



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](http://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 May 2019  
**DATE:** Friday, June 7, 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 May 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 May 2019, the Managed Care Ombudsman Program received 34 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 16 managed care members during the month of May. The top three complaints addressed in May 2019 were:

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

**Medicaid Programs:**

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

Additional information can be found in the attached May 2019 Report. For further information, please contact the Managed Care Ombudsman Program, by phone at 866-236-1430 or email [managedcareombudsman@iowa.gov](mailto:managedcareombudsman@iowa.gov).

## Managed Care Ombudsman Program Monthly Report

DATE: 05/2019

<b>Members per MCO</b> in process May 2019	Amerigroup Iowa	19
	AmeriHealth Caritas	-
	UnitedHealthcare Plan of the River Valley	18
	Fee for Service	-
<b>Referrals per Entity<sup>1</sup></b>	Department of Human Services	2
	Department of Inspections and Appeals	-
	Disability Rights Iowa	4
	Iowa Compass	-
	Iowa Legal Aid	1
	LifeLong Links	-
	MCO	-
	Medicaid Fraud Control Unit	-
	Provider	1
	Senior Health Insurance Information Program	-
	State Ombudsman Office	4
Other	-	
<b>Grievances/Appeals/Fair Hearings</b>	Grievance assistance	2
	Appeals assistance	1
	Fair Hearing assistance	1

### Complaints by Member

In May, the Managed Care Ombudsman Program worked on complaints from 38 individual members. Out of the 38 active cases, 10 are newly open. 1 case will not be captured in the following grids due to eligibility not determined. The top complaint from managed care members in May was in regard to services reduced, denied or terminated (9 members). Additional complaints include:

#### All open cases:

Services reduced, denied or terminated (7 members)  
 CCO & CDAC (7 members)  
 Member Rights (2 members)  
 Access to durable medical equipment and medications (4 members)  
 Access to Services/Benefits (7 members)  
 Transition services/coverage gap, inadequate or inaccessible (1 member)  
 Case Management (7 members)  
 Care Planning (4 members)  
 Discharge (0 members)  
 Eligibility & Enrollment (1 member)  
 NOD, Appeals, Fair Hearing (4 members)  
 Complaints against provider (0 members)  
 MCOP-Other/Member charged improper cost sharing/Dental (2 members)  
 Level of Care (2 members)  
 Guardianship (0 members)  
 Member Relations & Grievances (3 members)  
 Home and vehicle modifications (2 members)  
 Transportation (2 members)

#### Closed cases:

Services reduced, denied or terminated (2 members)  
 CCO & CDAC (0 members)  
 Member Rights (1 member)  
 Access to durable medical equipment and medications (1 members)  
 Access to Services/Benefits (8 members)  
 Transition services/coverage gap, inadequate or inaccessible (3 members)  
 Case Management (2 members)  
 Care Planning (5 members)  
 Discharge (1 member)  
 Eligibility & Enrollment (4 members)  
 NOD, Appeals, Fair Hearing (1 member)  
 Complaints against provider (3 members)  
 MCOP-Other/Member charged improper cost sharing/Dental (3 members)  
 Level of Care (2 members)  
 Guardianship (1 member)  
 Member Relations & Grievances (1 member)  
 Home and vehicle modifications (1 member)  
 Transportation (0 members)

<sup>1</sup>Referrals per Entity: Referrals made to external organizations that provide services beyond the scope of the program.

## Complaint(s) Resolution by Program Type

Amerigroup Iowa	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		-	-		1	1
Children's Mental Health Waiver		-	-	-	-	0
Dental		-	-	-	-	0
Duals	3	-			-	3
Elderly Waiver	7	-	-	-	-	7
Habilitation		-	-	-	-	0
Health & Disability Waiver		-	-	-	9	9
HIPP		-	-	-	-	0
Institutional Care					-	0
Iowa Health & Wellness		-	-	-	-	0
Intellectual Disability Waiver		-	-	-	10	10
Medicare		-	-	-	-	0
PACE					-	0
Physical Disability Waiver		-	-	-	2	2
QMB or SLMB					-	0
Traditional Medicaid		-	-	-	-	0
Other					2	2
N/A					-	0
Unknown	1				-	1
<b>TOTAL:</b>	<b>11</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>24</b>	<b>35</b>

UnitedHealthcare Plan of the River Valley	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		-	-	-	1	1
Children's Mental Health Waiver		-	-	-	-	0
Dental		-			-	0
Duals		-	-	-	-	0
Elderly Waiver	1	-	-	-	1	2
Habilitation	1	-	-	-	-	1
Health & Disability Waiver	2	-	-	-	-	2
HIPP		-	-	-	-	0
Institutional Care						0
Iowa Health & Wellness		-	-		-	0
Intellectual Disability Waiver	6	-	-	1	4	11
Medicare		-	-	-	-	0
PACE					-	0
Physical Disability Waiver		-	-	-	-	0
QMB or SLMB					-	0
Traditional Medicaid		-	-	-	-	0
Other	3				4	7
N/A					-	0
Unknown					-	0
<b>TOTAL:</b>	<b>13</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>10</b>	<b>24</b>

## Complaint(s) Resolution by Program Type

Fee for Service	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	-	-	-	-	-	0
Other	-	-	-	-	-	0
N/A	-	-	-	1	-	1
Unknown	-	-	-	-	-	0
<b>TOTAL:</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>