

**INFORMATIONAL LETTER NO. 2721-MC-FFS**

**DATE:** December 26, 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:** January 2026 Competency-Based Training (CBT) Announcement -  
AMENDED

**EFFECTIVE:** Upon Receipt

**This informational letter (IL) serves as an amendment to IL 2721, published on December 12, 2025. The January training has been changed from hybrid to an online format. The effective date of the IL remains the same.**

This 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.

## **Program of All-Inclusive Care for the Elderly (PACE) 101**

**January 20, 2026 | 2:00 - 3:00 PM | [Virtual Registration through Zoom](#)<sup>1</sup>**

**Presenters:** Tashina Hornaday, Medical Policy Program Manager, Iowa Medicaid

**Intended Audience:** Anyone interested in learning about the PACE program in Iowa and those who work with older adults.

### **Objectives:**

- Explain the purpose and key components of Iowa's PACE program.
- Describe the roles and functions of the PACE interdisciplinary care team.
- Outline basic PACE processes, including enrollment, care coordination, and participant rights.

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

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<sup>1</sup> [https://telligen.zoom.us/webinar/register/WN\\_CRQT6byEQvykKENZpcH9EA](https://telligen.zoom.us/webinar/register/WN_CRQT6byEQvykKENZpcH9EA)

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

<sup>3</sup> <https://hhs.iowa.gov/>

<sup>4</sup> <https://ltss-iowa-trualta.com/>

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](mailto:imeproviderservices@hhs.iowa.gov)

**Managed Care Organizations (MCOs):**

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [aproviderrelations@molinahealthcare.com](mailto:aproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

**Wellpoint Iowa, Inc.:**

- Phone: 1-833-731-2143
- Email: [ProviderSolutionsIA@wellpoint.com](mailto:ProviderSolutionsIA@wellpoint.com)
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>