
INFORMATIONAL LETTER NO. 2728-MC-FFS

DATE: February 23, 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: March 2026 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.

Service Documentation and Monitoring – Requirements and Best Practices

March 17, 2026 | 12:30 – 1:30 PM | [Virtual Registration through Zoom](#)¹

Presenters: LeAnn Moskowitz, Long Term Services and Supports Policy Program Manager, Iowa Medicaid

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

¹https://telligen.zoom.us/webinar/register/WN_nGug5VouQxCT1Fe-uDdPwx

Objectives:

- Learn documentation standards and requirements.
- Understand the need for certain records based on specific service types.
- Describe corrective actions needed to improve documentation accuracy and completeness.

Early Periodic Screening, Diagnostic, and Treatment (EPSDT)

March 30, 2026 | 1:00 – 2:00 PM | [Virtual Registration through Zoom](#)²

Presenters: Jenny Erdman, Quality/Innovation and Medical Policy Bureau Chief, Iowa Medicaid; Tashina Hornaday, Medical Policy Program Manager, Iowa Medicaid

Intended Audience: Anyone interested in learning about the EPSTD program in Iowa and those who work with Medicaid members under 21.

Objectives:

- Explain the purpose and key components of Iowa's EPSTD program.

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, training is 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.

² https://telligen.zoom.us/webinar/register/WN_gPdOungLQMO-DkVVFtH0UQ

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/>

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. (formerly Amerigroup Iowa, Inc.):

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