

INFORMATIONAL LETTER NO. 2694-MC-FFS

DATE: JULY 11, 2025

TO: Home- and Community-Based (HCBS) Providers, Case Managers, Targeted Case Managers, Money Follows the Person (MFP) Transition Specialists

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS) and Money Follows the Person (MFP)

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

RE: Case Management Certification Training Requirements

EFFECTIVE: August 1, 2025

This letter is to provide notice that all Fee-for-Service (FFS) Case Managers and MFP Transition Specialists serving Long Term Services Supports (LTSS) populations hired on or after August 1, 2025, must complete an initial Case Manager (CM) Certification within six months of their hire date. All existing FFS Case Managers, and Money Follows the Person (MFP) Transition Specialists hired prior to August 1, 2025, must complete the required CM Certification, before October 31, 2025. Following completion of the CM Certification, all Case Managers and MFP Transition Specialists will be required to complete the CM Refresher, which is a subset of the CM Certification, annually within 365 days of completion. Iowa Department of Health and Human Services (HHS) will be monitoring completion of the required training; failure to complete the training may result in adverse action impacting the provider's ability to serve LTSS members.

These training modules are available on Trualta, the agency-identified learning management system (LMS). After completing the training series, Case Managers and MFP Transition Specialists receive a certification of completion PDF via email. This should be maintained in personnel records. To support continuous improvement of the case manager certification trainings, please provide feedback to HCBSTTA@hhs.iowa.gov

Case Manager Certification

The Case Manager Certification covers Medicaid policy and procedures, working with members, technical skills and compliance, transitions between settings, handling emergencies, and population-specific knowledge such as supporting children and youth and those with intellectual and development disabilities. A complete list of required training is available on Trualta. After completing all training modules, Case Managers and MFP Transition Specialists must pass a post-training assessment.

Case Manager Refresher Certification

The Refresher Certification contains a subset of trainings which cover working with members, technical skills and compliance, transitions between settings, and dealing with emergencies. The Refresher Certification must be completed within 365 days of completing the Case Manager Certification and annually thereafter. After completing all training modules, Case Managers and MFP Transition Specialists must pass a post-training assessment.

Accessing Case Manager Certification and Refresher Certification

The Case Manager Certification and Case Manager Refresher Certification are available on Trualta, the agency-identified LMS. Case Managers and MFP Transition Specialists must create an account on Trualta to access the required trainings. For detailed instructions on how to create an account, please visit [HHS's LMS website](https://www.ltss-iowa-trualta.com/)¹.

- Registering for the Case Manager Certification
 - Sign into Iowa's LMS at <https://www.ltss-iowa-trualta.com/>²
 - Click the "Library" dropdown at the top of the page and then select "Case Manager Certification."
 - At the top of the screen, a description of the Case Manager Certification will appear, followed by a button labeled "Get Started for Free."
 - Click the "Get Started for Free" button.
- Registering for the Case Manager Refresher Certification
 - Sign into Iowa's LMS at <https://www.ltss-iowa-trualta.com/>³
 - Click the "Library" dropdown at the top of the page and then select "Case Manager Refresher Certification."
 - A description of the certification will appear at the top of the screen, followed by a button labeled "Get Started for Free."
 - Click the "Get Started for Free" button.

¹ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/lms>

² <https://www.ltss-iowa-trualta.com/>

³ <https://www.ltss-iowa-trualta.com/>

Required training modules will appear as chapters on the left-hand side of the page. Training progress will appear in the “My Learning Hub,” which can be accessed on Trualta by clicking the “My Learning” dropdown and then either selecting “Completed” or “In Progress.”

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: iaproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc.:

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