

Collaborating through Managed Care

Medicaid Modernization Strategic Planning Group



Preparing for change

- Where we started:
 - Sense of urgency in timeline
 - Selection of the MCOs announced
 - Provider contract completion to set the networks
 - Member selection to rollout



Identifying partners

- MCO Representatives
- IME Representatives
- Managed Care Ombudsman
- Hospitals
- State agencies & Advocacy Groups
- Medicaid Providers
- Community-based Health and Human Service Organizations
- Project funders

Developing the Stakeholder Group

- Balance of leadership and direct service staff
- Representation from all Medicaid member populations
- Policy Experts
- Passion
- EXPERIENCE
- Began with a focus group
- Expanded to include the networks of the participating members

Recognizing dedicated leaders

- Formed a small working group to identify focus and direction of the groups goals
 - Met on opposite weeks to review discussions and outcomes of the larger group
 - Asking for help and delegating some of the tasks increased the success of the group



Capitalizing on delays

- The delay in implementation offered 3 months of additional time to prepare members and providers
- Allowed the focus to be on educating members of the transition
 - Developed handout materials that included sample cards to share with members
 - Created a webinar to educate providers about the transition and offered materials to assist in educating their patients
 - Approach of the group was to meet members where they were most likely to engage in conversation about their Medicaid

Finding a home for materials

Iowa Public Health Association hosted our webinar and materials

- <http://iowapha.org/Medicaid-Modernization>
- Other locations for managed care information:
 - <http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>
 - <https://dhs.iowa.gov/iahealthlink>
 - <http://dhs.iowa.gov/ime/providers/rulesandpolicies/bulletins/MC-infoletters>
 - <https://www.iowaaging.gov/long-term-care-ombudsman/managed-care-ombudsman>
 - http://dhs.iowa.gov/MED-16-009_Bidders-Library

Staying the course through implementation

- Continued commitment from MCO and IME representatives
 - Establishing trust and building relationships
 - Facilitating communication with appropriate players
 - Consistency and reliable meetings dates and communications
- Shout-out to the provider and community agencies that kept showing up
 - Bringing the experts to the table
 - Sharing examples
 - Commitment to the cause
 - Shared floor space across all Medicaid populations and groups

Collaborating for solutions

- Participation from providers and community agencies to share experiences and examples across organizations.
 - Where are the issues?
 - Why are they issues? (Who?)
 - What are some potential solutions?
 - Who needs to buy-in for change to occur?

Communicating is KEY

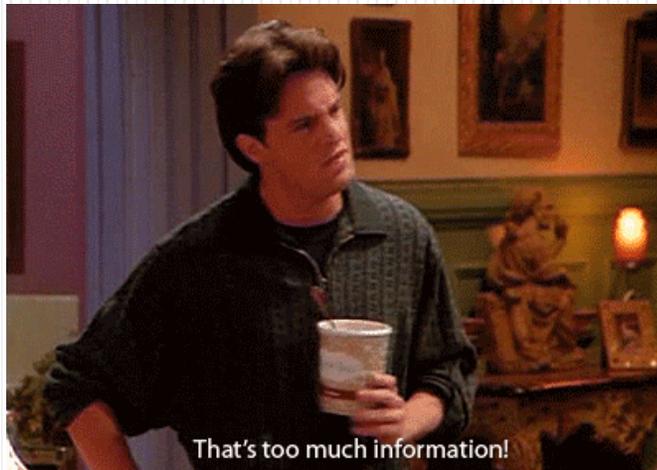


- Listserv created for stakeholder members
- Meeting minutes emailed to listserv
- Detailed follow-up identified within minutes for each key player to share at next meeting
- Repetition of unresolved issues
- Continuously identifying additional stakeholders with expert knowledge
- Identifying agencies and groups to share information statewide
 - Office of Health Care Transformation
 - Iowa Hospital Association
 - Iowa Public Health Association
 - Iowa Department of Public Health

Examples of successful collaboration

- Workflow charts broken down by member population
 - Clarify role expectations and better define transitions of members
- Transportation matrix developed
 - Included MCO brokers in our group conversations
 - Member transportation handouts created and distributed
- Interpretation processes identified
 - Included input from Department of Human Rights and Refugee Alliance members
 - Provider interpretation handouts created and distribute

Breaking out into groups



That's too much information!

- Identify detailed population specific issues
- Include additional stakeholders with expertise
- Determine leadership to be involved in moving the issues forward

Evaluating what's working

- **Make time for additional collaborations**
 - You will be asked to weigh in and speak with other groups
- **You don't have to know everything**
 - Clarifying for your own understanding will help identify and bring the issues forward
- **Balance agency priorities with larger goals**
 - Let the group guide the process and your agency will have a turn
 - Have another staff member from your agency push your issues forward
- **Celebrate small successes**
 - Have gratitude for the passion of individual group members



Deb Rieck - Aging Advocates
Tira Mays - Broadlawns
Stephanie Hoskins - Care More Clinic
Jodie Lee - Child Serv
Gaye Johnson - Child Serve
Ashley Bolsem - Children & Families of Iowa
Alice Stilwell - Children and Families of Iowa
Lian Pui - Embarc
Lindsey Buechel -IME
Jim Cushing - Iowa Association of Area Agencies on Aging
Analisa Pearson - Iowa Department of Public Health
Angie Doyle Scar - Iowa Department of Public Health
Stephanie Trusty – Iowa Department of Public Health
Dan Royer - Iowa Hospital Association
Jacque Easley - Mercy
Karla Serio – Confier at Mercy
Theresa Bringleson - Mercy
Amy Robak – MICA
Denise Rathman - NASW

Kelli Todd - Ombudsman
Kelsey Zantingh - Ombudsman
Anne Starr - Orchard Place
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Teresa Taylor - Wolf United Way
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Kelly Bradford - Unity Point
Trina Neilsen - Unity Point
Wanda Blair - Unity Point
Erin Mckinney - Unity Point
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