

IMPA - Member Waiver Eligibility <Providers>

April 8, 2024

IMPA - Member Waiver Eligibility <Providers>



Document Revision

Revision No.	Revision Details	Date	Name
V2	Converted to updated HHS template	9/28/23	Greg Currie
V3	<ul style="list-style-type: none">• Slide 7, 11, 17 - AGP to WellPoint reference/phone number change. Also added missing Molina contact information• Added slide 12 – Contact information for each MCO and FFS		

Iowa Medicaid Portal Access

- New to IMPA ? Visit

<https://secureapp.dhs.state.ia.us/imp/Default.aspx>

- Select 'Register New Account' to register for an IMPA account. If you are a current user you may skip to the next slide.

Iowa Medicaid Portal Access



Iowa Medicaid Portal Access

[Register New Account](#) [Documents](#)

Welcome to the Iowa Medicaid Portal Application!

[Click here for the User Registration Guide](#)

Featured Functionality

User Name:

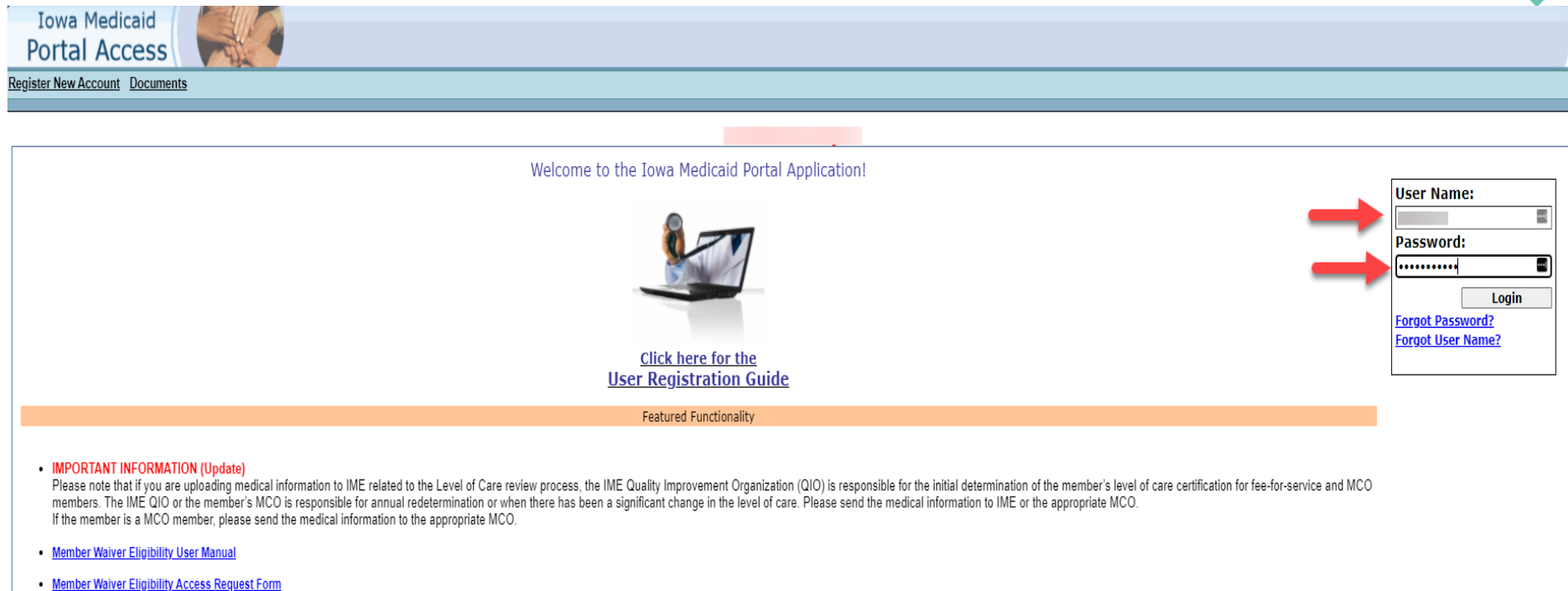
Password:

[Login](#)
[Reset Account](#)

- After completing registration or if you are already an IMPA user, please complete and submit the [Member Waiver Eligibility Access Request form](#) to request access.
- Once access is secured, users will be assigned the role of “Member Waiver Eligibility” in IMPA.

IMPA – Member Waiver Eligibility


Login to IMPA by entering User Name and Password



Iowa Medicaid Portal Access

[Register New Account](#) [Documents](#)

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[Click here for the User Registration Guide](#)

User Name:

Password:

[Forgot Password?](#)

[Forgot User Name?](#)

[Login](#)

Featured Functionality

- **IMPORTANT INFORMATION (Update)**
Please note that if you are uploading medical information to IME related to the Level of Care review process, the IME Quality Improvement Organization (QIO) is responsible for the initial determination of the member's level of care certification for fee-for-service and MCO members. The IME QIO or the member's MCO is responsible for annual redetermination or when there has been a significant change in the level of care. Please send the medical information to IME or the appropriate MCO. If the member is a MCO member, please send the medical information to the appropriate MCO.
- [Member Waiver Eligibility User Manual](#)
- [Member Waiver Eligibility Access Request Form](#)

IMPA – Member Waiver Eligibility

Select “Member Waiver Eligibility” from the ‘Review’ drop down menu



Iowa Medicaid Portal Access

Good Morning

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Member Waiver Eligibility

Localhost/Dev Region

Welcome to the Iowa Medicaid Portal Application!



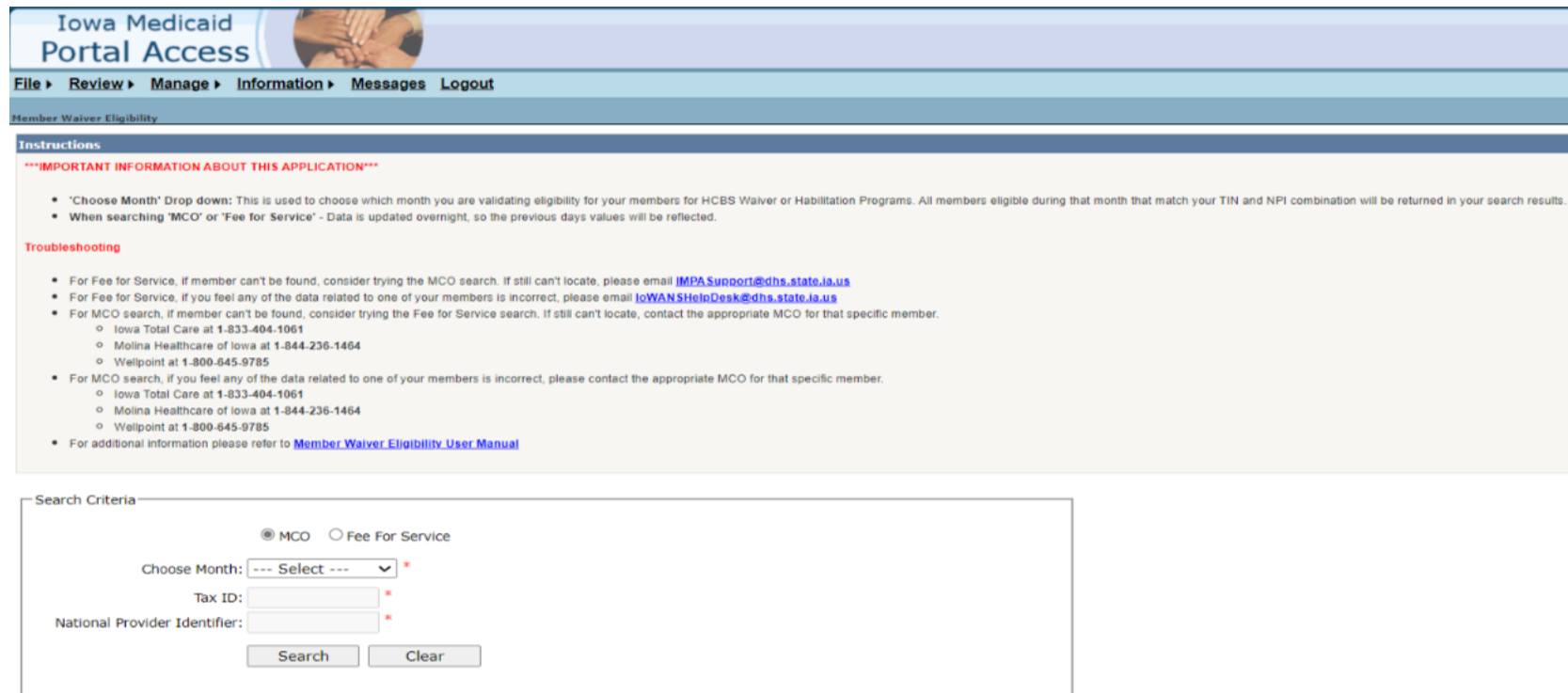
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Featured Functionality

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If the member is a MCO member, please send the medical information to the appropriate MCO.
- [Member Waiver Eligibility User Manual](#)
- [Member Waiver Eligibility Access Request Form](#)

IMPA – Member Waiver Eligibility

After selecting “Member Waiver Eligibility”, the following screen will be returned



Iowa Medicaid Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages Logout

Member Waiver Eligibility

Instructions

IMPORTANT INFORMATION ABOUT THIS APPLICATION

- "Choose Month" Drop down: This is used to choose which month you are validating eligibility for your members for HCBS Waiver or Habilitation Programs. All members eligible during that month that match your TIN and NPI combination will be returned in your search results.
- When searching "MCO" or "Fee for Service" - Data is updated overnight, so the previous days values will be reflected.

Troubleshooting

- For Fee for Service, if member can't be found, consider trying the MCO search. If still can't locate, please email IMPASupport@dhs.state.ia.us
- For Fee for Service, if you feel any of the data related to one of your members is incorrect, please email IOWANSHelpDesk@dhs.state.ia.us
- For MCO search, if member can't be found, consider trying the Fee for Service search. If still can't locate, contact the appropriate MCO for that specific member.
 - Iowa Total Care at 1-833-404-1061
 - Molina Healthcare of Iowa at 1-844-236-1464
 - Wellpoint at 1-800-645-9785
- For MCO search, if you feel any of the data related to one of your members is incorrect, please contact the appropriate MCO for that specific member.
 - Iowa Total Care at 1-833-404-1061
 - Molina Healthcare of Iowa at 1-844-236-1464
 - Wellpoint at 1-800-645-9785
- For additional information please refer to [Member Waiver Eligibility User Manual](#)

Search Criteria

☒ MCO ☐ Fee For Service

Choose Month: --- Select --- *

Tax ID: *

National Provider Identifier: *

Search Clear

IMPA – Member Waiver Eligibility

- Within the Search Criteria section of the screen, radio buttons 'MCO' or 'Fee For Service' must be selected
 - Month to view must be selected from the 'Choose Month' drop down
 - Tax ID drop down arrow must be selected. Upon selecting, the TAX ID returned is based on the assignment of the user signed on.

Search Criteria

☒ MCO ☐ Fee For Service

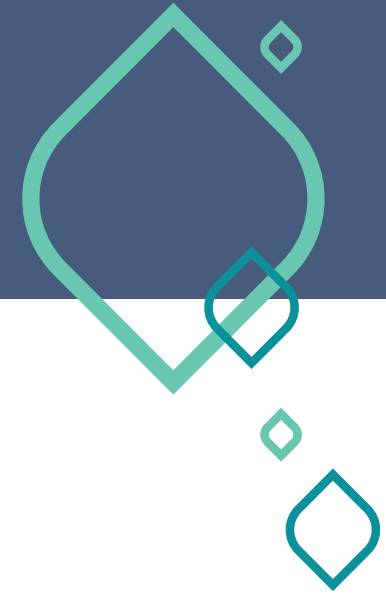
Choose Month: February-2022 ▼ *

Tax ID: --- Select Entity --- *

Search Clear

- Select the 'Search' button

IMPA – Member Waiver Eligibility



- Once the Tax ID is selected, National Provider Identifiers associated with the TAX ID will be returned
 - In this example, there is one NPI associated with the Tax ID

The image displays two screenshots of a web application interface for searching National Provider Identifiers (NPIs) based on Tax ID and other criteria.

Top Screenshot: The 'Search Criteria' section shows the 'MCO' radio button selected. The 'Choose Month' dropdown is set to 'February-2022'. The 'Tax ID' dropdown is open, and the 'National Provider Identifier' dropdown is also open, showing a list of NPIs with the 'Select All' checkbox checked. The 'Search' and 'Clear' buttons are visible at the bottom.

Bottom Screenshot: The 'Search Criteria' section shows the 'MCO' radio button selected. The 'Choose Month' dropdown is set to 'February-2022'. The 'Tax ID' dropdown is open, and the 'National Provider Identifier' dropdown is also open, showing a list of NPIs with the 'Select All' checkbox unchecked. The 'Search' and 'Clear' buttons are visible at the bottom.

- Select the 'Search' button

IMPA – Member Waiver Eligibility

If data is available for the selections made, the following is returned:

Search Criteria

☒ MCO ☐ Fee For Service

Choose Month: February-2022 *

Tax ID: *

National Provider Identifier: **Choose one or more National Provider Identifiers:** *

☒ Select All

☒ ☒ ☒

Search Clear

[Export to CSV](#) [Export to PDF](#)

Provider NPI	State ID	Member Name	Member DOB	Waiver	Waiver Begin Date	Waiver End Date	CSR Date
				Intellectual Disability	04/01/2016	02/01/2022	07/29/2022
				Intellectual Disability	02/01/2022		07/29/2022
				Intellectual Disability	04/01/2016		03/25/2022
				Intellectual Disability	03/01/2018		04/16/2022
				Intellectual Disability	02/01/2020		05/05/2022
				Intellectual Disability	04/01/2016		08/18/2022
				Intellectual Disability	04/01/2016		07/26/2022
				Intellectual Disability	04/01/2016		07/29/2022
				Intellectual Disability	05/01/2019		01/13/2023
				Intellectual Disability	04/01/2016		02/04/2022
				Intellectual Disability	12/01/2021		08/30/2022
				Intellectual Disability	09/30/2021		10/27/2022
				Intellectual Disability	09/18/2020		07/23/2022

IMPA – Member Waiver Eligibility

- If there is more data than can be displayed on one page, pagination is available at the bottom left corner of the screen to advance to additional pages (or jump to specific pages)
- Data in each of the columns returned, can be sorted ascending or descending, by pointing the cursor to the column heading and selecting enter.

Search Criteria

☒ MCO ☐ Fee For Service

Choose Month:

Tax ID:

National Provider Identifier:

[Export to CSV](#) [Export to PDF](#)

Provider NPI	State ID	Member Name	Member DOB	Waiver	Waiver Begin Date	Waiver End Date	CSR Date
				Elderly	12/18/2020		05/18/2024
				Elderly	03/01/2018		04/19/2024
				Elderly	02/06/2020		10/11/2024
				Elderly	02/18/2023		05/18/2024
				Elderly	09/01/2017		08/29/2024
				Elderly	12/01/2021		10/24/2024
				Health Disability	06/03/2021		04/24/2024
				Elderly	09/24/2021		11/02/2024
				Elderly	04/01/2016		10/09/2024
				Elderly	12/01/2021		08/28/2024
				Elderly	04/01/2016		01/23/2024
				Elderly	09/28/2019		05/07/2024
				Elderly	08/22/2019		02/12/2025
				Elderly	03/28/2017		05/09/2024
				Elderly	11/28/2023		01/01/2025
				Elderly	07/23/2022		06/15/2024
				Elderly	10/19/2019		08/06/2024
				Elderly	04/01/2016		10/12/2024
				Elderly	08/01/2023		06/22/2024
				Elderly	07/01/2022		09/17/2024
				Elderly	08/04/2023		08/22/2024
				Elderly	03/01/2019		09/18/2024
				Elderly	04/01/2016		07/17/2024
				Health Disability	11/01/2019		04/23/2024
				Elderly	04/01/2016		02/15/2025
				Elderly	01/17/2017		07/16/2024
				Elderly	07/12/2023		11/27/2024
				Elderly	04/01/2016		01/10/2025
				Elderly	06/15/2016		03/09/2024
				Elderly	12/13/2023		12/05/2024

1 2 3 4 5

IMPA – Member Waiver Eligibility

- Contact information is provided at the bottom of each page.
 - When the MCO radio button is selected, this contact information is displayed:

	Elderly	04/01/2016		07/17/2024
	Health Disability	11/01/2019		04/23/2024
	Elderly	04/01/2016		02/15/2025
	Elderly	01/17/2017		07/16/2024
	Elderly	07/12/2023		11/27/2024
	Elderly	04/01/2016		01/10/2025
	Elderly	06/15/2016		03/09/2024
	Elderly	12/13/2023		12/05/2024

1 2 3 4 5

***For any questions related to services authorized by **Iowa Total Care**, please contact their Provider Services Call Center at **1-833-404-1061**
***For any questions related to services authorized by **WellPoint**, please contact Provider Services Call Center at **1-800-645-9785**
***For any questions related to services authorized by **Molina HealthCare of Iowa**, please contact Provider Services Call Center at **1-844-236-1464**

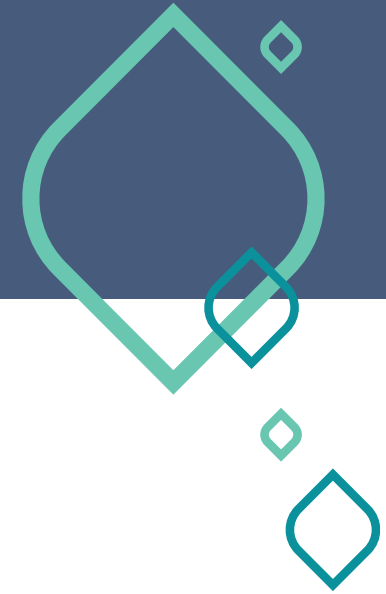
- When FFS radio button is selected, this contact information is displayed:

	TCM	08/01/2007		
	Brain Injury	04/22/2015		01/22/2025
	TCM	06/01/2021		
	TCM	11/01/2017		
	Elderly	08/01/2016		04/25/2024
	TCM	02/21/2023		
	TCM	07/01/2007		
	TCM	08/01/2007		
	TCM	12/01/2007		
	TCM	12/01/2019		

1 2 3 4 5 6 7 8 9 10 ...

***For any questions related to services authorized by **Iowa Medicaid Enterprise**, please contact their Provider Services at IMPAsupport@dhs.state.ia.us or local in the Des Moines area at **256-4609**

IMPA – Member Waiver Eligibility



Data returned can be exported by selecting the “Export to csv” link

Search Criteria

☒ MCO ☐ Fee For Service

Choose Month: February-2022 *

Tax ID: *

National Provider Identifier: **Choose one or more National Provider Identifiers:** *

☒ Select All

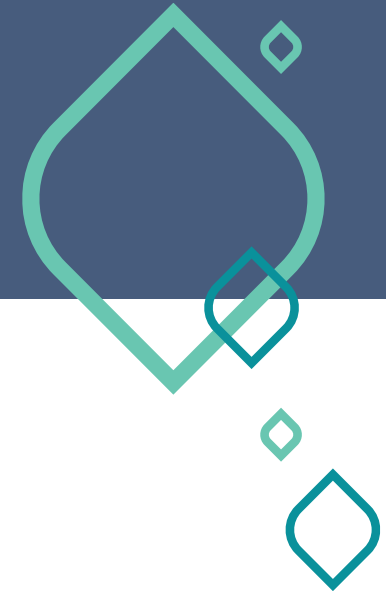
☒ ☒ ☒

Search Clear

[Export to CSV](#) [Export to PDF](#)

Provider NPI	State ID	Member Name	Member DOB	Waiver	Waiver Begin Date	Waiver End Date	CSR Date
				Intellectual Disability	04/01/2016	02/01/2022	07/29/2022
				Intellectual Disability	02/01/2022		07/29/2022
				Intellectual Disability	04/01/2016		03/25/2022
				Intellectual Disability	03/01/2018		04/16/2022
				Intellectual Disability	02/01/2020		05/05/2022
				Intellectual Disability	04/01/2016		08/18/2022
				Intellectual Disability	04/01/2016		07/26/2022
				Intellectual Disability	04/01/2016		07/29/2022
				Intellectual Disability	05/01/2019		01/13/2023
				Intellectual Disability	04/01/2016		02/04/2022
				Intellectual Disability	12/01/2021		08/30/2022
				Intellectual Disability	09/30/2021		10/27/2022
				Intellectual Disability	09/18/2020		07/23/2022

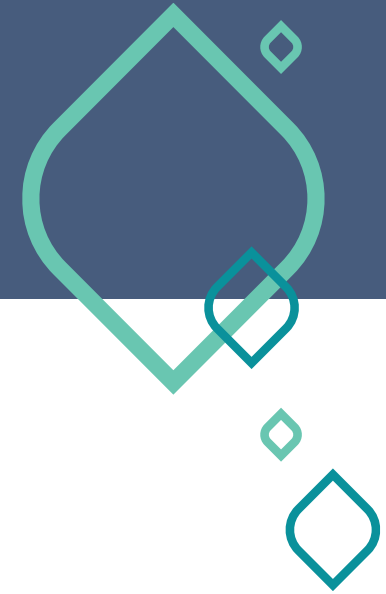
IMPA – Member Waiver Eligibility



The selections from the Search Criteria along with the results of the search are displayed in the spreadsheet

1	Report Run Date : 4/14/2022 9:43:54 AM							
2	Month-Year : February-2022							
3	Tax ID :							
4	NPI(s) :							
5								
6	Provider NPI	State ID	Member Name	Member DOB	Waiver	Waiver Begin Date	Waiver End Date	CSR Date
7					Elderly	5/28/2019		5/7/2022
8					Elderly	4/7/2011		2/16/2023
9					Health Disability	5/1/2020		11/19/2022
10					Elderly	6/15/2017		5/10/2022
11					Health Disability	7/19/2002		1/26/2023
12					Health Disability	2/25/2004		9/20/2022
13					Health Disability	5/17/2006		11/8/2022
14					Health Disability	1/1/2018		8/12/2022
15					Health Disability	6/1/2015		3/19/2022
16					Elderly	1/29/2020		1/21/2023
17								

IMPA – Member Waiver Eligibility



Data returned can be exported into a PDF by selecting the “Export to PDF” link

Search Criteria

☒ MCO ☐ Fee For Service

Choose Month: February-2022 *

Tax ID: *

National Provider Identifier: Choose one or more National Provider Identifiers: *

☒ Select All

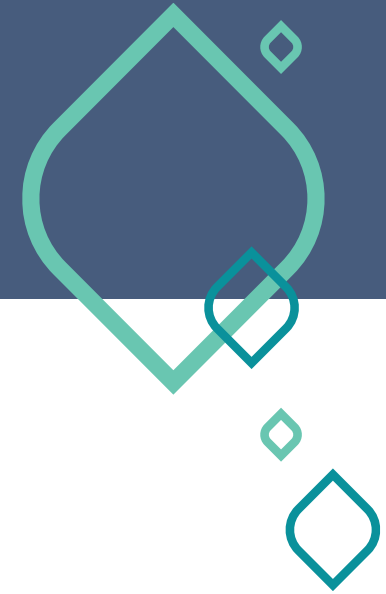
☒ ☒ ☒

Search Clear

Export to CSV Export to PDF

Provider NPI	State ID	Member Name	Member DOB	Waiver	Waiver Begin Date	Waiver End Date	CSR Date
				Intellectual Disability	04/01/2016	02/01/2022	07/29/2022
				Intellectual Disability	02/01/2022		07/29/2022
				Intellectual Disability	04/01/2016		03/25/2022
				Intellectual Disability	03/01/2018		04/16/2022
				Intellectual Disability	02/01/2020		05/05/2022
				Intellectual Disability	04/01/2016		08/18/2022
				Intellectual Disability	04/01/2016		07/26/2022
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				Intellectual Disability	09/18/2020		07/23/2022

IMPA – Member Waiver Eligibility



The selections from the Search Criteria along with the results of the search are displayed in the PDF

Fee For Service - Member Waiver Eligibility Member List

Report Run Date: 4/14/2022 9:55:40 AM

Total# of records: 10

Month-Year: February-2022

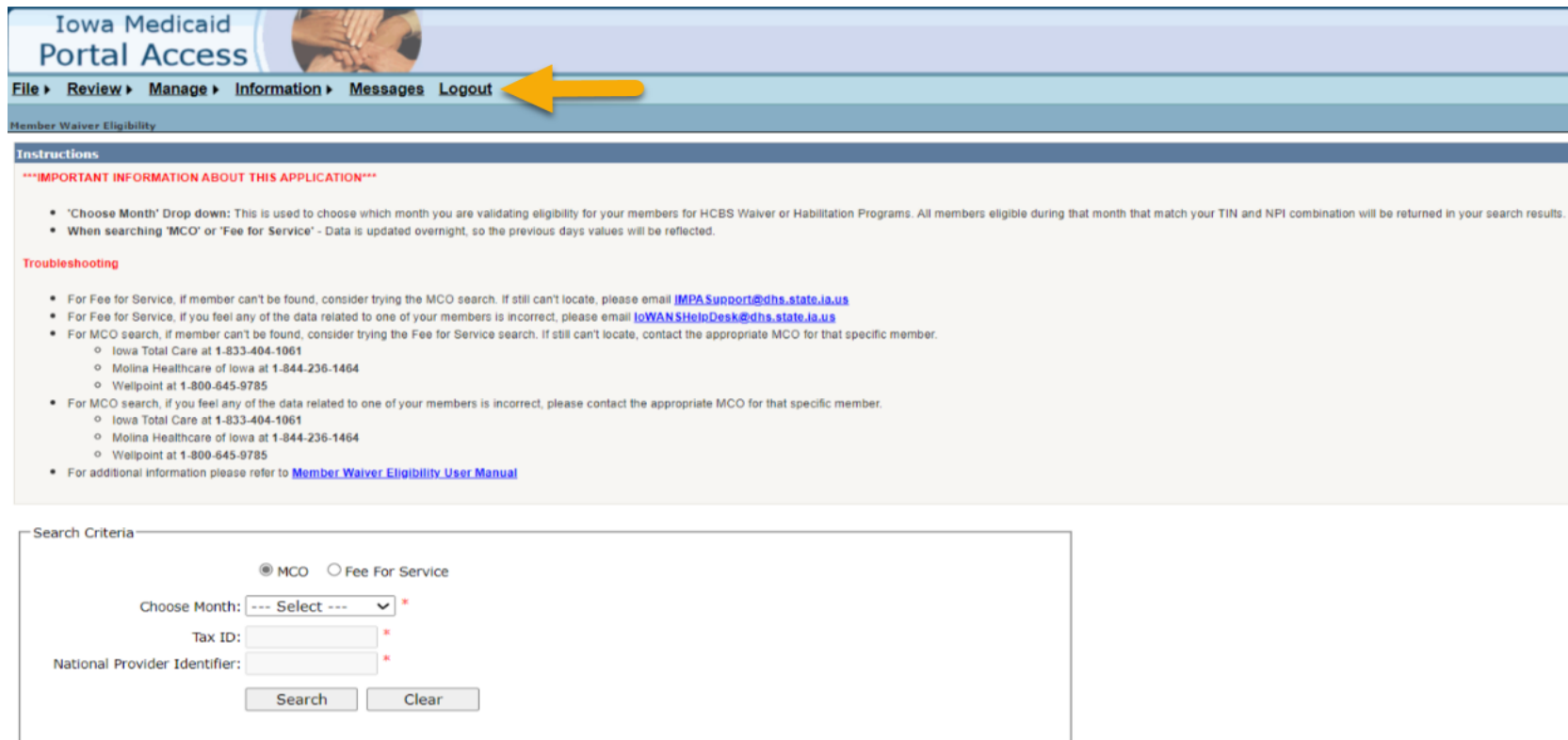
TaxID: [REDACTED]

NPI(s): [REDACTED]

Provider NPI	State ID	Member Name	Member DOB	Waiver	Waiver Begin Date	Waiver End Date	CSR Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	Elderly	05/28/2019		05/07/2022
				Elderly	04/07/2011		02/16/2023
				Health Disability	05/01/2020		11/19/2022
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				Health Disability	07/19/2002		01/26/2023
				Health Disability	02/25/2004		09/20/2022
				Health Disability	05/17/2006		11/08/2022
				Health Disability	01/01/2018		08/12/2022
				Health Disability	06/01/2015		03/19/2022
				Elderly	01/29/2020		01/21/2023

IMPA – Member Waiver Eligibility

User can logout by selecting “Logout” from menu bar



The screenshot displays the Iowa Medicaid Portal Access interface. At the top, there is a header bar with the text "Iowa Medicaid Portal Access" and a small image of hands. Below this is a navigation menu with the following items: File, Review, Manage, Information, Messages, and Logout. A yellow arrow points to the "Logout" link. Below the menu bar, the page title "Member Waiver Eligibility" is visible. The main content area contains "Instructions" and "Troubleshooting" sections. The "Instructions" section includes a red header "***IMPORTANT INFORMATION ABOUT THIS APPLICATION***" and two bullet points: "Choose Month" Drop down and "When searching 'MCO' or 'Fee for Service'". The "Troubleshooting" section includes a red header "Troubleshooting" and several bullet points providing contact information for various issues. At the bottom, there is a "Search Criteria" section with a form containing radio buttons for "MCO" and "Fee For Service", a "Choose Month" dropdown menu, and input fields for "Tax ID" and "National Provider Identifier". There are "Search" and "Clear" buttons at the bottom of the form.

Iowa Medicaid
Portal Access

File ▶ Review ▶ Manage ▶ Information ▶ Messages ▶ Logout

Member Waiver Eligibility

Instructions

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Search Criteria

☒ MCO ☐ Fee For Service

Choose Month: --- Select --- *

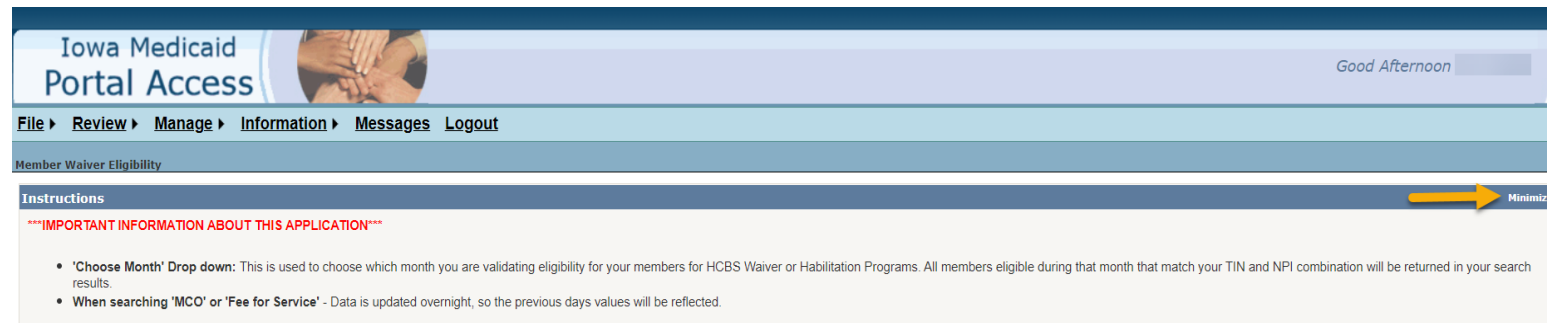
Tax ID: *

National Provider Identifier: *

Search Clear

IMPA – Member Waiver Eligibility <TIP>

- To hide the instructions section, the user can select the 'Minimize' option in the upper right corner of the screen



- To display the instructions section, when previously minimized, the user can select the 'Restore' option in the upper right corner of the screen

