
INFORMATIONAL LETTER NO. 2702-MC-FFS

DATE: August 15, 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, Program of All-Inclusive Care for the Elderly (PACE), Division of Aging and Disability Services

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

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

RE: October 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.

Fatal Five

October 2, 2025 | 1:00 PM - 2:30 PM | [Virtual Registration through Zoom](#)¹

Presenters: Morgan Dettbarn, LMSW, and Dale Armstrong, MD, Elevate

Intended Audience: Anyone who works with people with intellectual and developmental disabilities.

¹ https://telligen.zoom.us/webinar/register/WN_y-wTeZ3BSvKsZLuF4xwOXA

Objectives:

- Identify and describe the Fatal Five conditions and their impact on the health and mortality of individuals with intellectual disabilities (ID).
- Recognize the unique challenges individuals with ID face in communicating their symptoms and advocating for their healthcare needs.
- Analyze warning signs and risk factors associated with each of the Fatal Five diagnoses and explain how these may present differently in individuals with ID.
- Apply practical strategies that direct support professionals and caregivers can use.
- Demonstrate knowledge of person-centered advocacy techniques to support individuals with ID in navigating the healthcare system, maintaining consistent care, and ensuring their voices are heard in decision-making processes.

Vocational Rehabilitation 101

October 7, 2025 | 1:00 PM - 2:00 PM | Attend in-person or virtually

- [In-Person Registration](#)²
 - Location: Marshalltown Public Library - Meeting Room B
- [Virtual Registration through Zoom](#)³

Presenters: April Stotz and Vienna Hoang, Iowa Vocational Rehabilitation

Intended Audience: Anyone interested in learning about the services of vocational rehabilitation.

Objectives:

- Understand what services are available through VR
- Understand VR eligibility criteria
- Learn how to access VR services
- How to braid VR services

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](#)⁴ on the [Iowa Department of Health and Human Services \(HHS\) website](#)⁵ and will be updated as training opportunities become available. Additionally, trainings are

² <https://forms.office.com/g/dW7FXHzAEh>

³ https://telligent.zoom.us/webinar/register/WN_ybgSrMdKQa29sXgF_RLC3g

⁴ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt>

⁵ <https://hhs.iowa.gov/>

now being stored on the [Learning Management System \(LMS\) powered by Trualta](#)⁶. 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 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>

⁶ <https://ltss-iowa-trualta.com/>