



INFORMATIONAL LETTER NO. 2560-MC-FFS

DATE: February 28, 2024

TO: Case Managers, Targeted Case Managers, Care Coordinators, Iowa Medicaid Home and Community-Based Services (HCBS) Providers, Habilitation Providers, Community-Based Neurobehavioral Rehabilitation Services (CNRS), Money Follows the Person (MFP) Program, Home Health Providers, Hospice Providers

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

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

RE: March 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 Support Services (LTSS) providers of all types. CBT ensures providers and direct support professionals acquire skills that can be applied to member care. Trainings are provided at no cost to agencies or direct support professionals.

Children at Home

Date: March 21, 2024 | 10:00 AM CST | [Virtual Registration through Zoom¹](#)

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

Objectives:

- Overview of Children at Home Program.
- Learn how the program is designed to help secure services and supports necessary to the families.
- Comprehend the connection of the program within HCBS settings in finding resources and supports needed.

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](#)

¹ https://telligen.zoom.us/meeting/register/tZAuc-CogzMtGtXIYYxT_G8VjqZHaHYkIJft

[Website²](#) and will be updated as training opportunities become available. Should you have additional questions after viewing the website and announcement, please direct them to the competency-based training specialist at hcbstta@dhs.state.ia.us.

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@dhs.state.ia.us

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: iaproviderrelations@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>

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