The Link Connection
keeping you connected...

Link Associates’ Mission
Providing People With Intellectual Disabilities Opportunities to Achieve Their Personal Goals

SPECIAL EDITION

ANOTHER MANAGED CARE COMPANY LEAVES IOWA

WE WANT TO STAY IN TOUCH
if you have not been receiving breaking news emails and invitations to meetings, please send me your email address so we can add you to the email list. Write me at ldunshee@linkassociates.org

KEEP CURRENT
Check out our website at www.linkassociates.org

Link Associates’ Vision
Link Associates will be the recognized leader in providing quality services to persons with intellectual disabilities
Hello all,

I know many of you have seen the news about UnitedHealthcare leaving Iowa and I appreciate all of you who have reached out for information and guidance. Currently Iowa has 2 companies who are managing the Medicaid program: UnitedHealthcare and Amerigroup. On Friday, March 29, 2019 UnitedHealthcare, which manages health care for more than two-thirds of Iowans on Medicaid, announced jointly with Governor Reynolds they are leaving Iowa. This is the 2nd time in 3 years one of the managed care companies bails out of the Iowa system leaving thousands with sudden and dramatic change to family member care.

Summary of Managed care in Iowa:

- In 2016 Iowa implemented Managed Care, where Iowa pays private companies set amounts of money per Medicaid recipient to oversee health care services. Previously Iowa contracted directly with physicians and providers to cover the Medicaid services.
  - Iowa contracted with 3 companies: Amerigroup, AmeriHealth Caritas and United
  - Link had contracts with Amerigroup and AmeriHealth Caritas (98% of our folks were with AmeriHealth Caritas)
- In December of 2017 AmeriHealth Caritas left Iowa with leaving providers and families only two-week notice.
  - Link then signed a contract with UnitedHealthcare and again, 98% of our folks were with United
  - Iowa started searching for another Managed Care Company to replace AmeriHealth Caritas
- Effective March 15, 2019 families and people served started receiving letters indicating all would be re-assigned to one of three managed care companies: UnitedHealthcare, Amerigroup and the new incoming managed care company Iowa Total Care

The Governor issued a news release indicating that those affected will be given the opportunity to select between Amerigroup and the new incoming Iowa Total Care. Although that sounds good, Iowa Total Care is still contracting and does not even have a list of providers or physicians for families to utilize when making the choice.

The Iowa Department of Human Services Director Jerry Foxhoven said UnitedHealthcare's contract runs through June, and the company is obligated to help make its current customers' transition to a new carrier smooth. This was the same commitment we all received when AmeriHealth Caritas left Iowa and many of us know how difficult that transition was and how difficult the managed care system has been to those receiving services as well as those providing services.
It is easy to say people will have a choice, but when one choice is a provider that has you have not used before and the 2nd choice is a company that is brand new to Iowa and does not yet have a provider list, that is a pretty limited choice.

This is now the 3rd time, in 3 years, that people who rely on Medicaid are being shuffled like a deck of cards and dealt to companies as if this is not a massive and significant intrusion into their health, welfare and safety.

Link wants you to know that it is important that you choose the MCO that best fits your member’s needs. It is important to ensure that if there is a new MCO assigned that the members providers are with that MCO. We do expect the new MCO, Iowa Total Care, will contract with the same providers that United and Amerigroup have, but we will want to pay special attention to any specialist or out of the area providers (such as Mayo).

There are many resources available on the DHS website to assist in making your MCO choice, such as the Provider Search Portal, and the MCO Value-Added-Services Comparison Chart. All are available on the IA Health Link webpage, under ‘Resources’ on the left-hand navigation menu.

Link Associates can assist you with comparing your providers with a new plan. Please forward a copy of your assignment letter to your Link Case Coordinator. We need to have this document on file to ensure we are working with the correct MCO so that there is continuity of care during this transition.

Over the weekend I have been in communication with all of the members of the House and Senate Human Resource Committees and will be watching for an emergency Health Policy Oversight Committee. Below I have listed all of the members of these committees and I encourage you to reach out to your elected officials and express any concerns this brings to you and your family. Click their mane and it will automatically take you to an email for each of the elected officials.

Human Resources (Senate)
- Mariannette Miller-Meeks (R, District 41), Chair
- Mark Segebart (R, District 6), Vice Chair
- Liz Mathis (D, District 34), Ranking Member
- Joe Bolkcom (D, District 43)
- Jim Carlin (R, District 3)
- Mark Costello (R, District 12)
- Jeff Edler (R, District 36)
- Julian B. Garrett (R, District 13)
- Thomas A. Greene (R, District 44)
- Pam Jochum (D, District 50)
- Craig Johnson (R, District 32)
Herman C. Quirmbach (D, District 23)
Amanda Ragan (D, District 27)

Human Resources (House)

- Shannon Lundgren (R, District 57), Chair
- Ann Meyer (R, District 9), Vice Chair
- Beth Wessel-Kroeschell (D, District 45), Ranking Member
- Marti Anderson (D, District 36)
- Robert P. Bacon (R, District 48)
- Michael R. Bergan (R, District 55)
- Brian Best (R, District 12)
- Holly Brink (R, District 80)
- Timi Brown-Powers (D, District 61)
- Karin Derry (D, District 39)
- Cecil Dolecheck (R, District 24)
- John Forbes (D, District 40)
- Joel Fry (R, District 27)
- Lisa Heddens (D, District 46)
- Lindsay James (D, District 99)
- Jennifer Konfrst (D, District 43)
- Heather Matson (D, District 38)
- Tom Moore (R, District 21)
- Anne Osmundson (R, District 56)
- Sandy Salmon (R, District 63)
- Kristin Sunde (D, District 42)

Please let me know if or how I can help. You can reach me at ldunshee@linkassociates.org or office 515-262-8888 or cell 515-491-4089

Linda Dunshee, Executive Director
MISSION

PROVIDING PEOPLE WITH INTELLECTUAL DISABILITIES OPPORTUNITIES TO ACHIEVE THEIR PERSONAL GOALS

VISION

LINK ASSOCIATES WILL BE THE RECOGNIZED LEADER IN PROVIDING QUALITY SERVICES TO PERSONS WITH MENTAL DISABILITIES

VALUES

DIGNITY AND RESPECT-QUALITY SERVICES-CARING ENVIRONMENTS
PERSONAL CHOICE-LONG TERM COMMITMENT