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TO: Iowa Department of Human Services
CC: Centers for Medicare and Medicaid Services
FROM: Cynthia Pederson, State Long-Term Care Ombudsman
SUBJECT: Managed Care Ombudsman Program Monthly Report for January 2020
DATE: Monday, March 2, 2020

The Office of the State Long-Term Care Ombudsman reports data from the Managed Care Ombudsman Program on a monthly basis. Attached is the January 2020 Report.

As was explained in the Year 4, Quarter 2 Quarterly Report a federally mandated change in the reporting system for the long-term care ombudsman program caused issues with the data collection and subsequent reporting for the Managed Care Ombudsman Program. That is why the report for January 2020 has not been able to be issued until now.

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.

Cases and Complaints:

During the month of January 2020, the Managed Care Ombudsman Program received 56 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 21 managed care members during the month of January. The top three complaints addressed in January 2020 were:

1. Access to Services/Benefits
2. Services reduced, denied or terminated
3. Case Management

Medicaid Programs:

Most of the complaints received from the managed care members were related to the Intellectual Disability Waiver, Elderly Waiver and Health and Disability Waiver.

Additional information can be found in the attached January 2020 Report. For further information, please contact the Managed Care Ombudsman Program, by phone at 866-236-1430 or email managedcareombudsman@iowa.gov.

Managed Care Ombudsman Program Monthly Report

DATE: 01/2020

Members per MCO¹ in process January 2020	Amerigroup Iowa	40
	Iowa Total Care	13
	UnitedHealthcare Plan of the River Valley	1
	Fee for Service	2
Referrals per Entity²	Department of Human Services	3
	Department of Inspections and Appeals	-
	Disability Rights Iowa	8
	Iowa Compass	-
	Iowa Legal Aid	-
	LifeLong Links	-
	MCO	1
	Medicaid Fraud Control Unit	-
	Provider	1
	Senior Health Insurance Information Program	-
	State Ombudsman Office	5
Other	1	
Grievances/Appeals/Fair Hearings	Grievance assistance	5
	Appeals assistance	4
	Fair Hearing assistance	2

Complaints by Member

In January the Managed Care Ombudsman Program worked on complaints from 56 individual members. Out of the 46 active cases, 15 are newly opened. The top complaint from managed care members in January was in regard to Access to Services/Benefits (22 members). Additional complaints include:

All open cases:

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

Closed cases:

- Case Management (5 members)
- Access to Services/Benefits (4 members)
- Services reduced, denied or terminated (1 member)
- CCO & CDAC (0 members)
- Transition services/coverage gap, inadequate or inaccessible (0 members)
- Other/Member charged improper cost sharing or waiting on CDAC staff to be approved (0 members)
- Member Rights (1 member)
- Level of Care (1 member)
- NOD, Appeals, Fair Hearing (1 member)
- Complaints against provider (1 member)
- Eligibility & Enrollment (1 member)
- Care Planning (2 members)
- Access to durable medical equipment and medications (3 members)
- Discharge (1 member)
- Transportation (3 members)
- Home and vehicle modifications (1 member)
- Member Relations & Grievances (1 member)
- Guardianship (2 members)
- Network Adequacy (0 members)
- Prior Authorization (2 members)
- Exception to Policy (0 members)

¹ Members per MCO: Due to the transition some of the managed care members are duplicated.

² Referrals per Entity: Referrals made to external organizations that provide services beyond the scope of the program. *Managed Care Ombudsman Monthly Report | Page 1 of 3*

Complaint(s) Resolution by Program Type

Amerigroup Iowa	Fully or partially resolved to Member's satisfaction	Not resolved to Member's satisfaction	No action needed or appropriate	Open	Total
AIDS/HIV Waiver		-			
Brain Injury Waiver		-		8	8
Children's Mental Health Waiver		-	-		
Dental			-		
Duals	1			1	2
Elderly Waiver		-	-	7	7
Habilitation		-	-	1	1
Health & Disability Waiver	6	-	-	5	11
HIPP		-	-		
Institutional Care					
Iowa Health & Wellness		-	-		
Intellectual Disability Waiver	6	-	-	22	28
Medicare		-	-		
PACE					
Physical Disability Waiver	2	-	-		2
QMB or SLMB					
Traditional Medicaid		-	-		
Other	3			3	6
N/A					
Unknown					
TOTAL:	18	0	0	47	65

Fee for Service	Fully or partially resolved to Member's satisfaction	Not resolved to Member's satisfaction	No action needed or appropriate	Open	Total
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				5	5
N/A				-	
Unknown			-	-	
TOTAL:	0	0	0	5	5

Complaint(s) Resolution by Program Type

Iowa Total Care	Fully or partially resolved to Member's satisfaction	Not resolved to Member's satisfaction	No action needed or appropriate	Open	Total
AIDS/HIV Waiver		-	-		
Brain Injury Waiver		-	-		
Children's Mental Health Waiver		-	-		
Dental					
Duals		-	-		
Elderly Waiver		-	-	2	2
Habilitation		-	-		
Health & Disability Waiver	3	-	-	3	6
HIPP		-	-		
Institutional Care					
Iowa Health & Wellness		-	-		
Intellectual Disability Waiver		-	-		
Medicare		-	-		
PACE					
Physical Disability Waiver		-	-		
QMB or SLMB					
Traditional Medicaid		-	-		
Other	2			2	4
N/A					
Unknown			-		
TOTAL:	5	0	0	7	12