



Jessie Parker Building
510 E 12th Street, Ste. 2
Des Moines, IA 50319
P: 515.725.3333 | F: 515.725.3313 | 866.236.1430
www.iowaaging.gov

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 2019
DATE: Tuesday, March 5, 2019

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 2019 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.

Cases and Complaints:

During the month of January 2019, the Managed Care Ombudsman Program received 32 complaints from the managed care members we serve. The complaints resulted in investigation and advocacy for 15 managed care members. The top three complaints addressed in January 2019 were:

1. Services reduced, denied or terminated
2. Care planning
3. Case management

Medicaid Programs:

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

Additional information can be found in the attached January 2019 Report. For further information, please contact the Managed Care Ombudsman Program, by phone at 866-236-1430 or email at mail to: managedcareombudsman@iowa.gov.

Managed Care Ombudsman Program Monthly Report

DATE: 01/2019

Members per MCO¹ in process January 2019	Amerigroup Iowa	11
	AmeriHealth Caritas	-
	UnitedHealthcare Plan of the River Valley	33
	Fee for Service	1
Referrals per Entity²	Department of Human Services	2
	Department of Inspections and Appeals	2
	Disability Rights Iowa	4
	Iowa Compass	4
	Iowa Legal Aid	4
	LifeLong Links	4
	MCO	1
	Medicaid Fraud Control Unit	-
	Provider	-
	Senior Health Insurance Information Program	-
	State Ombudsman Office	3
Other	1	
Grievances/Appeals/Fair Hearings	Grievance assistance	3
	Appeals assistance	4
	Fair Hearing assistance	2

Complaints by Member

The Managed Care Ombudsman Program worked on complaints from 45 individual members. The top complaint received this month was in regard to services reduced, denied or terminated (11 members). Additional complaints included:

Open Cases:

Care Planning (4 members)
 Services reduced, denied or terminated (4 members)
 Member Rights (2 members)
 CCO-CDAC (3 members)
 Member Relations & Grievances (3 members)
 Case Management (4 members)
 Level of Care (0 members)
 Access to durable medical equipment & medications (3 members)
 Home and vehicle modifications (1 member)
 Access to Services/Benefits (2 member)
 Discharge (1 member)
 Eligibility & Enrollment (2 members)
 NOD, Appeals, Fair-Hearing (3 members)

Closed Cases:

Care Planning (5 members)
 Services reduced, denied or terminated (7 members)
 Member Rights (2 members)
 CCO-CDAC (0 members)
 Member Relations & Grievances (7 members)
 Case Management (3 members)
 Level of Care (5 members)
 Access to durable medical equipment & medications (2 members)
 Home and vehicle modifications (0 members)

¹Contacts per MCO: Contacts received regarding the respective MCO.

²Referrals per Entity: Referrals made to external organizations that provide services beyond the scope of the program.

Complaints by Member

Access to Services/Benefits (1 member)

Discharge (2 members)

Eligibility & Enrollment (1 member)

NOD, Appeals, Fair-Hearing (0 members)

Transition services/coverage gap, inadequate or inaccessible (3 members)

Total Number of Complaints may not equal total number Member contacts due to multiple complaints effecting individual members.

Amerigroup Iowa Complaint(s) Resolution by Program Type	Resolved to Member's satisfaction	Partially resolved to Member's satisfaction	Not resolved to Member's satisfaction	No action needed or appropriate	Open	Total
AIDS/HIV Waiver	-	-	-	-	-	0
Brain Injury Waiver	-	-	-	-	2	2
Children's Mental Health Waiver	-	-	-	-	-	0
Dental	-	-	-	-	-	0
Duals	3	1	-	-	4	8
Elderly Waiver	3	-	-	-	3	6
Habilitation	-	-	-	-	-	0
Health & Disability Waiver	-	-	-	-	-	0
HIPP	-	-	-	-	-	0
Institutional Care	-	-	-	-	-	0
Iowa Health & Wellness	-	-	-	-	-	0
Intellectual Disability Waiver	1	-	-	1	5	7
Medicare	-	-	-	-	-	0
PACE	-	-	-	-	-	0
Physical Disability Waiver	-	-	-	-	-	0
QMB or SLMB	-	-	-	-	-	0
Traditional Medicaid	-	-	-	-	-	0
Other	-	-	-	-	-	0
N/A	-	-	-	-	-	0
Unknown	-	-	-	-	-	0
TOTAL:	7	1	0	1	14	23

UnitedHealthcare Plan of the River Valley Complaint(s) Resolution by Program Type	Resolved to Member's satisfaction	Partially resolved to Member's satisfaction	Not resolved to Member's satisfaction	No action needed or appropriate	Open	Total
AIDS/HIV Waiver	-	-	-	-	-	0
Brain Injury Waiver	-	-	-	-	-	0
Children's Mental Health Waiver	-	-	-	-	-	0
Dental	-	1	-	-	2	3
Duals	1	-	-	-	-	1
Elderly Waiver	8	1	-	-	2	11
Habilitation	-	-	-	-	-	0
Health & Disability Waiver	-	-	-	-	-	0
HIPP	-	-	-	-	-	0
Institutional Care	1	-	-	-	-	1
Iowa Health & Wellness	-	-	-	-	-	0
Intellectual Disability Waiver	12	6	-	1	7	26
Medicare	-	-	-	-	-	1
PACE	-	-	-	-	-	0
Physical Disability Waiver	-	-	-	-	2	2
QMB or SLMB	-	-	-	-	-	0
Traditional Medicaid	-	-	-	-	-	0
Other	-	-	-	-	1	0
N/A	-	-	-	-	-	0
Unknown	-	-	-	-	-	0
TOTAL:	22	8	0	1	14	44

Fee for Service Complaint(s) Resolution by Program Type	Resolved to Member's satisfaction	Partially resolved to Member's satisfaction	Not resolved to Member's satisfaction	No action needed or appropriate	Open	Total
AIDS/HIV Waiver	-	-	-	-	-	0
Brain Injury Waiver	-	-	-	-	-	0
Children's Mental Health Waiver	-	-	-	-	-	0
Dental	-	-	-	-	-	0
Duals	-	-	-	-	-	0
Elderly Waiver	-	-	-	-	-	0
Habilitation	-	-	-	-	-	0
Health & Disability Waiver	-	-	-	-	-	0
HIPP	-	-	-	-	-	0
Institutional Care	-	-	-	-	-	0
Iowa Health & Wellness	-	-	-	-	-	0
Intellectual Disability Waiver	-	-	-	-	-	0
Medicare	-	-	-	-	-	0
PACE	-	-	-	-	-	0
Physical Disability Waiver	-	-	-	-	-	0
QMB or SLMB	-	-	-	-	-	0
Traditional Medicaid	-	-	-	2	4	6
Other	-	-	-	-	-	0
N/A	-	-	-	-	-	0
Unknown	-	-	-	-	-	0
TOTAL:	0	0	0	2	4	6