

INFORMATIONAL LETTER NO. 2231-MC-FFS

DATE: November 3, 2021

TO: All Iowa Medicaid Home- and Community-Based Services (HCBS) Habilitation Providers, Integrated Health Homes, and Case Management Agencies

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

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Iowa Medicaid Portal Access (IMPA) Member HCBS Habilitation and Waiver Eligibility Access Request

EFFECTIVE: Immediately

This letter is intended to update providers on the process for registering to receive access to member HCBS Habilitation and Waiver eligibility information.

Effective October 22, 2021, Iowa Medicaid will begin using IMPA for distribution of information regarding member HCBS Habilitation and Waiver eligibility. HCBS providers will be able to log in to IMPA and view the HCBS Habilitation and Waiver eligibility for members they serve. This feature of IMPA was created by the Department in response to needs identified by providers in process improvement workgroup sessions.

Providers need to ensure that a user is registered in IMPA to have access to the member HCBS Habilitation and Waiver eligibility information.

To register for a new account, the user will need to select “*New Account*” in the upper left corner of the IMPA main page. Please click and follow directions in the [User Registration Guide](#)¹ for detailed registration information.

If a user has an existing IMPA account, or once the user has registered for a new IMPA account, they will need to request security access to retrieve Member HCBS Habilitation and Waiver eligibility information. To obtain security access from IMPA the user will need to complete and submit [Form 470-5655: Member Waiver Eligibility Request Access for the IMPA System](#)². Once access is secured, users will be assigned the Member Waiver Eligibility role in IMPA. Providers will only have access to the

¹ [Microsoft Word - IMPAUserRegistration_Sep2021_Update \(state.ia.us\)](#)

² <https://dhs.iowa.gov/sites/default/files/470-5655.pdf>

information of the members they serve. This determination is either based on Managed Care Organization (MCO) service authorizations, for members enrolled in MC, or information entered in the Institutional and Waiver Authorization and Narrative System (IoWANS), for members enrolled in FFS.

Training on the use of IMPA and accessing HCBS Habilitation and Waiver member eligibility is available on the IMPA home page at <https://secureapp.dhs.state.ia.us/imp/Default.aspx>³.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or at IMPASupport@dhs.state.ia.us.

³ <https://secureapp.dhs.state.ia.us/imp/Default.aspx>