Navigating Medicaid and managed care organizations of Iowa

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Navigating Medicaid and Managed Care Organizations
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BACKGROUND

- The Integrated Health Home (IHH) program through Family Resources is available for families, covered by Medicaid, of youth with mental or behavioral health needs.1
- Iowa Medicaid members are covered under Iowa HealthLink, which originally consisted of three Managed Care Organizations (MCOs) in a clear, readable format.2
- Improve IHH clients’ understandings of Medicaid and MCOs and the services covered by each insurance plan.
- Connect IHH clients to services and contact information to inquire further about their insurance plans.

PROJECT OBJECTIVES

- Create an Iowa Managed Health Insurance (IMHI) resource guide to compile information regarding Medicaid and Managed Care Organizations (MCOs) in a clear, readable format.
- Improve IHH clients’ understandings of Medicaid and MCOs and the services covered by each insurance plan.
- Create IMHI resource guide to inform IHH clients of general criteria of each MCO and services provided by each MCO.
- Provided employees of IHH with IMHI resource guide in paper form, PDF format, and an editable Word Document.
- IHH clients will receive the IMHI resource guide through Health Promotion packets sent out via mail and electronically by IHH employees.
- The IMHI resource guide includes a portion that explains that the last edit made to the guide was April 2018, so it can only be applied to the status of Medicaid as of April 2018.

METHODS

- Researched Health Literacy and Public Health tool kits.
- Reviewed Health Promotion packets already created that had been sent out to IHH clients via mail.
- Researched Medicaid and Managed Care Organizations of Iowa HealthLink.
- Compiled Research to create a coherent IMHI resource guide.
- Applied Health Literate Care Theory to IMHI resource guide to make it readable and easy to follow.

RESULTS and DELIVERABLE

- Created IMHI resource guide to inform IHH clients of general criteria of each MCO and services provided by each MCO.
- Provided employees of IHH with IMHI resource guide in paper form, PDF format, and an editable Word Document.
- IHH clients will receive the IMHI resource guide through Health Promotion packets sent out via mail and electronically by IHH employees.
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DISCUSSION and NEXT STEPS

- The IMHI Resource Guide is meant to inform and educate IHH clients about their current health insurance status and the services that are covered by each form of health insurance.
- The IMHI resource guide is intended for IHH clients and their families, who are covered by MCOs or other Medicaid coverage listed (FFS or Magellan-Identified).
- To increase the access to the IMHI resource guide, IHH staff will need to include the resource guide in the health promotion packets that are sent to clients via mail.
- Future IHH interns could monitor changes made to Iowa Medicaid and MCOs and continue to update the resource guide so that it is up-to-date.

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REFERENCES