

# Molina Healthcare of Iowa

*Built for Iowans by Iowans.*

## 2025 Community Impact Report







## MESSAGE FROM OUR PLAN PRESIDENT

On behalf of Molina Healthcare of Iowa (Molina), I'm pleased to share highlights of our accomplishments as a Medicaid managed care organization. Although we began serving members in July 2023, the team spent years before preparing to be the right plan for Iowa. For 3 years, we met with about 200 providers, advocates, community leaders, and Medicaid beneficiaries across the state to listen to their needs and preferences. We also prepared for operational readiness to fulfill the promises we made to support the State's goals to better care for Iowa's Medicaid enrollees and the local communities where they reside. What we learned these early years was fundamental to our framework.

About 194,000 Iowans depend on Molina to manage their care, and we take this responsibility seriously. Our membership reflects the diversity and complexity of Iowa's Medicaid population that underscores our promise to meet the unique health needs of Iowans from all walks of life.

Molina is committed to serving Iowans – members and communities alike. Since 2022, we have invested over \$1.6 million to local programs and organizations statewide to strengthen innovative approaches and relationships that improve health outcomes, advance access to care, and overall, enhance the well-being of our members and communities. Our team also hosted hundreds of community events, handed out thousands of goods, and volunteered hundreds of hours at organizations statewide.

Our commitment is rooted in our deep ties to the state. **Molina is a plan built for Iowans by Iowans.** We are powered by more than 460 Molina employees living and working in communities across our state and 330 employees specifically dedicated to caring for residents. This very team built our health plan from the ground up – from our no noise operational implementation and launch to becoming the high-performing plan it is today.

Our deep Iowa roots drive our collaborations with a large network of local providers, community organizations, and government agencies to leverage existing resources and insight, inform best practices, and better understand local needs to ensure relevant, meaningful solutions and change.

We are grateful to our partners and members for the trust you have placed in Molina over these years. It is with your support, input and collaboration that makes it possible for us to contribute to a healthier, stronger Iowa.

Sincerely,

Jennifer Vermeer  
Plan President, Molina Healthcare of Iowa

# MOLINA AT-A-GLANCE



**194,000**  
Molina members  
statewide

**100% Network Adequacy**  
Statewide (all provider types)



**460**  
Molina Healthcare, Inc.  
Iowa-based Employees

**80%**  
of Members Served  
under **Value-based  
Provider Agreements**



**330** Molina Healthcare  
of Iowa Plan Employees

**1,597** Community Events

**31,000**  
contracted **network  
providers**



**555** Community  
**Partners** Engaged  
Statewide



**\$1.6 MILLION**  
in **Community  
Investments** to Date







## Promises Made, Promises Kept

Since we began our operations in 2023, Molina's core mission has been built upon a simple promise: to *improve the health and lives of our members by delivering high-quality health care*. Fulfilling this promise is what drives our dedicated Iowa-based staff. Below are highlights of how we're turning ***promises made into promises kept***.

### HIGH QUALITY PERFORMANCE

- **NCQA 3.5-Star Health Plan Rating** in our first year of performance
- **NCQA Accreditation with LTSS Distinction** in Year 1 of our operations
- **NCQA 5-star rating on CAHPS "Getting Care Quickly"** – driving an exceptional member experience (top 10% of all Medicaid Health Plans nationwide)
- **High Member Satisfaction** in care management
  - » Level 2 care management = **89.6%**
  - » Level 3 care management = **100%**
- **Met or exceeded all required metrics** tied to our quality withhold

### OPERATIONAL EXCELLENCE

- **Provider Claims** – We manage best-in-class daily provider claims adjudication cycles to pay providers as quickly and accurately as possible.
  - » **5 days** = Average claims payment TAT
  - » **99+%** of all claims paid within 30 days
- **Provider Network**
  - » **100%** of Iowa Medicaid provider network requirements met
  - » **175** hospitals and **over 31,000** providers contracted for medical, behavioral health and home and community-based services statewide
- **Value-Based Payment Arrangements**
  - » **Over 80% (~150,000)** Molina member assigned to providers engaged in our VBP program – *financial incentives tied to strong performance metrics to drive quality, cost-effective care*
- **Member Contact Center**
  - » **>7,400** member calls received per month
  - » **Over 80%** answered within 30 seconds
  - » **<1%** abandonment rate

## In Our Members' and Providers' Words:

“ Sarah (Molina case manager) has helped with ... everything. I have a paper coming and I don't understand it, I call her. I meet with Sarah and she has taken care of everything.”

—Nang Nlang, Molina Member

“ I began to feel appreciated. I began to feel valued. I have never felt that way with the other MCOs before.”

—Jan Dreesman, Molina Member

“ Molina is the easiest MCO to work with by far.”

—Dr. Shayan Shaybani,  
Iowa Chiropractic Association

“ I appreciate Molina's quick responses and willingness to help us. Wish all reps were like you!”

—Iowa Specialty Hospital

“ One of the better and prompt provider experiences with an MCO I have ever had, please feel free to pass this along to your supervisor.”

—43 North Iowa

“ I'm very impressed with the ease of billing and receiving timely payments for the first two months. The best of any participating MCO since 2016 when the MCO's entered as Iowa Medicaid!”

—Campbell Street Services/OPCO

## Molina Healthcare of Iowa volunteering at WesleyLife Meals on Wheels for Thanksgiving.



Left to right: Tim Gutshall (Chief Medical Officer), Tom Newton (VP, Provider Network), Candace Jordan (Manager, Pharmacy Services), Richard Russell (VP Health Plan Operations), Nafissa Egbuonye (AVP, Growth and Community Engagement), Lauren Prime (AVP, Compliance), Janine Comstock (Senior Business Relationship Manager, IT), and Amy Lilly (Executive Assistant).





## Investing in Iowa Communities

Developed in partnership with local experts and providers, Molina has **invested more than \$1.6 million** in rural and maternal health initiatives. Informed by community conversations, these initiatives were identified and designed to drive lasting, meaningful improvements to Iowa's top health priorities. Our investments focused on education, food and nutrition, maternal and child health care, rural community health, behavioral health, and intellectual/developmental disabilities.

### **\$380,000** – University of Iowa's Project ECHO

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In 2024, Molina partnered with the University of Iowa to develop **Iowa's IDD Complex Care Needs Project ECHO** series for Direct Care Professionals who provide services to adults with Intellectual/Developmental Disability and co-occurring morbidities. Participants are connected to an interdisciplinary team of specialists and experts to develop best practices and enhance their skills through an "all teach, all learn" approach. Across the **21 sessions** held, **195 individuals** across **34 counties** participated in the first year of the program. Participants noted a change in confidence as well as understanding, navigating, and accessing care for clients. Molina recently provided University of Iowa with a second year of funding to continue the Iowa IDD Complex Care Needs Project ECHO program in 2026.



## **\$500,000** – Iowa Primary Care Association

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Over 3 years, Molina supported the Iowa Primary Care Association's initiative to drive statewide change for populations receiving care at community health centers (CHCs) across Iowa. Iowa PCA has **engaged 14 CHCs** to identify regional health priorities in Iowa's rural and under-resourced areas and host training and technical assistance (TTA) sessions to develop interventions and strategies addressing those priorities. The 14 CHCs are in 39 counties and provide care for about 17% of Iowa's Medicaid population. In total, this partnership supported **14 local and 3 network-wide strategies** and hosted **43 TTA sessions**.







## **\$90,000** – Iowa's Healthiest State Initiative

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For three consecutive years, Molina has granted Iowa Healthiest State \$30,000 a year to support programs that encourage healthier eating by making it more accessible for low-income Iowans in Webster, Des Moines and Black Hawk counties. Using the 5-2-1-0 framework, the Double Up Food Bucks (DUFb) and Iowa Produce Prescription Program (IPPP) are healthy incentive programs providing financial and educational support for individuals enrolled in Medicaid and/or SNAP. IPPP is a tool for providers to offer their patients with chronic health conditions like diabetes, and DUFb is a healthy food incentive program administered in partnership with local food vendors. With the support of Molina funding, Iowa Healthiest State **served more than 1,000 residents** providing **19,500 servings of fruits and vegetables** and **30 educational food modules** on nutritional diets.

## **\$90,000** – Iowa Health Care Association Foundation

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In partnership with the Iowa Health Care Association Foundation, the MolinaCares High School Scholarship program awards scholarships to students pursuing healthcare careers, including certified nursing assistant, licensed practical nurse, registered nurse, and Bachelor of Science in nursing. In 4 years, **41 high school seniors** from across Iowa received **\$2,000 scholarships**, helping fulfill the grant partnership's goal to build a crucial pipeline of highly skilled healthcare workers to meet current and future long-term needs in Iowa, especially in rural communities.





## Molina Healthcare of Iowa presenting a check to EveryStep in support of their Suitcase Clinics

Left to right: Leah Tanner (Manager, Healthcare Services), Christine Tucker (Maternal Health Manager), Jennifer Klinkhammer (Grants Manager EveryStep), Tray Wade, (EveryStep President and CEO), Nilani Downs (Director, Healthcare Services), Jill Villalobos (VP, Healthcare Services), Nafissa Egbuonye (AVP, Growth and Community Engagement), Becky Borgman (Maternal and Reproductive Health Director EveryStep)

## \$175,000 – EveryStep Care and Support Services

Molina granted EveryStep a total of \$175,000 to support its innovative Maternal and Child Health Suitcase Clinic. The program deploys nurses with a “suitcase” of supplies into non-clinical settings to deliver community outreach, perinatal medical care, interconceptional care and maternal and child development screenings to reach more individuals. Nurses assess for Medicaid eligibility and primary care physicians and provide connections to providers and community resources when necessary. To date, nurses have provided services for **179 individuals** connecting them with medical and non-medical child, maternal and reproductive health services.

## \$75,000 – NAMI—Ending the Silence, a Youth Mental Health Initiative

Facilitated by individuals with lived experience of mental health conditions, the Ending the Silence initiative includes live presentations aimed at reducing stigma and encouraging help-seeking behaviors through evidence-based public health strategies for mental health promotion and suicide prevention. Thanks to Molina’s grant funding, NAMI conducted **41 NAMI Ending the Silence presentations to nearly 1,200 participants** across Iowa.

## Molina Healthcare of Iowa presenting a check to NAMI in support of the Ending the Silence initiative







## **\$25,000** – Iowa Jobs for America's Graduates

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IJAG partners with Iowa schools to deliver career development programming, including leadership training, career education, individualized guidance, and employer engagement. Since its founding in 1999, IJAG has helped empower more than 40,000 young Iowans with the skills they need to be successful in the workforce. Molina's funding is helping further IJAG's overall mission to increase graduation rates, improve workforce skills, and assist young Iowans' transition to life after high school.



## **\$10,000** – Iowa Black Doula Collective

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Funding was dedicated to training **5 certified lactation consultants** to enhance culturally aligned lactation education and better support Black mothers and families in Iowa. IBCD has an impressive **90% breastfeeding initiation rate** and advocates for informed, shame-free feeding choices.

## **\$5,000** – Hoover Community School's Food Pantry

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**A Healthy Kids Iowa** location, Hoover Community School Pantry's distribution of nutritious meals to families with children attending the school or living in the community; the initiative supported nearly **180 families** and **provided 750 meals** every two weeks.



## Stay in Touch

Keep up with the latest news and updates from Molina Healthcare of Iowa!



Scan or click here to visit our Molina Healthcare of Iowa website to learn more about enrollment, Molina wellness programs, finding a doctor and/or community resources, and more.



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