

**INFORMATIONAL LETTER NO. 2285-MC-FFS**

**DATE:** November 4, 2020

**TO:** All Iowa Medicaid Providers

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

**FROM:** Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

**RE:** 2021 Annual Provider Training Registration

**EFFECTIVE:** Upon Receipt

The IME has scheduled the 2021 Annual Provider Training sessions via Zoom. These trainings will consist of three morning sessions and three afternoon sessions broadcast live. You only need to sign up for one session. If you are unable to attend one of the six sessions, the IME will record and post the link to view it on our website. Iowa Total Care and Amerigroup Iowa, Inc. will participate in the training as well. Delta Dental of Iowa (DDIA) and Managed Care of North America (MCNA) will not be giving presentations, but dental providers may still find the presentations useful.

To join an Annual Provider Training session please register for the session using one of the linked registration forms in the table below. The Zoom meeting link, dial-in, and login information for the session you select will be sent to you via email once you have completed your registration form.

**Session Agenda:**

- 9:00 AM – 10:00 AM OR 1:00 PM – 2:00 PM: IME Presentation
  - The IME Presentation will include information on:
    - Claims and Billing
    - Top 10 Claim Denial Reasons
    - Prior authorizations
    - Eligibility and Verification Information System (ELVS) Portal training
    - Iowa Medicaid Provider Access (IMPA) Portal training
    - Provider enrollment
    - Telehealth
- 10:00 AM – 10:30 AM OR 2:00 PM – 2:30 PM: Amerigroup Presentation
- 10:30 AM – 11:00 AM OR 2:30 PM – 3:00 PM: Iowa Total Care Presentation
- 11:00 AM – 12:00 PM OR 3:00 PM – 4:00 PM: Question and Answer Session

| Annual Provider Training Sessions                    |                           |                                                          |
|------------------------------------------------------|---------------------------|----------------------------------------------------------|
| Session Date                                         | Session Time              | Registration Form Link                                   |
| <b>Session 1:</b><br>Tuesday,<br>November 16, 2021   | 9:00 AM – 12:00 PM (noon) | <a href="#">Session 1 Registration Form</a> <sup>1</sup> |
| <b>Session 2:</b><br>Tuesday,<br>November 16, 2021   | 1:00 PM – 4:00 PM         | <a href="#">Session 2 Registration Form</a> <sup>2</sup> |
| <b>Session 3:</b><br>Wednesday,<br>November 17, 2021 | 9:00 AM – 12:00 PM (noon) | <a href="#">Session 3 Registration Form</a> <sup>3</sup> |
| <b>Session 4:</b><br>Wednesday,<br>November 17, 2021 | 1:00 PM – 4:00 PM         | <a href="#">Session 4 Registration Form</a> <sup>4</sup> |
| <b>Session 5:</b><br>Thursday,<br>November 18, 2021  | 9:00 AM – 12:00 PM (noon) | <a href="#">Session 5 Registration Form</a> <sup>5</sup> |
| <b>Session 6:</b><br>Thursday,<br>November 18, 2021  | 1:00 PM – 4:00 PM         | <a href="#">Session 6 Registration Form</a> <sup>6</sup> |

For any questions, please contact the IME Provider Outreach Unit at 1-800-338-7909 or send an email to [IMEProviderOutreach@dhs.state.ia.us](mailto:IMEProviderOutreach@dhs.state.ia.us).

<sup>1</sup> <https://www.tfaforms.com/4941220>

<sup>2</sup> <https://www.tfaforms.com/4941224>

<sup>3</sup> <https://www.tfaforms.com/4943000>

<sup>4</sup> <https://www.tfaforms.com/4943004>

<sup>5</sup> <https://www.tfaforms.com/4943005>

<sup>6</sup> <https://www.tfaforms.com/4943037>