



INFORMATIONAL LETTER NO. 2501-MC-FFS

DATE: August 25, 2023

TO: Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Iowa Medicaid Dashboard

EFFECTIVE: August 24, 2023

HHS – Iowa Medicaid is proud to announce the launch of the brand-new Iowa Medicaid Dashboard. The dashboard brings several new benefits and clarity to the Iowa Medicaid program, including improved accessibility, enhanced data analysis capabilities and oversight of the managed care plans (MCPs). The dashboard streamlines the reporting process, provides timely updates and ensures information is available to Medicaid stakeholders.

Below is a summary of data included in the Iowa Medicaid Dashboard:

- **Enrollment Summary:** Users can find detailed information on member demographics. The section allows users the ability to filter by date, plan coverage group, age, gender, race/ethnicity, county and any of these combinations.
- **Financial Summary:** Key financial metrics are found here, including net rates cells, Medical Loss Ratios (MLR), Third Party Liability (TPL), historical expenditures, market shares based on expenditures and financial information by county.
- **Prior Authorization (PA):** Showcases data on the total PAs both submitted and processed, rate per 1,000 comparisons, information on PA status, the average days to process and timely PA processed. For medical, data can be filtered by pharmacy or non-pharmacy claims. For dental, data can be filtered by Dental Wellness Plan (DWP) or Hawki programs. All PAs can also be sorted by standard or expedited status.
- **Claims Processed:** Displays information on total claims both paid and denied, rate per 1,000 comparisons, information on claim status, average days to pay and clean claims processed. For medical claims, data can be filtered by pharmacy or non-pharmacy claims. For dental claims, data can be filtered by DWP or Hawki programs.
- **Waiver:** Captures total members enrolled by service plan, per member per month costs, member wait list information, critical incident counts, total case managers,

Managed Care Organization (MCO) timely contacts, timely reassessments, top five active service plans and Iowa Participant Experience Survey (IPES) survey questions. Users can click on a specific service plan from the enrolled members by service plan chart. The measures will filter to the selected waiver or habilitation service.

- **Facility:** Captures the total number of members enrolled in a facility, per member per month costs and a pie chart comparison of waiver versus facility members by percentage.
- **Grievance and Appeals:** Shows the total grievances or appeals received, information on status and service type. It files reasons using Centers for Medicare and Medicaid Services (CMS) Managed Care Program Annual Report (MCPAR) data definitions. Data can also be filtered by standard or expedited status.
- **Call Center:** Shows total calls received, service levels and abandonment rates for 10 different helplines between all MCOs, dental plans and Iowa Medicaid.
- **Program Integrity:** Identifies overpayments, member concerns referred to Iowa Medicaid, investigations opened and cases referred to the Medicaid Fraud Control Unit (MFCU).
- **Network Access:** Captures the average distance, the counts of members with access and total provider counts.
- **Outcomes:** Shows child outcomes for wellness and prevention measures, substance use disorder (SUD), serious emotional disturbance (SED) and mental health treatment and services. In addition, the outcomes page captures value added services offered by the MCPs, and waiver plan service activity for meals, respite and Consumer Directed Attendant Care (CDAC). Not all sections are available for dental.
- **Quality Scores dashboard:** This section captures measures for the annual National Committee for Quality Assurance (NCQA) Health Plan Ratings, CMS CORE Set Measures, the Iowa Medicaid Scorecard, Healthcare Effectiveness Data and Information (HEDIS) and Consumer Assessment of Healthcare Providers and Systems (CAHPS). Not all sections are available for dental.

The Medicaid dashboard will be updated quarterly. See schedule below:

- **July:** Data posted from January, February, and March.
- **October:** Data posted from April, May, and June.
- **January:** Data posted from July, August, and September.
- **April:** Data posted from October, November, and December.

Where can I find the dashboard?

- View the dashboard on the [HHS website](#)¹

The new dashboard presents many new opportunities for Iowa Medicaid. The digital reporting will enhance communication, streamline processes, provide clarity, and better serve our Medicaid members.

If you have any questions or concerns, please contact Kurt Behrens, Quality Improvement Analyst at kbehren@dhs.state.ia.us or Joanne Bush, Managed Care & Oversight Bureau Chief at jbush@dhs.state.ia.us

Thank you for your continued partnership and dedication to serving our Medicaid beneficiaries.

¹ <https://hhs.iowa.gov/iowa-Medicaid-dashboard>