

Medicaid – Managed Care Issues

After months of documenting concerns about Medicaid privatization, The Arc of Iowa felt obligated to address concerns at the state level. On August 26th Arc of Iowa representatives – Doug Cunningham, executive director, Delaine Petersen, parent to daughter with ID and multiple disabilities and board chair; and Michael Wood, board member, met with Liz Matney advisor to Governor Kim Reynolds on health policy and specifically Medicaid managed care. Liz also has years of experience at Iowa Medicaid Enterprise. Arc of Iowa requested the meeting to share, make suggested improvements; learn how the administration addresses issues experienced by Iowa citizens who rely upon Medicaid to meet their health and safety needs; and explore ways to assure that Iowans have an ear for their issues.

The Meeting

The Arc group summarized the countless stories/anecdotes of reductions/loss of service and confusion with the system. The Arc team suggested that a “pull out” of a population group needing long term care and supports; and use this group as a test for alternative strategies that would result in better outcomes and satisfaction. Liz emphatically said this would **not** happen and the Governor was 100% behind privatization for all Medicaid populations. The group restated some personal stories provided by Iowans. The Arc of Iowa informed Liz that it is retaining Julie Beckett as policy advocate and she will be using her expertise to help Arc of Iowa and constituents to monitor legislation and policy in the coming months. After discussion Liz indicated that she has had little communication from anyone regarding problems with services or other decisions regarding member health needs. She said she had no sense there was any major problems. This was a surprise to The Arc representatives.

Doug, Michael and Delaine assured Liz that issues are shared on social media and in support groups; and frustration is growing. **In response, Liz said she would accept any contact sent directly to her and she would follow up.** Arc of Iowa promised it would reach out to alert members across Iowa to do that. The Arc intends to contact and work with all disability groups to improve the lives of Iowans depending on Medicaid. Direct contacts for Liz is listed below.

Citizen Alert – What You Can and Must Do to Improve the System – It is up to us

The Arc of Iowa is well aware that many people have tried countless times to get a remedy. We want to encourage any and every individual to contact Liz Matney directly. This message is for **anyone** on any HCBS waivers or other Medicaid services. The Arc supports all Iowans challenged by ANY disability/conditions that require supports and services to participate in life activities. **The Arc, if cc'd on emails will monitor, trend and follow-up.** Julie Beckett will have access to this information. It is always a good idea to also **copy your elected senator and representative.** They work for **YOU!**

Our purpose is ADVOCACY! We will support Iowans and help them effectively connect with decision makers.

To contact Liz send her a direct email. Please cc the email to Advocate@thearcofiowa.org

Liz' email address is liz.matney@iowa.gov

Her phone number is 515.725.2094

In the email, please include your name, your address, your MCO assignment (Amerigroup or Iowa Total Care) the issue-service(s) that is affected, its impact on you or your family and what responses you are getting. Please provide as many details as possible.

The Arc of Iowa is about Advocacy, Resources and Communication

Mission - empower people with intellectual/related disabilities to engage in lifelong opportunities to live, learn, work and play with dignity, freedom and full inclusion in their communities.

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