Iowa Medicaid
Iowa HHS

INFORMATIONAL LETTER NO. 2659-MC-FFS

DATE: January 16, 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), Fee-for-Service (FFS)

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

RE: January 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.

Suicide Prevention in a System of Care
January 27, 2025 | 2:00 PM – 4:00 PM CST | [Virtual Registration through Zoom](https://uiowa.zoom.us/meeting/register/tJwtde2sqD0qEtcQqpmtZkVhSd2yiYmBMSSu)[1]
Presenters: Sara Knox, LMSW
Intended Audience: IHH, MCO CBCM, targeted case managers, MFP transition specialists and case managers within LTSS provider types.

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[1] https://uiowa.zoom.us/meeting/register/tJwtde2sqD0qEtcQqpmtZkVhSd2yiYmBMSSu

Objectives:
- Internalize that everyone, regardless of role, has a responsibility in helping prevent suicide.
- Describe what needs to happen when following up with someone with thoughts of suicide.
- Point out how organizations can integrate ongoing support of people with thoughts of suicide.

Guardianship and Decision-Making
January 31, 2025 | 11:00 AM – 12:30 PM CST | Virtual Registration through Zoom[2]
Presenters: Jennifer Donovan, JD
Intended Audience: Direct support professionals and administration from LTSS provider types and case managers.
Objectives:
- Know the components of decision-making capacity and ways to maximize decision-making capacity.
- Understand different types of decision-making supports and situations when each might be most appropriate.
- List the responsibilities of guardians, conservators and representative payees.

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[3] on the Iowa Department of Health and Human Services (HHS) website[4] and will be updated as training opportunities become available. Additionally, trainings are now being stored on the Learning Management System (LMS) powered by Trualta[5]. 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

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[2] https://telligen.zoom.us/meeting/register/tZIsde-rqDwqEtRBrFjzopzstNTXGxaVp-gJ
[3] https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt
[4] https://hhs.iowa.gov/
[5] https://ltss-iowa-trualta.com/

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