

INFORMATIONAL LETTER NO. 2561-MC-FFS

DATE: February 28, 2024

TO: Case Managers, Targeted Case Managers, Care Coordinators, Iowa Medicaid Home and Community-Based Services (HCBS) Providers, Habilitation Providers, Community-Based Neurobehavioral Rehabilitation Services (CNRS), Money Follows the Person (MFP) Program, Home Health Providers, Hospice Providers

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

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

RE: April 2024 Competency-Based Training (CBT) Announcement

EFFECTIVE: Upon Receipt

The purpose of this informational letter (IL) is to announce 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. Trainings are provided at no cost to agencies or direct support professionals.

Medication Management and Errors within HCBS Settings

Date: April 12, 2024 | 1:00 PM – 3:00 PM CST | **Attend In-Person or Virtually (choose one)**

- [In-Person Registration¹](#)
 - Location: Ankeny Kirkendall Public Library, 1250 SW District Dr., Ankeny, IA, 50023 (***in-person attendance is encouraged***)
 - Snacks provided.
- [Virtual Registration through Zoom²](#)

Presenter: Rockford and Megan Anderson, Guardian Pharmacy of Iowa

Intended Audience: Direct support professionals and administration from all LTSS provider types and case managers.

Objectives:

- Discuss medication errors among HCBS and facilities.
- Understand medication impacts.

¹ <https://forms.office.com/g/vrbr1aXG6Q>

² <https://telligen.zoom.us/meeting/register/tZcsdOuprzgoE9UXrphBqdUirPCZxnGjB1Df>

- Medication awareness for providers.

Community-Based Case Manager (CBCM) Documentation

Date: April 16, 2024 | 2:00 PM – 3:00 PM CST | [Virtual Registration through Zoom³](#)

Presenter: Latisha McGuire, Long Term Services and Supports (LTSS) Policy Program Manager

Intended Audience: CBCM, direct support professionals and administration from all LTSS provider types.

Objectives:

- To understand the criteria for documentation.
- Answer frequently asked questions for documentation.

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 Website⁴](#) and will be updated as training opportunities become available. Should you have additional questions after viewing the website and announcement, please direct them to the competency-based training specialist at hcbstta@dhs.state.ia.us.

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@dhs.state.ia.us

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>

³ <https://telligent.zoom.us/meeting/register/tZAlduigrz4sE9CVc-IQBfDvbKTX8K8pd7C>

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