

INFORMATIONAL LETTER NO. 2726-MC-FFS

DATE: January 20, 2026

TO: Home and Community-Based Services (HCBS) Waivers, Habilitation Services, 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: February 2026 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.

Collaborative Employment: How MCO Case Managers Champion IPS Services

February 3, 2026 | 10:00 - 11:30 AM | [Virtual Registration through Zoom¹](https://telligent.zoom.us/webinar/register/WN_MYT70BH3RE2U9UTaNZCSLA#/)

Presenters: Darcey Sebolt and Mandy Hatten, University of Iowa Health Care

Intended Audience: MCO case managers and those interested in individual placement supports.

¹ [https://telligent.zoom.us/webinar/register/WN_MYT70BH3RE2U9UTaNZCSLA#/registration](https://telligent.zoom.us/webinar/register/WN_MYT70BH3RE2U9UTaNZCSLA#/)

Objectives:

- Understand the IPS Model – Participants will be able to explain the “8 Practice Principles” of Individual Placement and Support (IPS) and how it promotes competitive employment for people with behavioral health needs.
- Define the Case Manager’s Role in IPS – Participants will identify key responsibilities of MCO case managers in collaborating with IPS providers, including coordination, communication, and advocacy for member goals.
- Recognize Funding and Resource Strategies – Participants will learn when and how to leverage available IPS Milestone authorizations to support IPS services effectively within managed care frameworks.

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: 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>