
INFORMATIONAL LETTER NO. 2708-MC-FFS

DATE: November 14, 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 Organizations (MCOs) and Fee for Service (FFS)

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

RE: December 2025 Competency-Based Training (CBT) Announcement - IMPORTANT

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.

Surviving the Holidays

December 16, 2025 | 1:00 PM - 2:15 PM | [Virtual Registration through Zoom](#)¹

Presenters: Janie A. Funk, PhD, Woodward Resource Center, Center of Excellence

Intended Audience: Those who are interested in learning about techniques to embrace and adapt to changes while working with members and caregivers.

¹ https://telligen.zoom.us/webinar/register/WN_jkVn83WeTXW5qMamYY-xOA

Objectives:

- Explore ways to embrace and adapt to holiday-induced changes in routines and sensory experiences.
- Learn proactive strategies to support positive behavior and well-being.
- Equip caregivers with tools to foster joyful and meaningful holiday experiences.

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.

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/>

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

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: IMEProvider@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.:

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