



INFORMATIONAL LETTER NO. 2373-MC-FFS

DATE: September 2, 2022

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

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

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

RE: Competency-Based Training

EFFECTIVE: Upon Receipt

The purpose of this informational letter is to announce new competency-based training for Iowa LTSS providers and case managers. Competency-based training ensures providers and direct support professionals acquire skills that can be applied in the HCBS setting. Trainings are provided at no cost to agencies or direct support professionals. The following topics, dates, and times have been selected for upcoming trainings:

Service Documentation with Iowa Medicaid (two sessions, same content)

September 20, 2022, 11:00 AM – 12:00 PM | [Register](#)¹

OR September 21, 2022, 3:00 PM – 4:00 PM | [Register](#)²

- Service documentation with emphasis on changes to Iowa administrative code.

Person-Centered Planning for LTSS

October | Date, time and location are TBD. Watch our training schedule for updates.

- How to use person-centered service plans to meet complex needs of those we serve.

Additional topics will be announced when they have been selected. Thank you to those who provide feedback in the training and in our annual survey. These responses help to guide the topics. The monthly training schedule can be found [here](#)³ and will be updated as training opportunities become available.

¹ [Meeting Registration](#)

² [Meeting Registration](#)

³ [Competency-Based Training and Technical Assistance for Long-Term Services and Supports](#)

The purpose of competency-based training, TA, and consultation is to:

- Generate positive outcomes for members.
- Generate positive outcomes for providers.
- Provide a better understanding of, and compliance with, state and federal regulations concerning service provision.
- Increase staff competencies in direct service.
- Increase access to state-wide training for direct support professionals.

Technical assistance (TA) is provided upon request for LTSS providers statewide and can include provider-specific education and support based on need. Please complete [TA referral form](#)⁴ to submit your current needs to our training specialist. Requests for TA may come from LTSS providers, training participants, HCBS specialists, HHS staff, or others. TA is available in person and via phone, video conferencing, or email. If you are an HCBS provider, your HCBS specialist will be informed of the requested TA and will be involved in education and/or collaboration. TA may be requested for topics including, but not limited to:

- Questions, comments, recommendations, and concerns arising from competency-based training.
- Development and implementation of strategies for quality assurance and improvement.
- Interpretation and application of rules and regulations.
- Best practices in any of the topic areas of training.

Should you have additional questions, please direct them to the competency-based training project manager/competency-based training specialist at hcbstta@dhs.state.ia.us.

⁴ [Request for Agency-Specific Technical Assistance](#)