
INFORMATIONAL LETTER NO. 2661-MC-FFS

DATE: January 22, 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

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

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

RE: February 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.

I-START and Provider Prevention and Support Services**February 11, 2025 | 2:00 PM – 3:00 PM CST | [Virtual Registration through Zoom](#)¹****Presenters:** Tiffany Liska**Intended Audience:** Direct support professionals and case managers from LTSS provider types.**Objectives:**

- To learn what services Provider Prevention and Support Services (PPSS) or the I-START provides to those supporting Individuals with Intellectual and Developmental Disabilities.

¹ <https://telligen.zoom.us/meeting/register/tZ0rdu6spz0jHNxgZBC-Vb9e4eSFRnu8EOXa##/registration>

- To learn what additional resources you can access if your team does not have someone directly engaging with the PPSS program.

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](#)² on the [Iowa Department of Health and Human Services \(HHS\) website](#)³ and will be updated as training opportunities become available. Additionally, trainings are now being stored on the [Learning Management System \(LMS\) powered by Trualta](#)⁴. Should you have additional questions after viewing the website and announcement, please direct them to the CBT specialist at hcbstta@hhs.iowa.gov.

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate managed care organization (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>

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

³ <https://hhs.iowa.gov/>

⁴ <https://ltss-iowa-trualta.com/>