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**INFORMATIONAL LETTER NO. 2684-MC-FFS**

**DATE:** June 5, 2025

**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) and Fee-for-Service (FFS)

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

**RE:** June 2025 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.

**Adoption-Informed Care: Building Competency for Mental Health Providers****June 24, 2025 | 10:00 - 11:00 AM | [Virtual Registration through Zoom](#)**<sup>1</sup>**Presenters:** LaShawnda Kilgore, Adoption Support**Intended Audience:** Mental health specialists, mental health providers, foster and adoption specialists, and anyone interested in building competency within mental health structures.

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<sup>1</sup> [https://telligent.zoom.us/webinar/register/WN\\_4AUesSORUG9qhSSqvR81w](https://telligent.zoom.us/webinar/register/WN_4AUesSORUG9qhSSqvR81w)

**Objectives:**

- Understand Common Behavioral Health Needs – Identify the typical behavioral and mental health challenges faced by foster, adoptive, and guardianship families.
- Define Adoption-Competent Therapist – Explain the role, skills, and qualifications of an adoption-competent therapist.
- Explore Resources and Tools – Provide practical tools and resources to support adoption-competent professionals. (Including NTI Demo).

**Woodward Resource Center - Center of Excellence**

**June 27, 2025 | 1:00 - 2:00 PM | [Virtual Registration through Zoom](#)<sup>2</sup>**

**Presenters:** Lisa Olsen and Marsha Edgington, Woodward Resource Center

**Intended Audience:** HCBS waiver providers, targeted case managers, MCO CBCMs, ICF/ID providers, NF providers, PMIC providers, inpatient hospitalization social workers/related personnel, transition specialists, and those who are interested in learning more.

**Objectives:**

- Describe the mission, services, and statewide role of the Woodward Resource Center, Center of Excellence in supporting individuals with intellectual and developmental disabilities.
- Explain how to access and utilize the Center's specialized expertise and resources, including the referral process and collaboration with community partners.
- Demonstrate an understanding of person-centered practices and how the Center of Excellence supports improved outcomes for individuals with complex needs.

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](#)<sup>3</sup> on the [Iowa Department of Health and Human Services \(HHS\) website](#)<sup>4</sup> and will be updated as training opportunities become available. Additionally, trainings are now being stored on the [Learning Management System \(LMS\) powered by Trualta](#)<sup>5</sup>. Should you have additional questions after viewing the website and announcement, please direct them to the CBT specialist at [hcbstta@hhs.iowa.gov](mailto:hcbstta@hhs.iowa.gov).

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<sup>2</sup> [https://telligent.zoom.us/webinar/register/WN\\_XoZ2bbPqRuKsbKLowMjLkQ](https://telligent.zoom.us/webinar/register/WN_XoZ2bbPqRuKsbKLowMjLkQ)

<sup>3</sup> <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt>

<sup>4</sup> <https://hhs.iowa.gov/>

<sup>5</sup> <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](mailto:imeproviderservices@hhs.iowa.gov)

**Managed Care Organizations (MCOs):**

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [aproviderrelations@molinahealthcare.com](mailto: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](mailto:ProviderSolutionsIA@wellpoint.com)
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>