced, denied or terminated	3
	CCO & CDAC	3
	Transition services/coverage gap, inadequate or inaccessible	1
	Other/COVID-19 education and information	0
	Member Rights	1
	Level of Care	2
	NOD, Appeals, Fair Hearing	2
	Complaints against provider	1
	Eligibility & Enrollment	0
	Care Planning	4
	Access to durable medical equipment and medications	2
	Discharge	0
	Transportation	2
	Home and vehicle modifications	0
	Member Relations & Grievances	1
	Guardianship	1
	Exception to Policy	1
	Prior Authorization	1
Network Adequacy	0	
COVID-19	1	

Month	Complaint	Members Affected
August	All open cases: Case Management	11
	Access to Services/Benefits	20
	Services reduced, denied or terminated	13
	CCO & CDAC	11
	Transition services/coverage gap, inadequate or inaccessible	5
	Other/COVID-19 education and information	4
	Member Rights	14
	Level of Care	5
	NOD, Appeals, Fair Hearing	4
	Complaints against provider	7
	Eligibility & Enrollment	4
	Care Planning	10
	Access to durable medical equipment and medications	9
	Discharge	4
	Transportation	4
	Home and vehicle modifications	10
	Member Relations & Grievances	8
	Guardianship	1
	Exception to Policy	8
	Prior Authorization	4
	Network Adequacy	5
	COVID-19	5
	Closed cases: Case Management	2
	Access to Services/Benefits	3
	Services reduced, denied or terminated	1
	CCO & CDAC	2
	Transition services/coverage gap, inadequate or inaccessible	2
	Other/COVID-19 education and information	1
	Member Rights	0
	Level of Care	1
	NOD, Appeals, Fair Hearing	1
	Complaints against provider	2
	Eligibility & Enrollment	0
	Care Planning	3
	Access to durable medical equipment and medications	0
	Discharge	0
	Transportation	0
	Home and vehicle modifications	0
	Member Relations & Grievances	1
	Guardianship	0
	Exception to Policy	0
	Prior Authorization	0
	Network Adequacy	0
	COVID-19	2

Month	Complaint	Members Affected
September	All open cases: Case Management	7
	Access to Services/Benefits	16
	Services reduced, denied or terminated	13
	CCO & CDAC	17
	Transition services/coverage gap, inadequate or inaccessible	6
	Other/Member charged improper cost sharing or waiting on CDAC staff to be approved	1
	Member Rights	12
	Level of Care	8
	NOD, Appeals, Fair Hearing	3
	Complaints against provider	6
	Eligibility & Enrollment	1
	Care Planning	9
	Access to durable medical equipment and medications	8
	Discharge	4
	Transportation	3
	Home and vehicle modifications	11
	Member Relations & Grievances	7
	Guardianship	0
	Exception to Policy	8
	Prior Authorization	1
	Network Adequacy	3
	COVID-19	8
	Closed cases: Case Management	4
	Access to Services/Benefits	6
	Services reduced, denied or terminated	6
	CCO & CDAC	3
	Transition services/coverage gap, inadequate or inaccessible	2
	Other/Member charged improper cost sharing or waiting on CDAC staff to be approved	1
	Member Rights	4
	Level of Care	1
	NOD, Appeals, Fair Hearing	6
	Complaints against provider	1
	Eligibility & Enrollment	3
	Care Planning	2
	Access to durable medical equipment and medications	3
	Discharge	2
	Transportation	0
	Home and vehicle modifications	2
	Member Relations & Grievances	3
	Guardianship	2
	Exception to Policy	3
	Prior Authorization	1
	Network Adequacy	1
	COVID-19	2

Complaint(s) Resolution by Program Type

Amerigroup Iowa October, November and December	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	O	N	D	O	N	D	O	N	D	O	N	D	
AIDS/HIV Waiver													
Brain Injury Waiver	2									2		6	10
Children's Mental Health Waiver												3	3
Dental													
Duals													
Elderly Waiver	3	16	5		1			4		21	2	1	53
Habilitation			2									2	4
Health & Disability Waiver			4							7	4	10	25
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver	9	3	13	4						19	5	10	63
Medicare													
PACE													
Physical Disability Waiver			3							2			5
QMB or SLMB													
Traditional Medicaid													
Other	1	1	4							8	1	4	19
N/A													
Unknown													
TOTAL:	15	20	31	4	1	0	0	4	0	59	12	36	182

Amerigroup Iowa January, February and March	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	F	M	J	F	M	J	F	M	J	F	M	
AIDS/HIV Waiver											2		2
Brain Injury Waiver			4							8		3	15
Children's Mental Health Waiver													
Dental													
Duals	1									1			2
Elderly Waiver		43	7							7	10	3	70
Habilitation		1								1	4		6
Health & Disability Waiver	6	12	1							5	3	6	33
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver	6	36	12					2		22	14	6	98
Medicare													
PACE													
Physical Disability Waiver	2	3									3	7	15
QMB or SLMB													
Traditional Medicaid													
Other	3	1	10							3	3	5	25
N/A													
Unknown													
TOTAL:	18	96	34	0	0	0	0	0	2	47	39	30	266

Complaint(s) Resolution by Program Type

Amerigroup Iowa April, May and June	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total	
	A	M	J	A	M	J	A	M	J	A	M	J		
	AIDS/HIV Waiver		2											
Brain Injury Waiver	4	3	5									1	13	
Children's Mental Health Waiver			3											
Dental														
Duals														
Elderly Waiver	10							1			3	4	3	21
Habilitation			4					-						4
Health & Disability Waiver	7	2	3					3			5		9	29
HIPP														
Institutional Care														
Iowa Health & Wellness														
Intellectual Disability Waiver	17	1	20			2	6		1	1	10	4	62	
Medicare														
PACE														
Physical Disability Waiver	5	5	4								3		17	
QMB or SLMB														
Traditional Medicaid														
Other	5	2								2	2	5	19	
N/A														
Unknown														
TOTAL:	48	15	39	0	0	2	6	4	1	11	19	22	167	

Amerigroup Iowa July, August and September	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	A	S	J	A	S	J	A	S	J	A	S	
	AIDS/HIV Waiver												
Brain Injury Waiver	7		3							2		3	15
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver	2	4	13							5	1	6	31
Habilitation											3		3
Health & Disability Waiver	16	8	7						4	5	3	7	50
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver	2	1	26							10	6	2	47
Medicare													
PACE													
Physical Disability Waiver			-										
QMB or SLMB													
Traditional Medicaid													
Other	1	4	-						2	1		6	14
N/A													
Unknown													
TOTAL:	28	17	49	0	0	0	0	0	6	23	13	24	160

Complaint(s) Resolution by Program Type

Fee for Service October, November and December	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	O	N	D	O	N	D	O	N	D	O	N	D	
	AIDS/HIV Waiver												
Brain Injury Waiver													
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver													
Habilitation													
Health & Disability Waiver													
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver			3										3
Medicare													
PACE													
Physical Disability Waiver													
QMB or SLMB													
Traditional Medicaid													
Other													
N/A													
Unknown													
TOTAL:	0	0	3	0	0	0	0	0	0	0	0	0	3

Fee for Service January, February and March	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	F	M	J	F	M	J	F	M	J	F	M	
	AIDS/HIV Waiver												
Brain Injury Waiver													
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver													
Habilitation													
Health & Disability Waiver													
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver			3										3
Medicare													
PACE													
Physical Disability Waiver													
QMB or SLMB													
Traditional Medicaid													
Other		5			1			1		5			12
N/A													
Unknown													
TOTAL:	0	5	3	0	1	0	0	1	0	5	0	0	15

Complaint(s) Resolution by Program Type

Fee for Service April, May and June	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	A	M	J	A	M	J	A	M	J	A	M	J	
	AIDS/HIV Waiver												
Brain Injury Waiver													
Children's Mental Health Waiver													
Dental													
Duals											1		1
Elderly Waiver													
Habilitation													
Health & Disability Waiver													
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver											2		2
Medicare													
PACE													
Physical Disability Waiver													
QMB or SLMB													
Traditional Medicaid													
Other		3									3		6
N/A													
Unknown													
TOTAL:	0	3	0	0	0	0	0	0	0	0	6	0	9

Fee for Service July, August and September	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	A	S	J	A	S	J	A	S	J	A	S	
	AIDS/HIV Waiver												
Brain Injury Waiver													
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver													
Habilitation													
Health & Disability Waiver													
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver													
Medicare													
PACE													
Physical Disability Waiver													
QMB or SLMB													
Traditional Medicaid													
Other						3				1	3		7
N/A													
Unknown													
TOTAL:	0	0	0	0	0	3	0	0	0	1	3	0	7

Complaint(s) Resolution by Program Type

Iowa Total Care October, November and December	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	O	N	D	O	N	D	O	N	D	O	N	D	
	AIDS/HIV Waiver												
Brain Injury Waiver		4								4			8
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver	4	3	7							7		6	27
Habilitation		2								2			4
Health & Disability Waiver			4							10	1	3	18
HIPP													
Institutional Care													
Iowa Health & Wellness		1									1		2
Intellectual Disability Waiver			9			1				3	3		16
Medicare													
PACE													
Physical Disability Waiver										4			4
QMB or SLMB													
Traditional Medicaid													
Other		9								4			13
N/A													
Unknown													
TOTAL:	4	19	20	0	0	1	0	0	0	34	5	9	92

Iowa Total Care January, February and March	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	F	M	J	F	M	J	F	M	J	F	M	
	AIDS/HIV Waiver												
Brain Injury Waiver		5											5
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver										2			2
Habilitation													
Health & Disability Waiver	3	3								3	3	2	14
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver													
Medicare													
PACE													
Physical Disability Waiver												3	3
QMB or SLMB													
Traditional Medicaid		1									7		8
Other	2	4							1	2			9
N/A													
Unknown									-				
TOTAL:	5	13	0	0	0	0	0	0	1	7	10	5	41

Complaint(s) Resolution by Program Type

Iowa Total Care April, May and June	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	A	M	J	A	M	J	A	M	J	A	M	J	
	AIDS/HIV Waiver												
Brain Injury Waiver										4			4
Children's Mental Health Waiver													
Dental													
Duals										4			4
Elderly Waiver	2											3	5
Habilitation											3		3
Health & Disability Waiver	12									4	2	3	21
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver	4												4
Medicare													
PACE													
Physical Disability Waiver													
QMB or SLMB													
Traditional Medicaid													
Other	5	5	1								3	1	15
N/A													
Unknown													
TOTAL:	23	5	1	0	0	0	0	0	0	12	8	7	56

Iowa Total Care July, August and September	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	A	S	J	A	S	J	A	S	J	A	S	
	AIDS/HIV Waiver												
Brain Injury Waiver								4				5	9
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver	2	3	2				3					7	17
Habilitation													
Health & Disability Waiver												3	3
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver			6							4	1	4	15
Medicare													
PACE													
Physical Disability Waiver			6									2	8
QMB or SLMB													
Traditional Medicaid													
Other	1	2	2							5	3		13
N/A													
Unknown													
TOTAL:	3	5	16	0	0	0	3	0	4	9	4	21	65

Complaint(s) Resolution by Program Type

UnitedHealthcare Plan of the River Valley October, November and December	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	O	N	D	O	N	D	O	N	D	O	N	D	
	AIDS/HIV Waiver												
Brain Injury Waiver													
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver	1									1			2
Habilitation													
Health & Disability Waiver													
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver				4			3			1			8
Medicare													
PACE													
Physical Disability Waiver													
QMB or SLMB													
Traditional Medicaid													
Other			1								1		2
N/A													
Unknown													
TOTAL:	1	0	1	4	0	0	3	0	0	2	1	0	12

UnitedHealthcare Plan of the River Valley January, February and March	Fully or partially resolved to Member's satisfaction			Not resolved to Member's satisfaction			No action needed or appropriate			Open			Total
	J	F	M	J	F	M	J	F	M	J	F	M	
	AIDS/HIV Waiver												
Brain Injury Waiver													
Children's Mental Health Waiver													
Dental													
Duals													
Elderly Waiver													
Habilitation													
Health & Disability Waiver													
HIPP													
Institutional Care													
Iowa Health & Wellness													
Intellectual Disability Waiver													
Medicare													
PACE													
Physical Disability Waiver													
QMB or SLMB													
Traditional Medicaid													
Other			1								1		2
N/A													
Unknown													
TOTAL:	0	0	1	0	0	0	0	0	0	0	1	0	2

II. Trends Tracked By The Managed Care Ombudsman Program

The Managed Care Ombudsman Program tracks trends discussed by members. Trends identified for FFY 2020 included:

Access to services/benefits was a repeated trend in FFY 2020. Members identified issues with accessing providers for approved daily chore services such as lawn care, snow removal and house cleaning.

Transportation issues was also a trend that repeated in FFY 2020. Members reported concerns about safety with new transportation providers not having knowledge of members' disabilities and mobility challenges. In addition, members expressed concerns about transportation vehicles that were not equipped for specific types of medical equipment.

CDAC and CCO impacts were another trend that was identified by members. Members reported complaints of dissatisfaction with changes affecting their CDAC services. The changes included issues with finding providers and denial of service units or reductions in service units.

A lack of service providers was another trend discussed by members. Members have reported a lack of providers available to provide services including physicians and home modification services. Members living in rural areas reported this was a more prevalent issue.

During FFY 2020 members using the programs of the Intellectual Disability Waiver and the Elderly Waiver, most frequently resulted in a managed care member or someone acting on the managed care member's behalf, contacting the MCOP or requesting assistance from the MCOP.

COVID-19 also impacted trends reported by managed care members in FFY 2020.

The impact of the COVID-19 public health emergency was first noted during the second quarter reporting period. Members reported concerns about the COVID-19 virus. In addition, the Department of Human Resources began to post resources for the public to access the latest information to help those in need being affected by the COVID-19 Pandemic.

A positive trend noted was that the COVID-19 Waiver was implemented for Medicaid members to gain access to home delivered meals, services and health care which otherwise might have been denied or limited.

Additional COVID-19 concerns reported by members included staffing issues due to providers inability or unwillingness to make in home visits due to COVID-19 concerns.