
INFORMATIONAL LETTER NO. 2606-MC-FFS

DATE: June 24, 2024

TO: Community-Based Services (CBS) Providers, Mental Health Providers, Integrated Health Homes (IHH), Area Education Agency (AEA), Local Education Agency (LEA), Home Health Providers, Waiver Providers

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

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

RE: Statewide Access and Provider Capacity Assessment Survey

EFFECTIVE: Upon Receipt

The Iowa Department of Health and Human Services (HHS) is working on improvements to community-based services in Iowa. To inform this effort, HHS is conducting a **provider survey**. **This survey will help us learn more about current provider capacity** to serve people who need long-term services and supports (LTSS). This survey also asks how Iowa HHS can best serve special populations, including people with intellectual and developmental disabilities and children and youth with serious emotional disturbance to live and receive services in their communities.

Your input is crucial in shaping policies and practices to address challenges faced by providers and to ensure Iowans have access to high-quality behavioral health, disability and aging services in their communities. **You can provide input by participating in this important survey.**

To take this survey, please click this [link](#)¹.

The deadline to complete this survey is July 19, 2024. You may click “save and continue later” to complete the survey in more than one session. Your participation is completely voluntary. Your responses will be collected confidentially and will be anonymous in all reports.

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

¹ <https://mathematica.questionprogov.com/a/TakeSurvey?tt=tuMah%2BMMceU%3D>

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@dhs.state.ia.us

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: iaproviderrelations@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>