

# EveryStep

care & support services

## Helping Iowans live their best lives, *at every step of life.*

**EveryStep, formerly HCI Care Services & Visiting Nurse Services of Iowa**, will serve more than 60,000 Iowans this year across 47 counties. We offer services for every step of life — from prenatal care and early childhood development, to home care and hospice for aging seniors.

As one of Iowa's largest non-profit healthcare and human services organizations, it is our vision that all individuals have access to healthcare and support services to live their best lives.

When we help at-risk mothers gain access to prenatal care, they often avoid costly, pre-term deliveries. When we care for people in their homes and help them follow their care plan, we frequently avert ER visits and hospital stays.

By educating, empowering and improving the health of people, we create stronger families, healthier economies and more united communities.

### OUR AREAS OF FOCUS



#### Innovative Aging

*Home and community-based care for the aging*



#### Emotional Well-Being

*Resiliency in trauma, grief and loss*



#### Community and Family Advocacy

*Education, access and support*



#### Family Empowerment

*Strong, healthy and thriving families*

## 1 Medicaid Managed Care

- Iowa is in the third year of a “Managed Medicaid” program designed to reduce the cost of Medicaid services while enhancing benefits.
- Medicaid affects well over 563,000 Iowa citizens, or roughly 20% of the state.
- Beneficiaries and providers are directly affected by the success or failure of Medicaid
- MCOs are reporting losses and state savings are significantly lower than projected. Costs per Medicaid beneficiary are increasing.
- It is clear that the state’s goals of reduced cost and budget sustainability, and improved health outcomes have not been achieved.



### HOW YOU CAN MAKE A DIFFERENCE

- Change the Medicaid Managed Care program so that it meets the needs of beneficiaries and providers
- Ensure access to quality mental health and health care services for all Iowans with a focus on vulnerable populations served by Medicaid.
- Require all MCOs establish standard Pre-Authorization requirements and a single, standard process for completing a Pre-Authorization.
- Require all MCOs offer consistent benefits so beneficiaries don’t “win or lose” based on the benefits of any given MCO
- Base Pre-Authorization requirements and benefits on standards already established by Iowa Medicaid Enterprises.
- Create an appeal process that will allow providers an unbiased appeal avenue for denied claims.

## 2 Telehealth

- Telehealth can increase access to health care for people living in underserved areas, patients who require specialty care, or people facing transportation barriers.
- Telehealth has the potential to reduce health care costs for providers and patients.”
- Hospice industry is recommending modernization of the face-to-face requirement by utilizing telehealth as part of the hospice healthcare delivery system.



### HOW YOU CAN MAKE A DIFFERENCE

- Support administrative and regulatory frameworks that facilitate the use of telemedicine in a comparable manner to in-person care.
- Expand broadband across Iowa to provide more access and connectivity/interoperability between state systems and third parties.

## 3 Direct Care Workforce Shortage

- As massive numbers of Iowans retire, the demand for home health aides, certified nursing assistants, hospice aides, etc. will be on the rise.
- Ensuring that this workforce has the education, skills and tools to support the needs of Iowans is critical.



### HOW YOU CAN MAKE A DIFFERENCE

- Ensure that the state has competency-based, portable training, and direct care workers (DCWs) are “Prepared to Care” in all settings where they can provide service to Iowans.
- Expand the Direct Care Worker Registry to provide the infrastructure needed to ensure training portability, and maintenance of accurate data to align with various state and federal workforce pipeline initiatives.
- Convene a multi-stakeholder interim legislative committee to explore ways to increase DCW compensation.

## 4 Early Childhood Iowa (ECI)

- ECI is focused on the premise that communities and state government can work together to improve the well-being of our youngest children.
- ECI unites agencies, organizations and community partners to speak with a shared voice to support the needs of all young children and families.



### HOW YOU CAN MAKE A DIFFERENCE

- Continue legislative support for ECI
- Return to FY08 funding level of \$45.7 million



## 5 Immigration

- Enabling hard-working global talent who choose to live and put their skills to work in Iowa will enhance our region's international competitiveness.
- In order to strengthen talent acquisition and retention, business development and economic growth in Iowa, immigration-related legislation will continue to improve the economy.



### HOW YOU CAN MAKE A DIFFERENCE

- Maintain RefugeeRISE appropriation at current level of funding: \$200,000 through the Health and Human Services budget.
- Increase programming and access for ESL and ELL classes, for both k-12 students and adult members of their families.
- Create statewide refugee task force, appointed by the governor, to address the challenges and create efficient methods of resettlement for refugees in Iowa.
- Increase supportive services for refugees to address the adjustment challenges that refugees face in navigating their new communities across the state.

## 6 Children's Health

### HOW YOU CAN MAKE A DIFFERENCE

- Promote healthy habits through 5-2-1-0 messaging and technical assistance resourced by childhood obesity funding at the Iowa Department of Public Health
- Support the Children's Mental Health and Wellbeing Workgroup
- Support and expand the 1st Five program statewide to ensure healthy outcomes for Iowa's children
- Invest in a trauma-informed child welfare system
- Protect and promote Medicaid/CHIP as children's health insurance program



## 7 Grief and Loss

- The State of Iowa is experiencing a mental health crisis. It ranks as the worst state in the nation for treatment, 47th for access to psychiatrists, 44th in mental health care workforce availability, and 51st in number of psychiatric beds for residents.
  - ▶ <https://namiiowa.org/iowa-must-act-to-alleviate-mental-health-care-deficit/>
- Grief and loss impacts children, adults and families in many ways — through school absenteeism, loss of work productivity, unemployment, declining mental health and well-being.

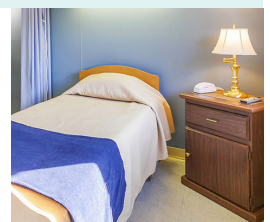


### HOW YOU CAN MAKE A DIFFERENCE

- Support creation of a Children's Mental Health System
- Invest \$200,000 in a pilot grief and loss program with the EveryStep organizations that will reduce the burden on our mental health system and reduce overall health care costs

## 8 Hospice Room and Board Pass Through

- When hospice care is provided in a nursing facility (NF), the hospice provider submits a claim to Medicaid for nursing home room and board for members who are dually eligible for Medicare and Medicaid. Medicaid pays the provider 95% of the NF base rate. The NF and hospice provider enter into a contract for room and board reimbursement. Current practice for most providers is to pay 100% of the NF base rate to the NF.
- In 2018, HF 2309 required Dept. of Human Services to explore options for elimination of room and board pass-through payments for the dually eligible Medicare and Medicaid beneficiaries receiving hospice benefits in a NF.



### HOW YOU CAN MAKE A DIFFERENCE

- Support Option 2 as outlined in the DHS report submitted October 1, 2018 to the legislature.
- Option 2 allows the NF to submit claims for room and board directly for residents receiving hospice service.
- Change the Medicaid payment to 100% of the base rate and allow hospice days to be subject to the NF QAAF (Quality Assurance Assessment Fee)

Formerly HCI Care Services & Visiting Nurse Services of Iowa

**For questions about our legislative priorities, contact:**

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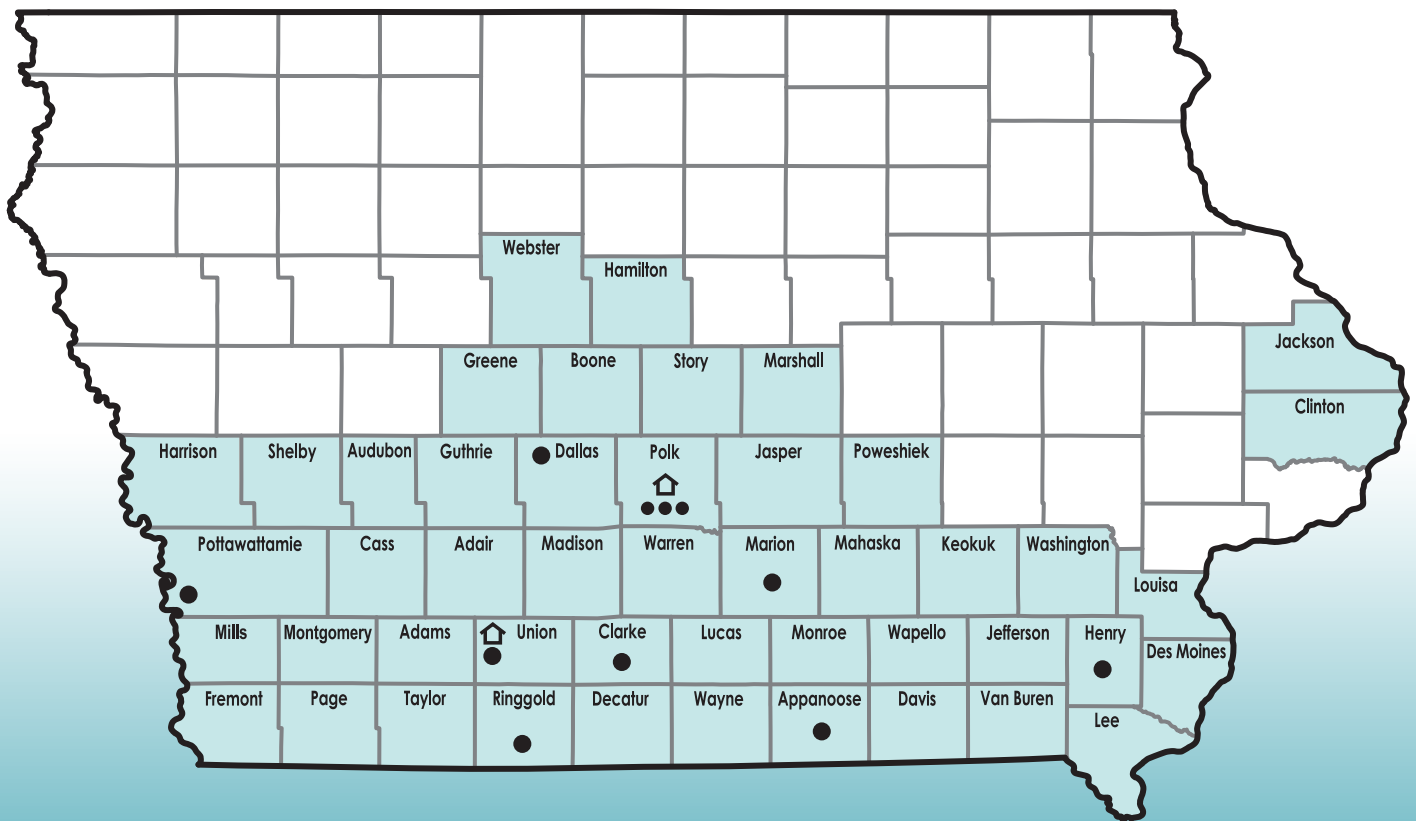
## Our Mission

We empower individuals, support families and strengthen communities.

## Our Vision

All individuals have access to health care and support services to live their best lives.

### OUR SERVICE AREA



● Office Locations    🏠 Hospice House Locations    *Not all services are available in all counties.*

**1-800-806-9934 | everystep.org**

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