
INFORMATIONAL LETTER NO. 2715-MC-FFS

DATE: November 20, 2025

TO: Home and Community-Based Services and State Plan Habilitation Providers

APPLIES TO: Managed Care Organizations (MCOs) and Fee-for-Service (FFS)

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

RE: 2025 HCBS Provider Quality Self-Assessment Questionnaire

EFFECTIVE: Upon Receipt

Iowa Medicaid announces the release of the 2025 Home and Community-Based Services (HCBS) Provider Quality Self-Assessment questionnaire due January 31, 2026. All HCBS waiver and Habilitation providers enrolled for the following services are required to complete this annual HCBS Provider Quality Self-Assessment:

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

This year, the questionnaire must be completed in the Provider Self-Assessment Application in [IMPA](#)¹. HCBS organizations are required to view the training available on the [HHS website](#)² for instructions on completing this required document.

Questions regarding the 2025 HCBS Provider Quality Self-Assessment should be directed to your organization's assigned [HCBS Specialist](#)³.

Failure to submit by January 31, 2026, will jeopardize an organization's Medicaid enrollment, including managed care contracts, and may result in a sanction of payment suspension.

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>

¹ <https://secureapp.dhs.state.ia.us/imp/Default.aspx>

² <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/hcbs>

³ <https://hhs.iowa.gov/media/13145/download?inline>