

INFORMATIONAL LETTER NO. 2191-MC-FFS

DATE: December 1, 2020

TO: Iowa Medicaid Home- and Community-Based Services (HCBS) Providers, Targeted Case Managers, Case Managers, and Integrated Health Home (IHH) Care Coordinators, Money Follows the Person (MFP) Transition Specialist

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

FROM: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: 2020 HCBS Incident Report Training

EFFECTIVE: Upon Receipt

HCBS Quality Oversight has updated the incident reporting training regarding Iowa Administrative Code Chapter 77 major incident reporting requirements involving enrolled members of HCBS waiver, Habilitation, and MFP programs.

HCBS waiver service providers, case managers, targeted case managers, and IHH care coordinators are required to submit an incident report to the Bureau of Long Term Care when a major incident has been witnessed or discovered. If the targeted case manager or IHH care coordinator is not certain a major incident has been reported by a member's provider, please ensure the report is submitted either through communication with the service provider or by personally submitting the incident report via the [Iowa Medicaid Portal Access](#)¹ (IMPA).

A webinar is available on the [DHS website](#)². The training identifies the reporting process, including time frames for submitting critical incident reports for FFS members and members enrolled with a Managed Care Organization (MCO). The training also includes the new emergency room (ER) claims review process as well as technical assistance and resource information for anyone who is required to report critical incidents.

A frequently asked question (FAQ) document will be developed based on questions received and posted on the DHS website at a later date.

¹ <https://secureapp.dhs.state.ia.us/imp/Default.aspx>

² <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration>

Questions regarding this letter should be directed to the HCBS Incident and Complaint Specialist at hcbsir@dhs.state.ia.us