



March 19, 2024

Mr. Adam Steen, Director
Department of Administrative Services
Hoover State Office Building
1305 East Walnut Street
Des Moines, IA 50319

Dear Mr. Steen:

The Department of Health and Human Services (HHS) currently contracts with Maximus for Member Services and Enrollment Broker functions that support the Iowa Medicaid program. This contract has a current end date of June 30, 2024. The contract provides Member Services functions and other related activities for the Iowa Medicaid and Hawki programs, including the Medicaid and Hawki Member Services call centers. These services are crucial to support and assist Iowans in their application for health care coverage and provide Level 1 Help Desk Support for the integrated eligibility system (ELIAS). An important portion of the work done in this contract involves Enrollment Broker Services related to Managed Care Plans (MCP).

Iowa HHS is in contract negotiations with a new dental provider, with a start date of July 1, 2024. We learned last year when onboarding a new Managed Care Organization (MCO), this type of provider onboarding process creates a significant increase of incoming calls from Medicaid members, which is burdensome for the Member Services call centers. We fully expect this influx of calls will occur again in July, which causes concern about the ability of a potential new Member Services contractor to provide and maintain required performance levels to ensure timely and accurate service to callers.

HHS requests a six-month extension to the current contract so that the transition of services will not negatively impact members with the increased volume. It is critical that the Enrollment Broker activities not change at the time the new dental provider begins operations.

Additionally, if a new contractor is awarded the Member Services contract, getting the new contractor successfully onboarded and operating at optimal performance levels is critical to the members we serve. The onboarding process takes time and will not be completed by July 1, 2024. Extending the current Member Services contract by six months will allow our members to be properly served while a new contractor is successfully onboarded and ready to serve at optimal performance.

With these concerns in mind, HHS requests that you grant a waiver of Iowa Administrative Code rule 118.11(3) to extend the current Member Services contract through December 31, 2024.

Sincerely,

Kelly Garcia (handwritten signature)

Kelly Garcia

Director

cc: Elizabeth Matney, Medicaid Director

Approved based on the justification provided

(handwritten signature)

Adam Steen, Director, DAS

4/4/24

DATE