

INFORMATIONAL LETTER NO. 2707-FFS

DATE: October 2, 2025

TO: Home and Community-Based Services (HCBS) Case Managers (CM) and Targeted Case Managers (TCM)

APPLIES TO: Fee-for-Service (FFS)

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

RE: In person and virtual training for Case Managers serving FFS participants

EFFECTIVE: Upon Receipt

This informational letter (IL) announces the upcoming training opportunity for Iowa Medicaid Case Managers serving Fee-for-Service (FFS) participants.

Fee For Service - Case Management Training

October 30, 2025 | 9:00 AM - 3:30 PM | Attend in-person or virtually

- [In-Person Registration](#)
 - Location: Polk County River Place - Conference Room
- [Virtual Registration through Zoom](#)

Presenters: Long-Term Services and Supports (LTSS) Policy Team

Intended Audience: This training is designed for Fee-for-Service HCBS Case Managers and Targeted Case Managers.

Session Description:

The LTSS Policy Team will be hosting an in-person and virtual training for Case Managers serving Iowa Medicaid's FFS population. In this training the LTSS Policy team will provide an overview of recent policy changes impacting the work of Case Managers. During this session, managers will review the vital role they play in the health, safety and welfare of HCBS participants including service planning, managing costs, and service monitoring.

Seating is limited for the in-person session, so each agency is asked to limit their in-person attendees to no more than 10 people per agency. There will be a 45-minute break for lunch, lunch will not be provided.

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