
INFORMATIONAL LETTER NO. 2645-MC-FFS

DATE: November 22, 2024

TO: Home and Community-Based Services (HCBS) Waiver, Habilitation, Community-Based Neurobehavioral Rehabilitation Services (CNRS)

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: December 2024 Competency-Based Training (CBT) Announcement

EFFECTIVE: Upon Receipt

This Informational Letter (IL) announces upcoming Competency-Based Training (CBT) opportunities for Iowa Long-Term Support Services (LTSS) providers of all types. CBT ensures providers and direct support professionals acquire skills that can be applied to member care. Training is provided at no cost to agencies or direct support professionals.

HCBS Standards and Quality Oversight Reviews

December 11, 2024 | 1:00 PM – 3:00 PM CST | [Virtual Registration Through Zoom](#)¹

Presenters: Michele Baughan, Home and Community-Based Services (HCBS) Operations Manager, Quality Improvement Organization (QIO)

Intended Audience: HCBS waiver and habilitation, and Community Neuro-Rehabilitative Services (CNRS) providers.

Objectives:

- Learn about HCBS and CNRS quality oversight review processes.

¹ <https://telligen.zoom.us/meeting/register/tZYrdO2upjsqGtxwGpXKsW-3BQe6yWzT5AGz#/registration>

- Review standards evaluated in quality oversight reviews.
- Understand how to write effective corrective action plans.
- Discover what to provide for compliance evidence.

Member's Rights and Restrictive Interventions

December 18, 2024 | 1:00 PM – 3:00 PM CST | [Virtual Registration Through Zoom](#)²

Presenters: Jim Aberg

Intended Audience: HCBS waiver and habilitation providers, MFP transition specialists, targeted case managers, integrated health homes, MCO CBCM and all LTSS provider types.

Objectives:

- Acquire a better understanding of proper restraints, restrictions and behavioral interventions.
- Learn about the role of the person-centered planning team in determining restraints, restrictions and behavioral interventions.
- Learn how restraints, restrictions and behavioral interventions should be documented in the person-centered plan.

These sessions will be recorded and stored in our training archive. The monthly training schedule and archive are on the [Competency-Based Training and Technical Assistance webpage](#)³ on the [Iowa Department of Health and Human Services \(HHS\) website](#)⁴ and will be updated as training opportunities become available. Additionally, trainings are now being stored on the [Learning Management System \(LMS\) powered by Trualta](#)⁵. Should you have additional questions after viewing the website and announcement, please direct them to the CBT specialist at hcbstta@hhs.iowa.gov.

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@hhs.iowa.gov

Managed Care Organizations (MCOs):

² <https://telligen.zoom.us/meeting/register/tZEpf-utqz4rGNEGZY6tzVnrVdmRzRnDIFcG#/registration>

³ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt>

⁴ <https://hhs.iowa.gov/>

⁵ <https://ltss-iowa-trualta.com/>

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: japroviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.):

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>