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**INFORMATIONAL LETTER NO. 2733-MC-FFS**

**DATE:** May 05, 2026

**TO:** Home and Community-Based Services (HCBS) Waivers, Habilitation Services, 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:** May 2026 Competency-Based Training (CBT) Announcement

**EFFECTIVE:** Upon Receipt

This informational letter (IL) announces upcoming Competency-Based Training (CBT) opportunities for Iowa Long-Term Services and Support (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.

**Building an Oral Hygiene Program for Individuals with Intellectual and Developmental Disabilities**

**May 21, 2026 | 1:30 – 3:00 PM | [Virtual Registration through Zoom](#)<sup>1</sup>**

**Presenters:** Sheila Sparling and Katie Jo Lawton, Woodward Resource Center, Center of Excellence

**Intended Audience:** HCBS providers, Direct Support Professionals, MCO Case Managers.

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<sup>1</sup>[https://telligen.zoom.us/webinar/register/WN\\_4tddqmOLQxmQjlxLvoZB0g](https://telligen.zoom.us/webinar/register/WN_4tddqmOLQxmQjlxLvoZB0g)

**Objectives:**

- Understand the importance of maintaining good oral health.
- Identify best practices when assisting individuals with oral care tasks.
- Recognize sensory challenges associated with oral care tasks and identify ways to support the individual through difficulties.
- Identify the tools that are beneficial when supporting/assisting individuals with oral care tasks in their home.

**Strategies and Interventions to Prevent Member Problem Behaviors**

May 28, 2026 | 1:00 – 3:00 PM | [Virtual Registration through Zoom](#)<sup>2</sup>

**Presenter:** Jim Aberg

**Intended Audience:** HCBS providers, Direct Support Professionals, MCO Case Managers

**Objectives:**

- Develop an understanding of executive functioning limitations to better support members and help prevent problem behaviors.
- Develop a better understanding of the impact of anxiety and stressors in the life of members to help prevent problem behaviors.
- Learn more about the biology/psychology/social model to better assess and understand members' problem behaviors.

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://telligen.zoom.us/webinar/register/WN\\_H9KajjpLQoaOFUmgnGdb\\_w](https://telligen.zoom.us/webinar/register/WN_H9KajjpLQoaOFUmgnGdb_w)

<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.:**

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