
INFORMATIONAL LETTER NO. 2629-MC-FFS

DATE: October 10, 2024

TO: Home and Community-Based Services (HCBS) Waiver, Habilitation, Integrated Health Homes (IHH), Money Follows the Person (MFP), Case Managers, Targeted Case Managers, Community-Based Case Managers, Community-Based Neurobehavioral Rehabilitation Services (CNRS), Home Health Agencies (HHA), Behavioral Health Services, Program for All-Inclusive Care for the Elderly (PACE), Division of Aging and Disability Services

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

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

RE: October 2024 Competency-Based Training (CBT) Announcement

EFFECTIVE: Upon Receipt

The purpose of this Informational Letter (IL) is to announce upcoming competency-based training (CBT) opportunities for Iowa Long-Term Support Services (LTSS) providers of all types. CBT ensures providers and direct support professionals acquire skills that can be applied to member care. Training is provided at no cost to agencies or direct support professionals.

Critical Incident Reporting – Update 2024

October 25, 2024 | 9:00 AM – 10:30 AM | [Virtual Registration through Zoom](#)¹

and

October 30, 2024 | 2:00 PM – 3:30 PM | Attend In-Person or Virtually (choose one)

¹ <https://telligen.zoom.us/meeting/register/tZMldOuqqT4tGNPgcYndr6b3ziSJpgsNjbRU>

- [In-Person Registration](#)²
 - Location: Cherokee Public Library, 215 S. 2nd St., Cherokee, IA 51012
- [Virtual Registration through Zoom](#)³

Presenters: Michele Baughan, Home and Community-Based Services (HCBS) Operations Manager, Quality Improvement Organization (QIO)

Intended Audience: HCBS waiver and habilitation providers, MFP transition specialists, targeted case managers, integrated health homes, MCO CBCM and all required reporters of critical incidents.

Objectives:

- Review requirements for incident reporting.
- Identify updates to the definition of critical incidents, the reporting process and the critical incident management system.
- Answer frequently asked questions for incident report troubleshooting and resources for each reporting entity.

These sessions will be recorded and stored in our training archive. The monthly training schedule and archive are on the [Competency-Based Training and Technical Assistance webpage](#)⁴ on the [Iowa Department of Health and Human Services \(HHS\) website](#)⁵ and will be updated as training opportunities become available. Additionally, trainings are now being stored on the [Learning Management System \(LMS\) powered by Trualta](#)⁶. Should you have additional questions after viewing the website and announcement, please direct them to the CBT specialist at hcbstta@dhs.state.ia.us.

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@dhs.state.ia.us

Managed Care Organizations (MCOs):

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

² <https://forms.office.com/g/JEpBA21uKv>

³ <https://telligen.zoom.us/meeting/register/tZcsd--upjkeEtYn-Ps7hgi7GHqwPvSVDZOu>

⁴ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-trainings/cbt>

⁵ <https://hhs.iowa.gov/>

⁶ <https://ltss-iowa-trualta.com/>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: iproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.):

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>