
INFORMATIONAL LETTER NO. 2676-MC-FFS

DATE: April 23, 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: May 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.

Goal Writing and SMART Goals**May 1, 2025 | 12:00 - 1:30 PM | [Virtual Registration through Zoom](#)¹****Presenters:** Laura Mankin**Intended Audience:** HCBS providers and those who are interested in enhancing their goal-writing skills.

¹ <https://telligent.zoom.us/meeting/register/SyEb-UI7Q-qflqmV9Tly9g>

Objectives:

- Define and explain each component of SMART goals (Specific, Measurable, Achievable, Relevant, Time-bound) and recognize their importance in client-centered care planning.
- Apply the SMART goal framework to create clear, actionable, and individualized goals that align with the needs, preferences, and strengths of members receiving LTSS.
- Assess and adjust goals as necessary to ensure they remain relevant, measurable, and aligned with the evolving needs and progress of clients, supporting continuous quality improvement in service delivery.

Introduction to Quality Management: Understanding Key Concepts and Terminology

May 6, 2025 | 1:00 - 2:30 PM | [Virtual Registration through Zoom](#)²

Presenters: Pamela Lester, Quality Manager, Quality Improvement Organization (QIO)

Intended Audience: Anyone interested in learning more about quality management to implement into practice.

Objectives:

- Develop a high-level understanding and purpose of Quality Management.
- Understand the definitions of Quality Assurance, Internal Quality Control (IQC), Quality Planning, and Quality Improvement (QI) or Performance Improvement (PI).
- Articulate the differences between Quality Assurance, Internal Quality Control (IQC), Quality Planning, and Quality Improvement (QI) or Performance Improvement (PI).

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.

² https://telligent.zoom.us/webinar/register/WN_W61rfiTmR4ampNgtwRpnGg

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/>

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: 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>