

Policy Clarification #PC000295

HCBS Member Waitlist Removal Request

5/7/2025

To: Iowa Medicaid Managed Care Plans:

This letter is a formal notification of the state's expectations related to the operations and implementation of Iowa Medicaid under the managed care program. This purpose of this letter is to do following:

- ☐ Provide formal guidance
- ☒ Clarification of existing Iowa Medicaid policy
- ☐ Guidance on new process or policy
- ☐ Request for information

The purpose of this letter is to provide guidance regarding Waiver applicants and current members who would like to be removed from the HCBS Waitlist or no longer want Waiver services.

Many times, individuals who are applying for the HCBS Waivers have either an authorized representative, a Power of Attorney or a Guardian who acts on their behalf. If an individual would like their name removed from a Waiver waitlist or wants their Waiver closed, the request must come from the either the member or representative. The request can be made either in writing or verbally on the phone at 877-344-9628.

If a MCO case manager meets or has contact a member or representative and they state their desire to have their name removed from the HCBS waitlist or would like to have the Waiver closed, the MCO should get such request in writing or direct the individual to contact the Facility and Waiver Eligibility Team (FWET) directly. The signed written document can be emailed to FWET at facilities@hhs.iowa.gov, mailed to the team or dropped off at a local office at 417 E Kanessville Blvd, Council Bluffs, IA 51503.

Attestation:

I hereby attest to receipt and understanding of this communication including all requirements and due dates.

Name _____ Date _____.

The department will monitor progress towards implementation and may impose remedies for failure to implement.

Sincerely,

Contract Manager
Managed Care Contract Manager