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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 September 2019  
**DATE:** Tuesday, November 12, 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 September 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 September 2019, the Managed Care Ombudsman Program received 68 new complaints from the managed care members we serve. The complaints resulted in new investigations and advocacy for 26 managed care members during the month of September. The top three complaints addressed in September 2019 were:

1. Case management
2. Access to Services/Benefits
3. CCO & CDAC

**Medicaid Programs:**

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

Additional information can be found in the attached September 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: 09/2019

<b>Members per MCO<sup>1</sup></b> in process September 2019	Amerigroup Iowa	41
	Iowa Total Care	12
	UnitedHealthcare Plan of the River Valley	2
	Fee for Service	-
<b>Referrals per Entity<sup>2</sup></b>	Department of Human Services	-
	Department of Inspections and Appeals	-
	Disability Rights Iowa	5
	Iowa Compass	1
	Iowa Legal Aid	-
	LifeLong Links	1
	MCO	2
	Medicaid Fraud Control Unit	-
	Provider	-
	Senior Health Insurance Information Program	-
	State Ombudsman Office	5
Other	-	
<b>Grievances/Appeals/Fair Hearings</b>	Grievance assistance	3
	Appeals assistance	2
	Fair Hearing assistance	1

### Complaints by Member

In September the Managed Care Ombudsman Program worked on complaints from 53 individual members. Out of the 30 active cases, 28 are newly open. The top complaint from managed care members in September was in regard to Case Management (24 members). Additional complaints include:

#### All open cases:

- Case Management (15 members)
- Access to Services/Benefits (16 members)
- Services reduced, denied or terminated (9 members)
- CCO & CDAC (8 members)
- Transition services/coverage gap, inadequate or inaccessible (2 members)
- Other/Exception to Policy and Prior Authorizations (7 members)
- Member Rights (6 members)
- Level of Care (5 members)
- NOD, Appeals, Fair Hearing (4 members)
- Complaints against provider (3 member)
- Eligibility & Enrollment (2 members)
- Care Planning (7 members)
- Access to durable medical equipment and medications (6 members)
- Discharge (3 members)
- Transportation (5 members)
- Home and vehicle modifications (0 members)
- Member Relations & Grievances (3 members)
- Guardianship (1 member)

#### Closed cases:

- Case Management (9 members)
- Access to Services/Benefits (6 members)
- Services reduced, denied or terminated (4 members)
- CCO & CDAC (6 members)
- Transition services/coverage gap, inadequate or inaccessible (2 members)
- Other/Exception to Policy and Prior Authorizations (2 members)
- Member Rights (1 member)
- Level of Care (1 member)
- NOD, Appeals, Fair Hearing (2 members)
- Complaints against provider (1 member)
- Eligibility & Enrollment (1 member)
- Care Planning (1 member)
- Access to durable medical equipment and medications (5 members)
- Discharge (1 member)
- Transportation (3 members)
- Home and vehicle modifications (0 members)
- Member Relations & Grievances (2 members)
- Guardianship (0 members)

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

<sup>2</sup> 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	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	14	-	-	-	20	34
Habilitation		-	-	-	-	0
Health & Disability Waiver	7	-	-	-	-	7
HIPP		-	-	-	-	0
Institutional Care					-	0
Iowa Health & Wellness		-	-	-	-	0
Intellectual Disability Waiver	14	-	-	1	13	28
Medicare		-	-	-	-	0
PACE					-	0
Physical Disability Waiver	2	-	-	-	4	6
QMB or SLMB					-	0
Traditional Medicaid		-	-	-	-	0
Other	1				5	6
N/A					-	0
Unknown					-	0
<b>TOTAL:</b>	<b>38</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>42</b>	<b>81</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		-	-	-	-	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	2	-	-	-	4	6
Medicare		-	-	-	-	0
PACE					-	0
Physical Disability Waiver		-	-	-	-	0
QMB or SLMB					-	0
Traditional Medicaid				-		0
Other		-		1	-	1
N/A				-	-	0
Unknown					-	0
<b>TOTAL:</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>4</b>	<b>7</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					-	0
Unknown				-	-	0
<b>TOTAL:</b>	0	0	0	0	0	0

Iowa Total Care	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		-	-	-	3	3
Habilitation		-	-	-	-	0
Health & Disability Waiver		2	-	1	3	6
HIPP		-	-	-	-	0
Institutional Care					-	0
Iowa Health & Wellness		-	-	-	-	0
Intellectual Disability Waiver	4	-	-	-	6	10
Medicare		-	-	-	-	0
PACE					-	0
Physical Disability Waiver		-	-	-	-	0
QMB or SLMB					-	0
Traditional Medicaid		-	-	-	-	0
Other					10	10
N/A					-	0
Unknown				-	-	0
<b>TOTAL:</b>	4	2	0	1	22	29