Navigating Medicaid and managed care organizations of Iowa

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Navigating Medicaid and Managed Care Organizations
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SETTING

• Internship Site: Family Resources, Inc.- Integrated Health Home (IHH) in Davenport, Iowa
• IHH provides public health services by informing, educating, and empowering families with youth with emotional and behavioral health concerns by helping them navigate medical and mental health services to provide optimum care
• Mission Statement: To strengthen children, families, and individuals by providing quality services that engage community resources to create effective solutions

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
• Connect IHH clients to services and contact information to inquire further about their insurance plans

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 2017.
• In 2017, AmeriHealth Caritas (AmeriHealth) withdrew from Iowa Medicaid, leaving members with only two options: Amerigroup, Inc. (Amerigroup) and UnitedHealthcare Plan of the River Valley, Inc. (United).²²
• Medicaid FFS entailed that the members pay out of pocket for medical services until they were enrolled in a new MCO that could cover the expenses.¹¹

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
• 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
• 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
• 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

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
• 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

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