

STATE OF IOWA DEPARTMENT OF  
**Health AND Human**  
 SERVICES

**MEETING MINUTES**

DIVISION	QIO Health Management Operations – Integrated Health Home		
MEETING TITLE	Integrated Health Home Open Office Hours		
FACILITATOR	Pamela Lester Quality Manager		
DATE	12.29.2022	TIME	10:30-11:00am
LOCATION	Teams		

**MEETING OBJECTIVES**

Provide Iowa Medicaid updates and allow for discussion.

**MEETING PARTICIPANTS**


Abbe	Crossroads	<b>Plains</b>	<b>Tanager</b>
<b>Berryhill</b>	<b>Elevate CCBHC</b>	Prairie Ridge	Vera French
Black Hawk Grundy	<b>Ellipsis</b>	Robert Young	<b>Waubonsie</b>
<b>Bridgeview</b>	<b>Eyerly Ball</b>	<b>Siouxland Mental</b>	Young House Family
<b>Broadlawns</b>	<b>Families First</b>	<b>Health Center</b>	Services
<b>CHSC</b>	Family Access Center	Southern Iowa Mental	<b>YSS</b>
<b>Capstone</b>	Family Resources	Health Center	IACP
<b>Center Associates</b>	<b>First Resources</b>	<b>Southwest Iowa</b>	<b>IBHA</b>
Children's Square	<b>Four Oaks</b>	<b>Mental Health</b>	ITC
<b>Community</b>	Heartland	<b>Center</b>	<b>AGP</b>
<b>Support Advocates</b>	<b>Hillcrest</b>	<b>Stepping Stone</b>	<b>Molina</b>
<b>Counseling</b>	Northeast Iowa MHC	<b>Family Services</b>	
<b>Associates</b>	<b>Orchard Place</b>	The ARC of East	
	Pathways	Central Iowa	

**BOLDED NOTE ATTENDEES**

**AGENDA TOPIC**

**ITEMS**

New MCO Molina	Jean McClurken is the BH director and introduced herself. She has been reaching out folks. Her email is <a href="mailto:jean.mcclurken@molinahealthcare.com">jean.mcclurken@molinahealthcare.com</a> for questions.
Documentation	<b>Residential Assessment</b> <a href="#">HCBS Residential Member Assessment User Manual (state.ia.us)</a>

	 <p>HCBS Residential          Member Setting Use</p> <p>Training coming soon.</p> <p>Incident Reporting  <a href="#">Providers Critical Incident Reporting   Iowa Department of Human Services</a></p> <p>Make sure your staff are completing according to the instructions.</p>
IoWANS	<p>IoWANS Access: we need at least 2 staff at each Health Home with access (A disabled access does not count). If we have reached out to you and you have not responded, this is a requirement as a Health Home. Please get your access.</p> <p>IoWANS Milestones have been updated. You only need to email the assessor at <a href="mailto:Assessmentslowa@telligen.com">Assessmentslowa@telligen.com</a> if you need an expedited review. An email was sent to the directors with the workflows.</p>
IMPA	<p>IMPA Access: Make sure all staff have all of the needed access. Documents are late because of this. Updated Training is on the website <a href="#">Iowa Health Home Program</a></p> <p>Submitted request to add LTC under programs. This will show you the IMW and Case Manager (which could be you if Hab/CMHW)</p>
Quality Improvement Workgroup	<p>Reimbursement Study will be our first Workgroup. Stay tuned for details.</p>
IHH Director Meeting	<p>Next Meeting January 17th, agenda items due January 3rd EOD.</p>
General	<p>The Health Home Website has updates coming</p> <ul style="list-style-type: none"> <li>• 2023 Learning Collaborative</li> <li>• IHH Provider list and PPT</li> <li>• IMPA Training</li> </ul>
Open Discussion	<p>The LTSS QI training should be posted soon. It is typically 2 weeks after the presentation. Monthly email should be sent tomorrow. It has additional data in it for you as well as cliff</p>

notes to the LTSS QI Training on December 15.

Our goal is to get you more data and share data in a way that helps us make more data driven decisions.

This is the last Open Office Hours for Iowa Medicaid. We have a monthly email to the Health Home Directors.

The MCOs are your source of truth and where you need to go for technical assistance. They have great staff with lots of great knowledge, not using them as a resource is a disadvantage for your Health Home.

If you have FFS questions, please email the Health Home email [healthhomes@dhs.state.ia.us](mailto:healthhomes@dhs.state.ia.us). We can add a Q & A section to this update so you can have an answer to that question as well.

When an MCO says contact DHS, DHS could mean several different contacts. See below:

IMPA Access	<a href="mailto:impasupport@dhs.state.ia.us">impasupport@dhs.state.ia.us</a>
IMPA Issues	<a href="mailto:IMPAhelpdesk@dhs.state.ia.us">IMPAhelpdesk@dhs.state.ia.us</a>
IMPA Training	<a href="https://dhs.iowa.gov/ime/providers/integrated-health-home">https://dhs.iowa.gov/ime/providers/integrated-health-home</a>
Questions not related to Health Home	<a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a> .
IM Worker	To identify the IMW for members on CMHW or Habilitation, you may look in loWANs (FFS only) and it is also located on the Member's Notice of Decision. Also, you can use this website to identify local offices through this interactive Map <a href="#">DHS Offices Map   Iowa Department of Human Services</a> .
Billing Questions (Option one)	<a href="mailto:imeproviderservices@dhs.state.ia.us">imeproviderservices@dhs.state.ia.us</a>
General Medicaid Eligibly Questions	<a href="https://dhs.iowa.gov/iawp/who-qualifies">https://dhs.iowa.gov/iawp/who-qualifies</a>
MCO Health Home Questions	Amerigroup <a href="mailto:ia-healthhome@amerigroup.com">ia-healthhome@amerigroup.com</a> Iowa Total Care <a href="mailto:ITC_IHH@IowaTotalCare.com">ITC_IHH@IowaTotalCare.com</a>
Health Home Questions Specifically related to FFS	<a href="mailto:healthhomes@dhs.state.ia.us">healthhomes@dhs.state.ia.us</a>
Question about loWANs	<a href="mailto:loWANshelpdesk@dhs.state.ia.us">loWANshelpdesk@dhs.state.ia.us</a>

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Waiver Slot Questions	<a href="mailto:waiverslot@dhs.state.ia.us">waiverslot@dhs.state.ia.us</a>
Waiver Slot Wait List	<a href="#">9.1.22_Monthly_Slot_and_Wait_list_Public.pdf (iowa.gov)</a>
Questions about HCBS Waivers	<a href="mailto:hcbswaiver@dhs.state.ia.us">hcbswaiver@dhs.state.ia.us</a>
Questions about Assessments or Expedited Assessment Request	<a href="mailto:Assessmentslowa@telligen.com">Assessmentslowa@telligen.com</a>