
INFORMATIONAL LETTER NO. 2697-MC-FFS

DATE: July 17, 2025

TO: Home and Community-Based Services (HCBS) Waivers, Habilitation Services, Integrated Health Homes (IHH), 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: August 2025 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.

Developing a Comprehensive Quality Management Plan**August 5, 2025, | 1:00 PM - 2:30 PM | [Virtual Registration through Zoom](#)¹****Presenters:** Pamela Lester, Quality Manager, Quality Improvement Organization (QIO)**Intended Audience:** Anyone interested in learning more about quality management to implement into practice.

¹ https://telligent.zoom.us/webinar/register/WN_xr2-sRbMSN6sYzT-wtOJ4A

Objectives:

- Define the Purpose and Importance of a Quality Management Plan (QMP) – Gain a clear understanding of what a QMP is and why it's essential for successful project outcomes.
- Identify Key Components and Stakeholder Responsibilities – Learn about the critical components of a QMP and explore the roles and responsibilities of stakeholders within the organizational structure.
- Evaluate and Improve the QMP for Continuous Quality Enhancement – Understand how to assess and adjust the QMP to drive ongoing improvements for the upcoming year.

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](#)² on the [Iowa Department of Health and Human Services \(HHS\) website](#)³ and will be updated as training opportunities become available. Additionally, trainings are now being stored on the [Learning Management System \(LMS\) powered by Trualta](#)⁴. Should you have additional questions after viewing the website and announcement, please direct them to the CBT specialist at hcbstta@hhs.iowa.gov.

² <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt>

³ <https://hhs.iowa.gov/>

⁴ <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

Managed Care Organizations (MCOs):

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: 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
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>