

WIC Contractor Meeting Notes
August 25, 2021

Attendance:

31- Kalin Berkland, Karen Goff, Lexie Stoneking

33- Paula Klocke

34- Angela Munson, Diana Strahan

35- Cynthia Kaczinski

37- Karla Hynes

38- Janet Weber

39- Cindy Harpenau

41- Carla Miller

42- Sara Noack

43- Amanda Kirchhoff, Angela Becker, Kristi Ott

45- Emily Schinstock

46- Cindy Meiners, Tracey Boxx-Vass

47- Madeline Wankum, Tami Meendering

48- Brittany Schoof

49- Jean Sterner

50- Tricia Nichols

51- Amy Hackman, Kate Klefstad

52- Kris Wood

53- Julie Miller

54- Ashley Wandera

State Office- Bruce Brown, Brandy Benedict, Caryn Wittry, Connie Glover, Charles Lorinser, Jane Stockton, Jill Lange, Ken Kane, Kimberly Stanek, Nicole Newman, Nikki Davenport, Sherry Smith, Todd Erskine

Guests- ZLR- Louis Laurent, Katie Geraty, Scott Krecl (Media); One Call Now- Kim Gustafson;

Medline- Karol Hayes, Manager of Transitional Care, Jessica LaPage, Transitional Care Manager, Connor Shanks, Market Sales Director, Scott Farrington, National Sales Director; Amerigroup- Lorin Renner, Erin Sullivan

Notes:

WIC Personas, Journey Map, and ZLR Campaign Updates (Louis Laurent and Katie Geraty):

- Shared data that was provided to contractors as well
- Dropdown options - change was suggested for referral to WIC
- We could take a look at the list to update at the state

OnSolve One Call Now Demo

- Kim Gustafson with One Call Now provided a demo of the Appointment Reminder system

Breast Pump Availability through Iowa MCOs

Iowa Total Care was planned to present, but was not able to present today.

Amerigroup (Lorin Renner):

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- Healthy Rewards- \$ for completing healthy activities like attending prenatal and postpartum appointments, wellness appointments, etc.
 - Reward dollars earned can be redeemed for gift cards, i.e Amazon, Uber, Home Depot, Buy Buy Baby, Petco, Burger King
- Value added benefits:
 - Dental hygiene kit, toothbrush, toothpaste, etc. annually- they can log into the portal or call in
 - Weight Watchers- adults can receive a 13 week voucher for WW by calling Member Services
 - 24 hour nurse line- 24/7/365
 - Breast pumps
 - Any pregnant member is eligible for a pump from notification of pregnancy up to 6 months post-delivery (as long as they are an active member, if expiring, they need to get it before coverage is lost)
 - Medline asked Amerigroup to encourage members to wait until closer to 30 days before delivery so the warranty lasts longer into use
 - Warranty covers electronics on the unit and defects, not wear and tear, closed system- tubing stays clean and doesn't need to be cleaned
- Other benefits:
 - Transportation- Iowa Health Link Medicaid members are eligible for transportation to medically necessary appointments - direct ride or reimbursement
 - Must call 2+ days prior to appointment to call for a ride or can reimburse drivers like family, friends, etc.
 - Minor members can be transported without an adult present (12-16) with a consent
 - LiveHealth Online- Telehealth available at no cost
 - Can create an account with member ID and chat live with a provider
- Resources:
 - Member Services: 800-600-4441
 - Healthy Rewards
 - Log in to the Benefit Reward Hub to redeem your Healthy Rewards.
 - You can also call the Healthy Rewards Customer Service Line at 888-990-8681 (TTY 711) Monday through Friday from 8 a.m. to 7 p.m. CST
 - Medline's Amerigroup Breast Pump
 - Order Line and Customer Assistance Line: 833-881-1424
 - <https://athome.medline.com/amerigroupia>
 - Amerigroup 24-hour Nurse HelpLine: 1-866-864-2544 Spanish: 1-866-864-2545
 - Need help arranging transportation to a covered medical service?
 - Call Access2Care 1-844-544-1389
 - 7:30 a.m. to 6 p.m., Monday through Friday
 - Go to dhsservices.iowa.gov to apply for Medicaid
 - Amerigroup Iowa Homepage
 - <https://www.myamerigroup.com/ia/iowa-home.html>

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- Member Handbook, Benefits Reward Hub, Pregnancy Health Page, Find a Doctor Search
- Lorin's contact information
 - lorin.renner@amerigroup.com
 - 515-322-1750

2021 Help Desk Survey: Findings and Next Steps (Brandy Benedict):

- Brandy provided information about the 2021 Help Desk Survey