Iowa Medicaid
IOWA HHS

INFORMATIONAL LETTER NO. 2378-MC-FFS

DATE: September 19, 2022

TO: All Iowa Medicaid Providers

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

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

RE: Medicaid Service Documentation Requirements

EFFECTIVE: September 16, 2022

The purpose of this informational letter (IL) is to announce changes to the Medicaid service documentation requirements in 441 IAC 79.3(2)c(3). These changes are effective September 16, 2022, and are being implemented to clarify documentation requirements and remove administrative burden related to delivering services. Providers have requested the amendments in response to the direct care workforce crisis. This will provide immediate relief to providers struggling to recruit and retain direct care staff.

These amendments were published in the [July 27, 2022, Iowa Administrative Bulletin](#)[1].

These amendments:
- Clarify that Medicaid providers must include all records and documentation to substantiate the services provided to the member and all information necessary to allow accurate adjudication of the claim. In addition, documentation requirements must meet the professional standards pertaining to the service provided.
- Remove the requirement for narrative service documentation for each service encounter or shift. A narrative will now be required only when any incident, illness, or unusual or atypical event occurs during the service encounter.
  - Providers may document the services in any format, given that the documentation adequately substantiates the medical necessity and that the services were rendered.

---

[1] [07-27-2022.pdf (iowa.gov)](#)

As previously announced in [IL 2373-MC-FFS](#)[2], two training sessions covering service documentation are scheduled for September 20 and 21, 2022.

If you have questions, please contact Iowa Medicaid Provider Services at 1-800-338-7909 or by email at imeproviderservices@dhs.state.ia.us.

---

[2] https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=a4562f50-ab6f-4f8e-8dfb-fa579794edda