



## INFORMATIONAL LETTER NO. 2495-MC-FFS

**DATE:** August 9, 2023

**TO:** Home- and Community-Based Services (HCBS) Waiver and State Plan HCBS Habilitation, Case Managers, Targeted Case Managers, Care Coordinators, Money Follows the Person (MFP), Managed Care Community-Based Case Managers

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

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

**RE:** Competency-Based Training Announcement – Critical (Major) Incident Report Training

**EFFECTIVE:** Upon Receipt

The recent informational letter 2480-MC-FFS released on June 27, 2023 announced reporting changes for critical (major) incident reporting for all HCBS waiver, habilitation, and MFP members. The “Incident Report User Guide” in the Iowa Medicaid Portal Access (IMPA) was updated in June to prepare for these changes. The new direct entry reporting form was effective July 1, 2023 and the HCBS Quality Improvement Organization (QIO) will be holding the upcoming virtual training session to address the new form and relevant instructions:

### Critical Incident Reporting

**August 17, 2023 | 3:00 PM – 4:00 PM | [Virtual Registration](#)<sup>1</sup>**

**Presenter:** Lisa Roush, Incident and Complaint Specialist with the HCBS QIO

**Intended Audience:** all HCBS waiver, habilitation, and MFP providers including all case managers.

#### Objectives:

- To use the newly developed user guide and view the direct entry format.
- Answer frequently asked questions for the new direct entry form.

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<sup>1</sup> [https://telligen.zoom.us/meeting/register/tZUuc-moqD0uGtCyAO\\_rs8AitK1bMlaFiuEE](https://telligen.zoom.us/meeting/register/tZUuc-moqD0uGtCyAO_rs8AitK1bMlaFiuEE)

The recording can be found on the [Training Archive](#)<sup>2</sup>. The FAQ for incident reporting is located at the [Competency-Based Training website](#)<sup>3</sup> and has been updated to reflect the new reporting form.

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](mailto:imeproviderservices@dhs.state.ia.us)

**Amerigroup Iowa, Inc.:**

- Phone: 1-800-454-3730
- Email: [iowamedicaid@amerigroup.com](mailto:iowamedicaid@amerigroup.com)
- Website: <https://providers.amerigroup.com/ia>

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [iproviderrelations@molinahealthcare.com](mailto:iproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider portal: <https://www.availity.com/molinahealthcare>

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<sup>2</sup> <https://hhs.iowa.gov/ime/Providers/tools-trainings-and-services/CBT-for-LTSS>

<sup>3</sup> <https://hhs.iowa.gov/ime/Providers/tools-trainings-and-services/CBT-for-LTSS>