



IDAHO DEPARTMENT OF
HEALTH & WELFARE

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Office of Performance Evaluations
Attn: Rakesh Mohan
954 W. Jefferson St. Suite 202
Boise, Idaho 83702

Dear Director Mohan,

Thank you for the opportunity to provide a response letter to your Medicaid Rate-Setting Process letter. The Idaho Department of Health and Welfare appreciates the work of the Office of Performance Evaluations (OPE) and in particular the work completed for the evaluation of the Medicaid provider rate review process. We see the evaluations completed by OPE as valuable opportunities for continuous improvement.

We agree that the Medicaid Division lacks the appropriate management capacity to successfully establish a thorough rate review process that is inclusive of additional review elements and appropriate stakeholder engagement. While we have worked to the best of our capacity to respond to provider rate reimbursement needs over the years, we acknowledge that there are opportunities for the division to improve our review processes and better communicate provider needs to the legislature. The Medicaid Division is at a critical juncture where we are finding it incredibly difficult to successfully bring up new projects and update processes with the resources available to us at this time.

We also agree with OPE's assessment that the Medicaid Division has opportunities to improve communication with legislative members regarding the program's functioning, priorities, and needs. We welcome the considerations put forward from OPE to establish an interim committee to establish a clear pathway towards improved information sharing, communication, and collaboration. We aim to be transparent and provide helpful information for policy makers as they work to make critically important decisions impacting the Medicaid program. If there are opportunities to do this better, we wholeheartedly embrace this feedback.

The Division of Medicaid serves approximately 400,000 Idahoans and works with over 19,000 providers across the state to provide needed health care services, making the Division one of the largest health care payers in Idaho. While the Medicaid program has evolved significantly over the past several years, our business processes, infrastructure, and current resource capacity is strained to successfully manage the day-to-day operations of the program, innovate towards more efficient operations, and clearly communicate the needs of Medicaid providers. We have an incredibly talented and dedicated team

who are invested in improving our collaboration with the Legislature and in turn advancing the priorities set forth for the Medicaid Division.

We look forward to continuing to work with the Legislature towards improved communication and collaboration.

Sincerely,

A handwritten signature in black ink, appearing to read "Dave Jeppesen".

Dave Jeppesen
Director

DJ:jc