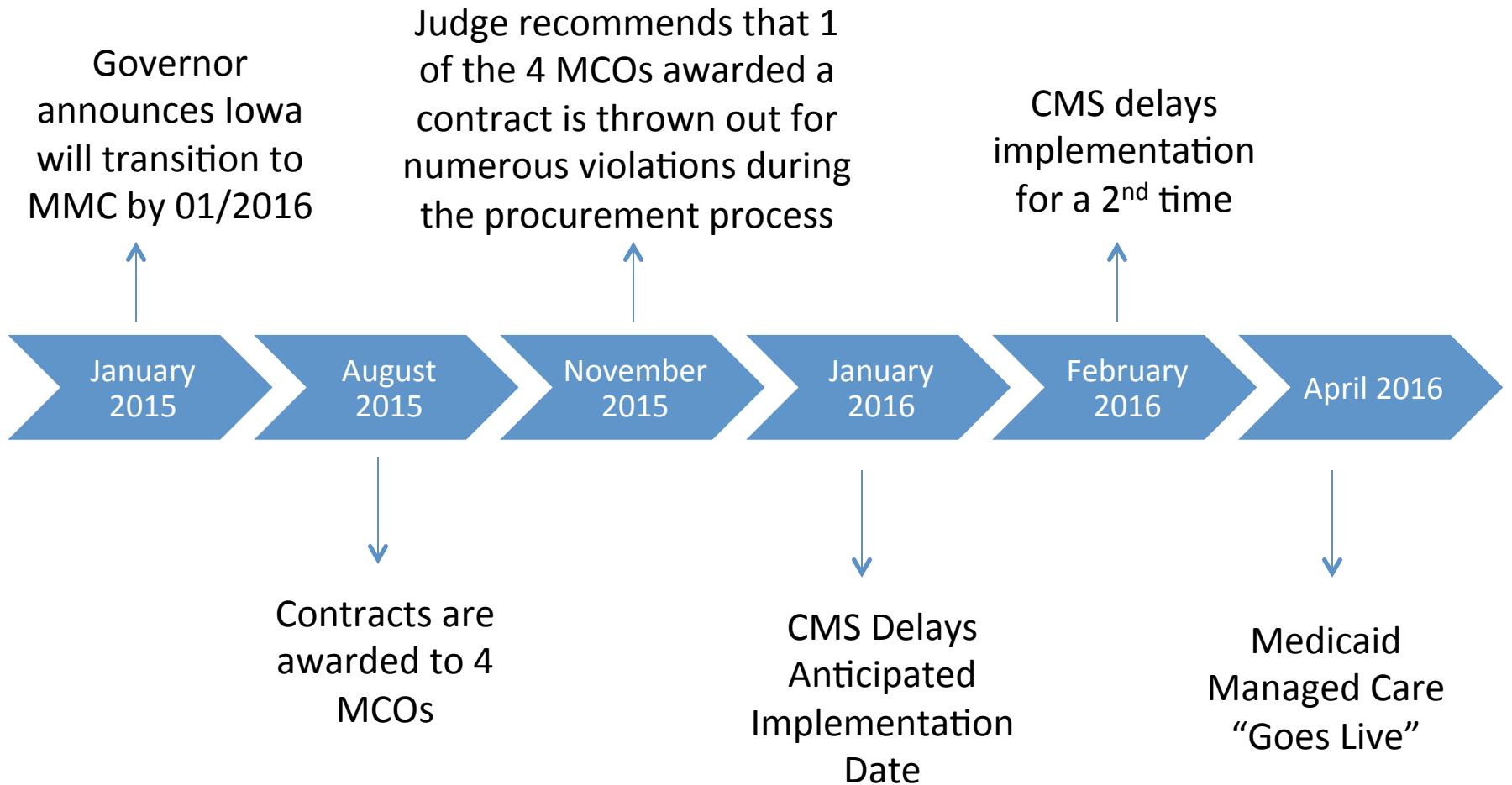


Improving EPSDT in Managed Care in Iowa

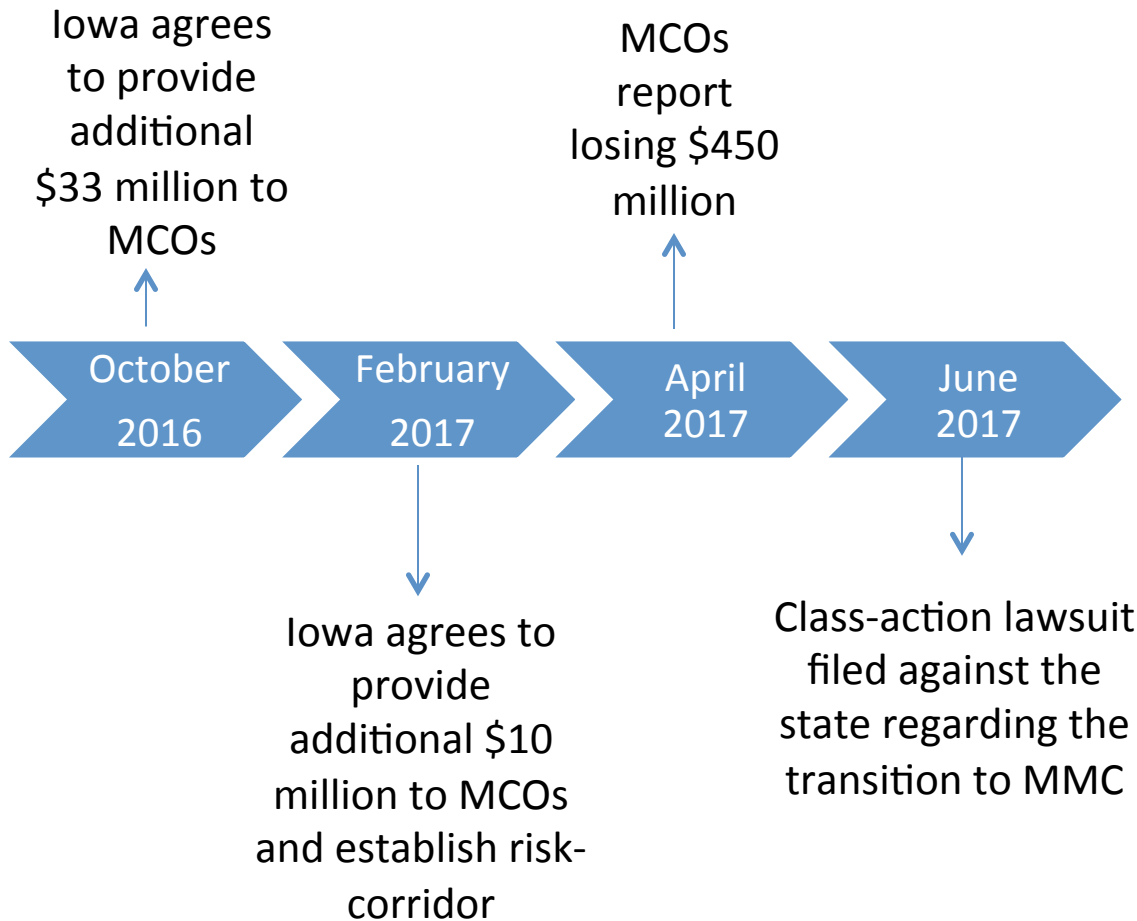


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Iowa's Transition to Medicaid Managed Care



April 2016 → July 2017



Members denied services



Unpaid claims



Provider layoffs and closures

Improving EPSDT in Managed Care: Education and Clarification

- Develop training and informational materials about EPSDT benefits to educate plans, providers, members, and community stakeholders



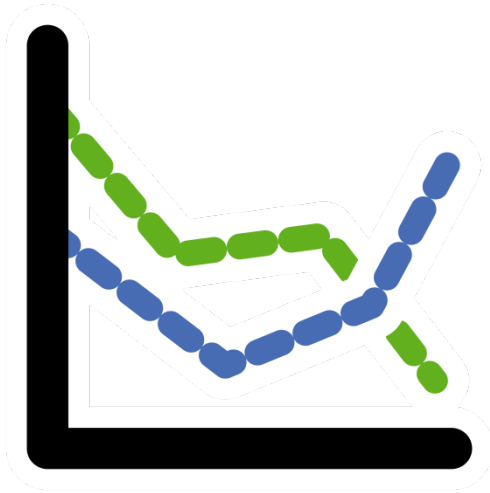
- Work with the state (Iowa Medicaid Enterprise) to clarify the scope of EPSDT services provided by the MCOs and imposition of treatment limits

Improving EPSDT in Managed Care: Outreach and Identification

- Work with the Department of Human Services to update and increase the accuracy of contact information for Medicaid eligible children and families (to increase rate of successful contact for informing calls)
- Work with MCOs to integrate risk factors associated with social determinants of health (housing, food, etc.) into a standardized Health Risk Assessment



Improving EPSDT in Managed Care: Outcomes and Benefits



- Gather, analyze, and disseminate outcome data (well-child visit rates, immunization rates, percent of eligible and enrolled children) to track changes pre- vs. post-managed care

• Work with AmeriGroup and United to cover EPSDT benefits for hawk-i members (AmeriHealth Caritas currently covers this benefit)



Success: Creating a Seat at the Table



- Biweekly meetings that bring together:
 - Providers (Hospital Systems, Private Practices, Community Organizations)
 - High-Level Representatives from each MCO
 - State Medicaid Representatives
 - Advocates

Purpose:

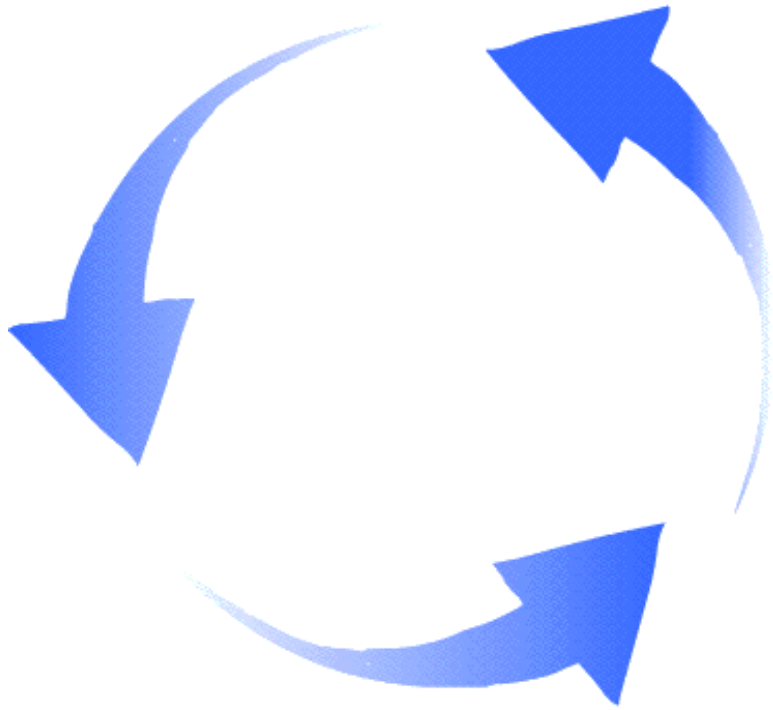
- Monitor individual problems
- "connect the dots" to address these problems systemically
- revisit previously addressed issues to ensure that policy changes are implemented at the practice level

Challenges

- 1 + year into managed care, the transition is still extremely rocky
- Data discrepancies and data reliability
- Putting quality improvement work into the broader context of Medicaid defense... “putting out fires and moving mountains”



Quality and Access



- Efforts to improve quality go hand-in-hand with efforts to ensure access... coverage is only as good as the quality of care that such coverage makes available