
INFORMATIONAL LETTER NO. 2637-MC-FFS

DATE: October 28, 2024

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), Fee-for-Service (FFS)

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

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

EFFECTIVE: Upon Receipt

The purpose of this Informational Letter (IL) is to announce upcoming competency-based training (CBT) opportunities for Iowa Long-Term Services and Supports (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.

Assistive Technology and Digital Accessibility**November 20, 2024 | 12:00 PM – 2:00 PM CST | Attend In-Person or Virtually**

- [In-Person Registration](#)¹

¹https://forms.office.com/pages/responsepage.aspx?id=TXssjVoIF0aFNjinbRmw2IRaV3_SxGFOoIVy3GK3mTRUMDdFOE9WSkJWVDdPQlc1QUgzRjk0OEM1MC4u&route=shorturl

- Location: Easterseals Camp Sunnyside, Large Conference Room, 401 NE 66th Avenue, Des Moines, Iowa 50313
- [Virtual Registration through Zoom](#)²

Presenters: Tracy Keninger and Kim Chance, Easterseals Iowa

Intended Audience: Direct support professionals and administration from all LTSS provider types and case managers.

Objectives:

- Participants will identify the process to obtain support for assistive technology services.
- Participants will identify six techniques to enhance digital accessibility through the Digital Access for Everyone online modules.
- Participants will identify 25 pieces of assistive technology available in the Lending Library.

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):

Iowa Total Care:

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

² <https://telligent.zoom.us/meeting/register/tZwKf-6oqjoqHt1S6A8vEaYzQT2KzHvRS3Zn#/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/>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: iproviderrelations@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>