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**INFORMATIONAL LETTER NO. 2730-MC-FFS**

**DATE:** April 06, 2026

**TO:** Home and Community-Based Services (HCBS) Waivers, Habilitation Services, Money Follows the Person (MFP), Case Managers, Targeted Case Managers, Community-Based Case Managers, Community-Based Neurobehavioral Rehabilitation Services (CNRS), Home Health Agencies (HHA), Behavioral Health Services, Program of All-Inclusive Care for the Elderly (PACE), Division of Aging and Disability Services

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

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

**RE:** April 2026 Competency-Based Training (CBT) Announcement - AMENDED

**EFFECTIVE:** Upon Receipt

This informational letter (IL) announces upcoming competency-based training (CBT) opportunity 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.

**Intensive Residential Services (IRS)**

**April 16, 2026 | 2:30 – 4:00 PM | [Virtual Registration through Zoom](#)<sup>1</sup>**

**Presenters:** Mindy Williams and Michele Baughan, Iowa HHS

**Intended Audience:** HCBS providers, Direct Support Professionals, MCO Case Managers.

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<sup>1</sup>[https://telligen.zoom.us/webinar/register/WN\\_UZCxvUWXQRKHCICGvprOrw](https://telligen.zoom.us/webinar/register/WN_UZCxvUWXQRKHCICGvprOrw)

**Objectives:**

- Describe what Intensive Residential Services (IRS) are, including their core purpose and role within the service system.
- Identify who is eligible to provide IRS, including the requirements organizations or individuals must meet to enroll and maintain enrollment.
- Differentiate the various ways IRS can be delivered by explaining available delivery options (modalities) and the associated levels or tiers.
- Apply best practices for providing IRS effectively and recognize common issues or errors that should be avoided.

**Vocational Rehabilitation 101**

**April 30, 2026 | 2:00 – 3:00 PM | [Virtual Registration through Zoom](#)<sup>2</sup>**

**Presenters:** April Stotz and Vienna Hoang, Iowa Vocational Rehabilitation Services

**Intended Audience:** HCBS providers, Direct Support Professionals, MCO Case Managers.

**Objectives:**

- Understand the vocational rehabilitation process.
- Learn requirements and standards for eligibility, application, and service delivery.

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](#)<sup>3</sup> on the [Iowa Department of Health and Human Services \(HHS\) website](#)<sup>4</sup> and will be updated as training opportunities become available. Additionally, trainings are now being stored on the [Learning Management System \(LMS\) powered by Trualta](#)<sup>5</sup>. Should you have additional questions after viewing the website and announcement, please direct them to the CBT specialist at [hcbstta@hhs.iowa.gov](mailto:hcbstta@hhs.iowa.gov).

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<sup>2</sup>[https://telligen.zoom.us/webinar/register/WN\\_AnyT10ghSSmtoxFnwtAcqQ](https://telligen.zoom.us/webinar/register/WN_AnyT10ghSSmtoxFnwtAcqQ)

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

<sup>4</sup><https://hhs.iowa.gov/>

<sup>5</sup><https://ltss-iowa-trualta.com/>

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](mailto:imeproviderservices@hhs.iowa.gov)

**Managed Care Organizations (MCOs):**

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [aproviderrelations@molinahealthcare.com](mailto:aproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

**Wellpoint Iowa, Inc.:**

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