
INFORMATIONAL LETTER NO. 2644-MC-FFS

DATE: December 19, 2024

TO: Iowa Medicaid Enrolled Long-Term Services and Supports (LTSS), Home and Community-Based Services (HCBS) Waiver, Habilitation Providers

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

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

RE: 2024 Home and Community-Based Services (HCBS) Provider Quality Self-Assessment

EFFECTIVE: Upon Receipt

Iowa Medicaid announces the release of the 2024 Home and Community-Based Services (HCBS) Provider Quality Self-Assessment. The **HCBS Provider Quality Self-Assessment (form 470-4547)** can be found on the [Iowa Department of Health and Human Services' \(HHS\) website](#)¹ and is **due January 31, 2025**. The form has been updated and **prior years' versions will not be accepted**.

Organizations should be familiar with ongoing reporting requirements for new and closing HCBS settings as outlined in [Informational Letter \(IL\) No. 2571-MC-FFS](#)². As part of the review of the 2024 HCBS Provider Quality Self-Assessment, organizations must work with their HCBS Specialists to verify current, accurate records of all HCBS settings.

HCBS providers of Iowa's seven waivers or Habilitation enrolled for any of the following services are required to complete this annual HCBS Provider Quality Self-Assessment:

- Adult Day Care
- Agency Consumer-Directed Attendant Care (CDAC)

¹ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/hcbs>

² <https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=28d1f230-7d07-4929-bb59-86e404e48211>

- Assisted Living Service
- Behavior Programming (Brain Injury Waiver)
- Counseling (AIDS/HIV Waiver)
- Day Habilitation
- Elderly Waiver Case Management
- Family and Community Support Services (Children’s Mental Health Waiver)
- Family Counseling and Training (Brain Injury Waiver)
- Home-Based Habilitation
- In-Home Family Therapy (Children’s Mental Health Waiver)
- Interim Medical Monitoring and Treatment (IMMT)
- Medical Day Care for Children
- Mental Health Outreach (Elderly Waiver)
- Prevocational Services
- Residential-Based Supported Community Living (RBSCL)
- Respite
- Supported Community Living (SCL)
- Supported Employment (SE)

Training

HCBS providers required to submit an annual HCBS Provider Quality Self-Assessment must participate in a recorded webinar available on the [HHS website](#)³. This webinar provides instructions for completing and submitting this required document.

A complete and accurate self-assessment must be received no later than January 31, 2025. Failure to submit by January 31, 2025, will jeopardize an organization’s Medicaid enrollment, including managed care contracts, and may result in a sanction of payment suspension.

The Quality Improvement Organization (QIO) HCBS unit will confirm receipt of submitted self-assessments. HCBS Specialists will review submissions and notify the HCBS provider of incomplete or unacceptable submissions. Timely remediation is required for incomplete or unacceptable submissions. Questions about this IL or regarding the 2024 HCBS Provider Quality Self-Assessment should be directed to your organization’s assigned [HCBS Specialist](#)⁴. Specialists are assigned based on the county where the parent agency is located.

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

⁴ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/hcbs>

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: 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
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>