
INFORMATIONAL LETTER NO. 2643-MC-FFS

DATE: December 19, 2024

TO: Iowa Medicaid Community-Based Neurobehavioral Rehabilitative Services (CNRS) Providers, General Institutional

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

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

RE: 2024 Community-Based Neurobehavioral Rehabilitative Services (CNRS) Provider Quality Self-Assessment

EFFECTIVE: Upon Receipt

Iowa Medicaid announces the release of the 2024 Community-Based Neurobehavioral Rehabilitation Services (CNRS) Provider Quality Self-Assessment. The **CNRS Provider Quality Self-Assessment (form 470-5551)** 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**.

Training

CNRS providers must participate in a recorded webinar available on the [HHS website](#)². This webinar provides instructions for completing and submitting this required document.

The completed self-assessment form must be received no later than January 31, 2025. Failure to submit the required documents by January 31, 2025, will jeopardize your agency's Medicaid enrollment, including managed care contracts, and may result in a sanction of payment suspension.

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

² <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings>

The Quality Improvement Organization (QIO) HCBS unit will confirm receipt of the materials. HCBS Specialists will review submissions and notify the CNRS provider of incomplete or unacceptable submissions. Timely remediation is required for incomplete or unacceptable submissions. Questions about this Informational Letter (IL) or regarding the 2024 CNRS Provider Quality Self-Assessment should be directed to your organization's assigned [HCBS Specialist](#)³. Specialists are assigned based on the county where the parent agency is located.

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>

³ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/hcbs>