



## INFORMATIONAL LETTER NO.1917-MC-FFS

**DATE:** July 6, 2018

**TO:** Intermediate Care Facility for the Intellectually Disabled (ICF/ID)

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

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

**RE:** Resident Care Agreement - Revised

**EFFECTIVE:** August 1, 2018

Iowa law requires a Resident Care Agreement, Form 470-0374, to be completed when a resident is admitted into an Intermediate Care Facility for the Intellectually Disabled (ICF/ID). A copy of the form is to be retained by the resident, the facility, and the Department. The Resident Care Agreement and its instructions has been revised effective August 1, 2018. ICF/ID providers will be required to upload the completed form to Iowa Medicaid Portal Access (IMPA).

In order to use this process, ICF/ID providers must have accounts set up in the IMPA system. If you have not already registered in IMPA, please follow the instructions below to register for a new account.

To register for IMPA if you are a current Individualized Services Information System (ISIS) user:

1. Go to: [IMPA](#)<sup>1</sup>
2. Select the “Register New Account” link at the top of the page.
3. Complete the registration form. Your password must be at least eight characters and include one uppercase character, one lowercase character, one number and one special character (!@#%&+=). Select the “Verification Images” and click the “Verify” link.
4. When the Congratulations message is received, select “OK”.

To upload documents (ISIS users):

1. Log in to IMPA. When you login for the first time, you will be required to answer three security questions before proceeding.
2. You will be prompted to leave the system or agree to conditions. Select “I agree (Enter the system)”.
3. At the top of the page, hover the cursor over “Manage”. Under the “Manage” dropdown menu, select “My Account”.
4. From the menu on the left, select the “External Application Authorization” link.
5. Enter your ISIS username and password.
6. Under the file menu, hover the cursor over “File”, “Upload File”, and then select “Document to IME”. (If you do not see this menu item, contact the IMPA support at the email address identified at the end of this document).
7. Select “Upload Document to IME”.

---

<sup>1</sup> <https://secureapp.dhs.state.ia.us/impa/Default.aspx>

8. From the dropdown menu, select “ID, BI, EW, AIDS, PD, HD Waivers, NF, ICF/ID and PACE Documents.”
9. Select the “Select” link. Browse to the location of the file on your computer and select the file you want to upload. (If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and login to IMPA again).
10. Click the “Upload File” link to begin the upload.

To upload documents (non ISIS users):

1. You must be assigned to a group with a tax ID.
2. You will need to fill out and submit the [Medicaid Member Documentation Upload Cover Sheet, form 470-5403<sup>2</sup>](#).
3. Log in to IMPA.
4. You will be prompted to leave the system or agree to conditions. Select “I agree (Enter the system)”.
5. Under the file menu, hover the cursor over “File”, “Upload File”, and then select “Document to IME”. (If you do not see this menu item, contact the IMPA support at the email address identified at the end of this document).
6. From the dropdown menu, select “ID, BI, EW, AIDS, PD, HD Waivers, NF, ICF/ID and PACE Documents.”
7. Select the “Select” link. Browse to the location of the file on your computer and select the file you want to upload. (If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and log into IMPA again).
8. Click “Upload File” link to begin the upload.

When using the secure upload process, please use the following practices to ensure your documents are submitted as intended:

- The first page of all uploaded documents should be the Medicaid Member Documentation Upload Cover Sheet, form 470-5403. This form must be fully completed or there may be a delay in the IME processing of documents.
- A separate coversheet must be used for each member and each member’s documents must be a separate upload.
- If multiple documents are being uploaded for a single member’s review, please label each document with the member name, State Identification Number (SID) and identify which document is being sent in relation to the total number of documents, such as “1 of 3”, “2 of 3” and “3 of 3”.
- Document size is limited to 10 MB. If you are scanning documents, be sure to scan at a resolution that will not result in a large file size.

If you have questions please contact the IME Provider Services Unit at 1-800-338-7909 or email at [IMPAsupport@dhs.state.ia.us](mailto:IMPAsupport@dhs.state.ia.us).

---

<sup>2</sup> <https://dhs.iowa.gov/sites/default/files/470-5403.pdf>