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**INFORMATIONAL LETTER NO. 2666-MC-FFS**

**DATE:** February 18, 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), Fee-for-Service (FFS)

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

**RE:** March 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.

**Advocacy and Relationships within Guardianship****March 11, 2025 | 10:00 AM – 12:00 PM CST | Attend In-Person or Virtually**

- [In-Person Registration](#)<sup>1</sup>
  - Location: Ames Public Library, PEO Room
- [Virtual Registration through Zoom](#)<sup>2</sup>

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<sup>1</sup>[https://forms.office.com/Pages/ResponsePage.aspx?id=TXssjVoIF0aFNjinbRmw2IRaV3\\_SxGFOoIVy3GK3mTRUNUISUIVDWjJIRzBESDdaVUNOTUIPQ0ZUQi4u](https://forms.office.com/Pages/ResponsePage.aspx?id=TXssjVoIF0aFNjinbRmw2IRaV3_SxGFOoIVy3GK3mTRUNUISUIVDWjJIRzBESDdaVUNOTUIPQ0ZUQi4u)

<sup>2</sup> <https://telligen.zoom.us/meeting/register/tZUscO2vrzMjEtb33nKL0nvZbfZ-La352PrM>

**Presenters:** Jennifer Donovan, JD

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

**Objectives:**

- Recognize the responsibilities of guardians, conservators and representative payees and the limits on their authority.
- Understand the rights that adults have when they have a guardian, conservator or representative payee.
- Identify different ways to address concerns or conflicts with a guardian, conservator or representative payee.

**Informed Consent 101**

**March 24, 2025 | 10:00 AM – 12:00 PM CST | [Virtual Registration through Zoom](#)<sup>3</sup>**

**Presenters:** Stacie Lane

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

**Objectives:**

- Understand the concept and principles of Informed consent.
- Develop skills to obtain Informed Consent effectively.
- Learn best practices for documenting and securely storing Informed Consent documents.

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>4</sup> on the [Iowa Department of Health and Human Services \(HHS\) website](#)<sup>5</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>6</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).

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate managed care organization (MCO):

**Iowa Medicaid Provider Services:**

- Phone: 1-800-338-7909
- Email: [imeproviderservices@hhs.iowa.gov](mailto:imeproviderservices@hhs.iowa.gov)

<sup>3</sup> <https://telligent.zoom.us/meeting/register/tZ0qce6orDstHtMUtBvgP5dH501bQgMnjfv0>

<sup>4</sup> <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt>

<sup>5</sup> <https://hhs.iowa.gov/>

<sup>6</sup> <https://ltss-iowa-trualta.com/>

**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: [iaproviderrelations@molinahealthcare.com](mailto: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](mailto:ProviderSolutionsIA@wellpoint.com)
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>