
INFORMATIONAL LETTER NO. 2690-MC-FFS

DATE: June 12, 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: July 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.

Importance of Benefits Planning and New Method of Providing this Service

July 8, 2025 | 11:00 AM - 12:00 PM | [Virtual Registration through Zoom](#)¹

Presenters: Diane Hernandez, Director of Support for Careers, Children & Families of Iowa

Intended Audience: HCBS Providers, case managers, transition specialists, care coordinators, and those who work in supporting people in employment.

Objectives:

- Define the purpose and scope of Benefits Planning/Work Incentive Counseling, including key components such as personalized guidance, work incentive education, and financial planning.
 - Explain the process for authorizing Benefits Planning services under the T2018 waiver, including required documentation, initial and follow-up authorizations, and referral pathways.
 - Describe the role and qualifications of a Certified Benefits Planner, including accepted training programs and required credentials (e.g., VCU, Cornell).
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Understanding Supplemental Security Income (SSI) and Work Incentives

July 15, 2025 | 11:00 AM - 12:00 PM | [Virtual Registration through Zoom](#)²

Presenters: Diane Hernandez, Director of Support for Careers, Children & Families of Iowa

Intended Audience: HCBS Providers, case managers, transition specialists, care coordinators, and those who work in supporting people in employment.

Objectives:

- Describe the eligibility criteria and basic structure of the SSI program, including how income and resources affect eligibility.
 - Explain how earned income affects SSI payments, using the general and earned income exclusions.
 - Recognize the importance of timely wage reporting and the use of Benefits Planners to avoid overpayments.
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¹ https://telligent.zoom.us/webinar/register/WN_bWGhxMR8QryS2ycuFqbgzw

² https://telligent.zoom.us/webinar/register/WN_eTSYuOqcRfyLkeUwzYmndg

Understanding Social Security Disability Insurance (SSDI) and Work Incentives

July 22, 2025 | 11:00 AM - 12:00 PM | [Virtual Registration through Zoom](#)³

Presenters: Diane Hernandez, Director of Support for Careers, Children & Families of Iowa

Intended Audience: HCBS Providers, case managers, transition specialists, care coordinators, and those who work in supporting people in employment.

Objectives:

- Summarize the eligibility and benefit structure of the SSDI program, including how work history and earnings determine benefits.
- Differentiate the SSDI work incentives from SSI, particularly:
- Analyze how earnings affect SSDI benefits and the implications of reaching Substantial Gainful Activity (SGA) levels.

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](#)⁴ on the [Iowa Department of Health and Human Services \(HHS\) website](#)⁵ and will be updated as training opportunities become available. Additionally, trainings are now being stored on the [Learning Management System \(LMS\) powered by Trualta](#)⁶. Should you have additional questions after viewing the website and announcement, please direct them to the CBT specialist at hcbstta@hhs.iowa.gov.

³ https://telligen.zoom.us/webinar/register/WN_CC7ISr0YQ1GscaQCrmxTw

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

⁵ <https://hhs.iowa.gov/>

⁶ <https://ltss-iowa-trualta.com/>