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STATE OF IOWA DEPARTMENT OF

Health <sup>AND</sup> Human

SERVICES

# Member Reassignment

Managed Care Onboarding

February 2023

# Background

- Iowa Medicaid currently operates with two Managed Care Organizations (MCOs), Amerigroup (AGP) and Iowa Total Care (ITC).
- However, one of the MCO contracts will expire in June 2023. Iowa Medicaid issued a new procurement in February 2022 to select the most qualified MCOs to deliver high-quality health care service for the citizens of Iowa.
- On August 2022, AGP was selected to continue to provide services and Molina HealthCare was selected as the third managed care organization. Molina is expected to start providing services on July 1, 2023.
- The onboarding of a new MCO takes months of preparation, training, system testing and membership assignment.
  - The Iowa Medicaid team has worked in earnest to develop multiple initiatives to ensure a successful MCO onboarding. One of the initiatives is the member reassignment.

# Member Reassignment Methodology

Member reassignment occurs when a new MCO joins the Medicaid program.

Members will be distributed between all MCOs to ensure equal membership.

The following are the goals of the member reassignment logic:

- Maintain continuity of care to the best extent possible.
- Equitable member reassignment to ensure all MCOs have the same membership proportion so no MCO shoulders the most critical populations.

Reassignment logic:

- Around 33% of the total Medicaid members will be assigned to Molina Healthcare of Iowa.
- Member(s) will be selected randomly from the current assigned MCOs and reassigned to Molina.
- Each MCO will end up with 33% of the total Medicaid membership.
- Approximately 67% of members will remain with their currently assigned MCO, ensuring continuity of care of most members.
- The logic was designed to keep family units together. Parents and siblings will be assigned to the same MCO.

# Open Enrollment

All members will have the opportunity to choose an MCO during the Open Enrollment period, which is currently scheduled for start **March 1, 2023 through May 18, 2023.**

This includes the members who were reassigned to Molina, as well as members who were not reassigned.

Members will not be able to change MCOs from **May 19, 2023 through July 1, 2023.**

This timeline allows for a membership warm-hand off between MCOs.

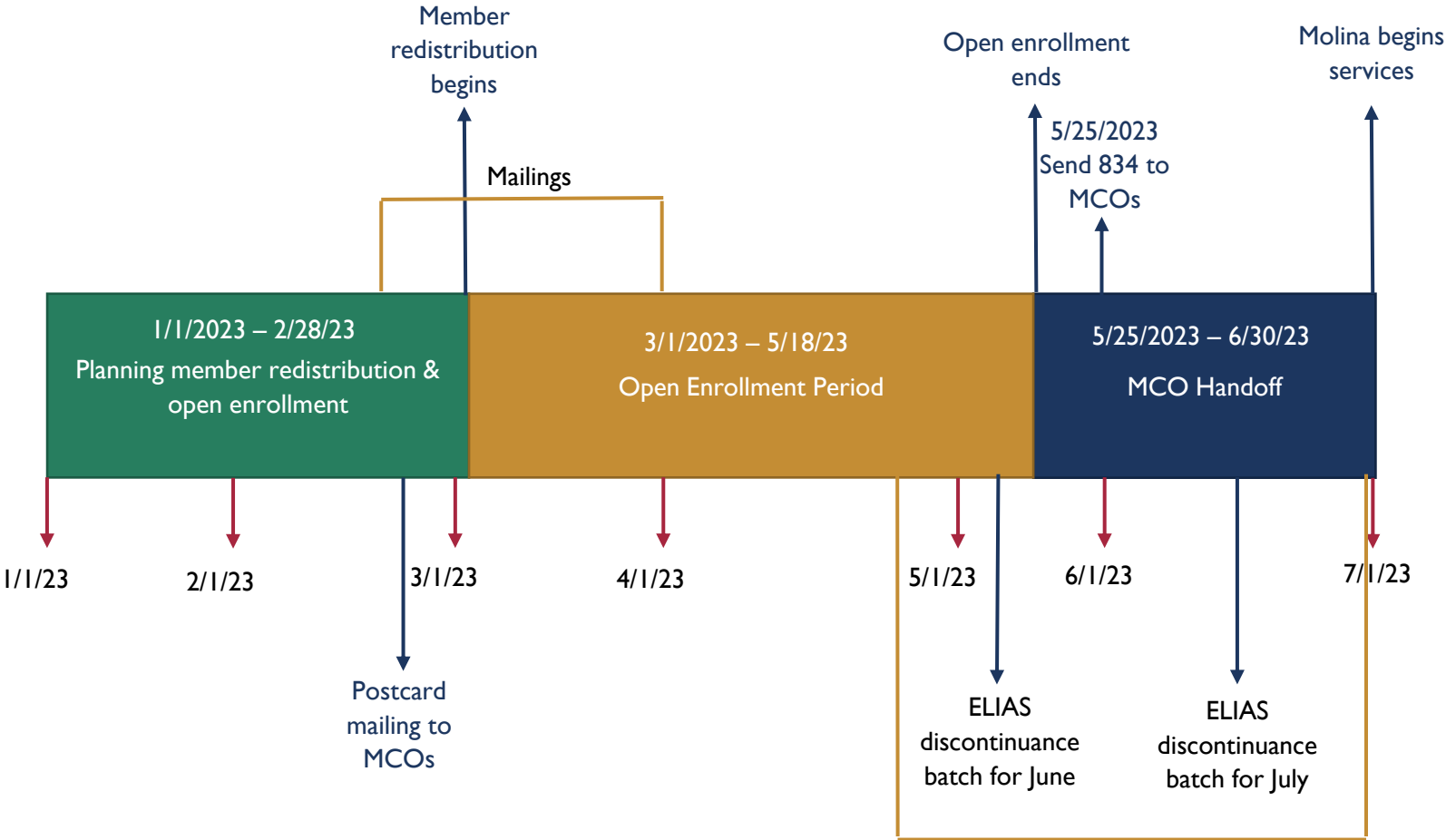


All members will receive an open enrollment letter stating that Molina is joining the Iowa Health Link program and that MCO member reassignments go into effect on **July 1, 2023.**



After **July 1, 2023**, when Molina begins services, members will also be given 90 days to change MCOs.

# Member Reassignment Timeline



**Notes**

- Mailings to go out end of February 2023 – April 2023.

Tentative Assignment  
Add Molina  
Adjust distribution logic

# Important Dates



Mailings (February 2023 – April 2023)

Post cards **February 14 – 28, 2023**  
Eligibility reviews **February 17, 2023 – March 6, 2023**  
Open Choice/Member assignments **March 1 – 31, 2023**



Eligibility review discontinuance

ELIAS discontinuance batch runs on **May 12, 2023** with effective date of **June 1, 2023**  
ELIAS discontinuance batch runs on **June 9, 2023** with effective date of **July 1, 2023**



Open enrollment ends May 18, 2023



MCO warm handoff

**May 25, 2023 – June 30, 2023**



Molina begins service **July 1, 2023**

# Questions?

