

INFORMATIONAL LETTER NO. 2716-MC-FFS

DATE: December 9, 2025

TO: Iowa Medicaid Community-Based Neurobehavioral Rehabilitative Services (CNRS) Providers, General Institutional

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

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

RE: 2025 Community-Based Neurobehavioral Rehabilitative Services (CNRS) Provider Quality Self-Assessment

EFFECTIVE: Upon Receipt

Iowa Medicaid announces the release of the 2025 Community-Based Neurobehavioral Rehabilitative Services (CNRS) Provider Quality Self-Assessment. The CNRS Provider Quality Self-Assessment form can be found on the [HHS website](#)¹ and a complete and accurate self-assessment is due January 31, 2026. The form has been updated, and prior year's versions will not be accepted.

CNRS providers must view a recorded training available on the [HHS website](#)². This training provides instructions for completing and submitting this required document.

The Quality Improvement Organization (QIO) HCBS unit will confirm receipt of the materials and notify the CNRS provider of errors or incomplete submissions. Timely remediation is required for unacceptable submissions. Questions regarding the 2025 CNRS Provider Quality Self-Assessment should be directed to your organization's assigned [specialist](#)³.

¹ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/cnrs>

² <https://hhs.iowa.gov/medicaid/provider-services/provider-trainings>

³ <https://hhs.iowa.gov/medicaid/plans-programs/iowa-health-link/program-integrity/qio>

Failure to submit by January 31, 2026, will jeopardize an organization's Medicaid enrollment, including managed care contracts, and may result in a sanction of payment suspension.

If you have questions, please contact Iowa Medicaid Provider Services, the appropriate managed care organization (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: japroviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc.:

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>