



INFORMATIONAL LETTER NO. 2546-MC-FFS

DATE: December 27, 2023

TO: Case Managers, Targeted Case Managers, Care Coordinators, 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: 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.

January CBT Schedule

Legal Leases and Lease Regulations

January 26, 2024 | 9:00 AM – 11:00 AM CST | [Virtual Registration through Zoom](#)¹

Presenter: Katelynn McCollough, Attorney with Dentons Davis Brown

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

Objectives:

1. Understand components of legal leases in Iowa.
2. Understand components of lease regulations in Iowa.
3. Create policies and procedures within the Iowa Home and Community Based Services (HCBS) Settings Rule.

¹ <https://telligen.zoom.us/meeting/register/tZMlc-mtqT0vEtWgkOZVbySQcHgh-ijBHLEV#/registration>

Host Homes Essentials

January 30, 2024 | 11:00AM – 12:00PM CST | [Virtual Registration through Zoom](#)²

Presenter: LeAnn Moskowitz, LTSS Program Policy Manager

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

Objectives:

1. Identify and describe regulations and rules related to Host Homes.
2. Build knowledge of host home standards.
3. Understand the responsibilities of host home members.
4. Obtain greater comprehension of host-to-member assignments.

February CBT Schedule

Be on the lookout for the February training announcements. Below is the tentative training schedule for February.

Jail Diversion and Crisis-Intervention

Date: February 6, 2024 | 1:00 PM – 2:30 PM CST

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

Covered Material:

- Background on jail diversion program.
- Connection to crisis intervention trainings.

Electronic Visit Verification (EVV) – What to know

Date: TBD

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

Covered material:

- Overview of Electronic Visit Verification (EVV).
- Gaps and best practices of EVV.

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 Website](#)³ 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 CBT specialist at hcbstta@dhs.state.ia.us.

² <https://telligen.zoom.us/meeting/register/tZ0vdu2spjMsEtT05ZhWdFAfCCwhvp7N8z2E#/registration>

³ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt>

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

Amerigroup Iowa, Inc.:

- Phone: 1-800-454-3730
- Email: ProvidersolutionsIA@amerigroup.com
- Website: <https://providers.amerigroup.com/ia>

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>