

# Minimum Data Set (MDS) Section Q Education

Helping People Return to the Community  
Managed Care Edition



# Overview of Section Q

- Section Q items identify nursing facility (NF) residents who wish to learn about available community supports and services along with the possibility of returning to the community.
- The goal of Section Q is to meaningfully engage the residents in their discharge planning goals. This also promotes information exchange between residents, nursing facilities, local contact agencies and community resources.

# Section Q Referral Process

- When a resident triggers for Section Q, the facility is responsible for contacting the Referral Agency within 10 days.
- The Referral Agency will funnel the referral to the Local Contact Agency (LCA), so the LCA can proceed with contacting the resident to provide information about community supports and services.

# Referral Agency

## **Iowa Medicaid Enterprises:**

Iowa's referral agency is Iowa Medicaid Services (IME). The IME Medical Services Unit will receive the calls from nursing facilities making referrals for all individuals (regardless of payer status) who are requesting to talk to someone about the possibility of returning to the community. IME is the initial referral/contact point for all nursing facilities, in all counties. IME's number is: 1-800-383-1173.

# Iowa Medicaid Enterprise (IME)'s Role

- Receive initial calls from facilities when a resident wants to learn more about discharging to the community.  
***\*Section Q referrals can be made anytime, not just during the MDS assessment period.***
- Make the referral to the appropriate Managed Care Organization (MCO) within 4 days.
- Provide oversight and quality assurance on Section Q referrals.
- IME has reached out to each MCO in order to establish a referral plan.

# Local Contact Agency

## Managed Care Organizations:

- AmeriHealth Caritas
- Amerigroup
- United Healthcare

# The Local Contact Agency (MCOs') process

- Receive the Section Q referral from IME.
- Initiate contact with the resident after receiving the referral from IME.
- If appropriate, meet with the resident, family and/or legal decision maker, and NF to discuss everyone's role and next steps (with the resident's permission).
- Assist with developing a transition plan.

# AmeriHealth Caritas

- Section Q referrals will be handled either by phone or in person, per the resident's preference.
- AmeriHealth plans to assign only one case manager to each facility, and they intend to form a collaborative partnership with facility staff.
- Internal Case Managers will visit their members at minimum every 180 days.
- Case Managers intend to be well aware of the resident's desires and will initiate discussions with those who might be able to successfully transition into the community.

# AmeriHealth Caritas

- Contacts at AmeriHealth Caritas
  - Stephanie Fangmann, LTSS Supervisor (Eastern side of IA)  
[sfangmann@amerihealthcaritasia.com](mailto:sfangmann@amerihealthcaritasia.com)  
515-322-0869
  - Marissa Eyanson, LTSS Supervisor (Western side of IA)  
[meyanson@amerihealthcaritasia.com](mailto:meyanson@amerihealthcaritasia.com)  
515-330-3759

# AmeriHealth Caritas

- Additional contacts for AmeriHealth Caritas:
  - Provider Services: 1-844-411-0579
  - Provider Network Management Team: 1-855-287-7855
  - Information can be obtained at:  
[www.amerihealthcaritasia.com](http://www.amerihealthcaritasia.com)

# Amerigroup

- Each facility will have a Community Based Case Manager assigned to the members in their facility. The case managers will reach out to their assigned facilities after April 1.
- Amerigroup case managers plan to have face to face contact with their members quarterly.
- Amerigroup also intends to have monthly phone contact with the member or collateral contact with family staff, family or fiduciaries involved in the member's life.

# Amerigroup

- Section Q referrals will be handled in person by the case manager.
  - It's encouraged to contact the Amerigroup case manager when there are Section Q referrals.
- The contact person for Section Q related questions is James Alexander, LTSS Health Services Director:
  - Cell: 515-327-4012 x47141
  - E-mail: james.alexander@anthem.com

# Amerigroup

- Case managers will be in touch with facilities after April 1<sup>st</sup> to provide their contact information.
- Refer to the map for the regional manager's contact information:
  - James Alexander can answer any additional questions:  
Phone: 515-327-7012 x47414
  - E-mail: [james.alexander@anthem.com](mailto:james.alexander@anthem.com)



# United Healthcare (UHC)

- United Healthcare has not established a plan yet for Section Q referrals, but are working on it.
- United Healthcare plans to assign only one care manager to each facility, and they intend to form a collaborative partnership with facility staff.
- United Healthcare care managers intend to visit each member within 30 days of the 4/1 implementation date (at which time the facility will be provided contact information for the care manager assigned to the facility).
- Nursing facilities will be visited two times per year at a minimum, or more often based on the member's needs.

# United Healthcare (UHC)

- United Healthcare care managers will visit assisted living facilities quarterly and annually for face to face visits. They also plan to provide monthly telephonic visits to evaluate the members needs in order to ensure their service plan is set up for their individual needs.
- Contact numbers for United Healthcare:
  - Facilities may call the UHC provider service number: 1-888-650-3462 for assistance.
  - Members may call the UHC member number call center at: 1-800-464-9484.

# Section Q Assistance Provided by the LLTCO

The Local Long-Term Care Ombudsman (LLTCO) offers assistance with the Section Q process through:

- Advocating for resident's rights by working with the facility to initiate the discharge planning piece through the Section Q process, per resident's request.

# Section Q Assistance Provided by the LLTCO

Educating residents, families, and facility staff about the Section Q process through:

- Providing in-services
- Educating resident and family councils
- Consulting with facility staff
- Intervening if the discharge process is stalling

# Parting Thoughts

- Collaborate with your MCO case managers/care managers to determine whether it would be easier to communicate directly with them instead of going through the Section Q process.

Pam Railsback  
Local Long-Term Care Ombudsman  
319-541-0318



Office of the State Long-Term Care  
**OMBUDSMAN**

*Established within the Iowa Department on Aging*  
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