

A close-up, slightly blurred photograph of two hands, one light-skinned and one dark-skinned, gently holding a white paper cup. The hands are positioned on either side of the cup, with fingers wrapped around it. The background is a soft, out-of-focus wooden surface. The overall tone is warm and supportive.

# Behavioral Health Town Hall

**Iowa HHS Behavioral Health  
BH-ASO, Iowa PCA**

June 25, 2025

# Overview

- ▶ Where Should Iowans Go July 1 for Services?
- ▶ How are SNMIS Claims Paid?
- ▶ Where Can Providers Find the Fee Schedules and Guidance?
- ▶ Office Hours + Support
- ▶ Updates from Iowa PCA

# Where Should Iowans Go for Services July 1?

- ▶ **All Iowans can use Your Life Iowa** to get support through calls, texts, or chats. Behavioral Health System Navigators will guide people to the right care and services.
- ▶ **Call:** (855) 581-8111
- ▶ **Text:** (855) 895-8398
- ▶ **Chat:** [YourLifelowa.org](https://YourLifelowa.org)



# SNMIS Guidance + Support

# How Are Claims Paid?



Providers will determine eligibility using Iowa HHS form



Provider submits claim via Iowa HHS' claims payment system (SNMIS)



Claims system automatically determines that the claim is allowable and accurate (adjudication)



Once approved, SNMIS processes payment



Payment is electronically sent to provider

# SNMIS Guidance

- ▶ **Fee Schedules** can be found in the SNMIS Billing Guide.
- ▶ **SNMIS Companion Guide** also available.
- ▶ Located on **BH Service System website page**, under Provider and CBO Information.



<https://hhs.iowa.gov/ibhss>

# **Important!** Providers Must Be Registered in SNMIS

- ▶ All providers must register as soon as possible to ensure they are ready to submit claims beginning **July 1, 2025**.
- ▶ **Steps on how to register** can be found at [hhs.iowa.gov/ibhss](https://hhs.iowa.gov/ibhss)
- ▶ If you are using a vendor for electronic claim submission, **the vendor will be required to update their registration in the EDISS** to select the SNMIS line of business.

# SNMIS Training: Office Hours

► Monday, Wednesdays and Fridays

**10:00 a.m. – 11:00 a.m. through August 20**

► Zoom information available at  
**[hhs.iowa.gov/ibhss](https://hhs.iowa.gov/ibhss)**

► For questions about SNMIS, reach out to  
**[Bhassistance@hhs.iowa.gov](mailto:Bhassistance@hhs.iowa.gov)**



# Behavioral Health Administrative Services Organization (BH-ASO) Town Hall

June 25, 2025

# Topics Covered Today

- Contracting Update
- Invoicing Guidance & Other Resources
- Hiring & Staffing Updates
- Behavioral Health System Navigation Update
- Looking Ahead
  - District Advisory Councils Update
  - District Assessment & Planning

# Contracting Update

# BH-ASO Contracting Update



- The Iowa PCA has sent out contracts to over 100 organizations for access and sustainability of services that are core to the continuum of care and provide a stable state.
- Contracts that have gone out include services across seven program areas as well as unique programs and services like co-responder models, jail, and school-based behavioral health services.
  - Integrated Provider Network – SUPTRS Block Grant
  - Tobacco Community Partnerships
  - Community Mental Health Centers – Mental Health Block Grant
  - Crisis Services
  - Projects for Assistance in Transition from Homelessness (PATH)
  - Peer Operated Organizations
  - Systems of Care – Mental Health Block Grant

# BH-ASO Contracting



- Upcoming contracting (post July 1) will focus on training/technical assistance, community education, prevention, early intervention services, and opioid settlement funding
- Iowa HHS issued the Community Based Organization - Contract Guidance. This can be found at [www.iowapca.org/provider-toolkit](http://www.iowapca.org/provider-toolkit).

Note: Mental Health Advocates and services related to Iowa Code 229 are not BH-ASO contracted services but are eligible for reimbursement from the BH-ASO or through SNMIS. See county-focused FAQ on the [Iowa HHS BH website](#).

# BH-ASO Contracting Update



- The Iowa PCA continues to work through questions with Iowa HHS and is engaging in virtual meetings with providers and partners.
- After reviewing all the attachments, please take one of two actions:
  - Execute the contract by signing all fields and submitting back to the Iowa PCA via the e-signature process.
  - Reach out to [bhasoproviderrelations@iowapca.org](mailto:bhasoproviderrelations@iowapca.org) with specific questions.

# Invoicing Guidance & Other Resources

# Community Based Organizations Resource Guide for Invoicing



- Invoicing and Billing Guide for Community Based Organizations (providers and partners) is now available.
- Invoices are to be submitted monthly to the BH-ASO:  
[ASOacntpay@iowapca.org](mailto:ASOacntpay@iowapca.org).
  - Submitted emails should include:
    - Attachments of invoice(s), corresponding data and reports
    - Email Subject Line – name of the CBO according to executed contract
    - Body of Email – contract product attachment(s) being invoiced including geographical
- Any invoices, reports, or other communication that contain protected health information (PHI) must be submitted via secure email.
- If your organization does not have secure email, let us know at [ASOacntpay@iowapca.org](mailto:ASOacntpay@iowapca.org).



**Invoicing and Billing Guide  
for Community Based  
Organizations is available  
at [iowapca.org/providers](http://iowapca.org/providers).**



# Invoicing for Reimbursable Mental Health Commitment-Related Expenses

- Invoices for services related to mental health commitment-related expenses that are considered reimbursable by the BH-ASO and where a contract is not required, will follow the same general invoicing guidelines.
- Examples of services that would be part of this category includes legal representation, mental health advocates (billed through the county employer), sheriff transportation, etc.
- During this transition period of maintaining “stable state,” the Iowa PCA requests that invoices are submitted in the same format as current state for each given service/category for which they are contracted.

# Providers & Partners – Other Resources



## Provider Toolkit

- Includes information about:
  - Service System Overview
  - Roles & Responsibilities
  - Provider Payments
  - System Navigation
  - CBO Guidance
  - SNMIS Billing
  - Invoicing and Billing for CBOs (BH-ASO contracts)

## Community Based Organization Guidance

- Provides operational guidance for implementing services under the redesigned behavioral health infrastructure

## Promotion of BH System Navigation

- Joint communications plan between Iowa HHS and Iowa PCA
- Materials being finalized focused on:
  - Providers
  - Community Partners
  - Family Members, Friends, Caregivers, and Other Supporters

**Provider & Partner resources are available at [iowapca.org/providers](http://iowapca.org/providers).**



# Hiring & Staffing Updates

# Hiring & Staffing Updates



- Senior Director of Behavioral Health Services: Abbey Ferenzi
  - Oversees BH-ASO operations, including System Navigation and BH-ASO Strategy
- Will start recruiting for subject matter experts for:
  - Early Intervention, Prevention, and Promotion
  - Treatment, Recovery, and Support
  - Crisis Services
  - Justice Involvement
  - Children Services
  - Medical
  - Pharmacy

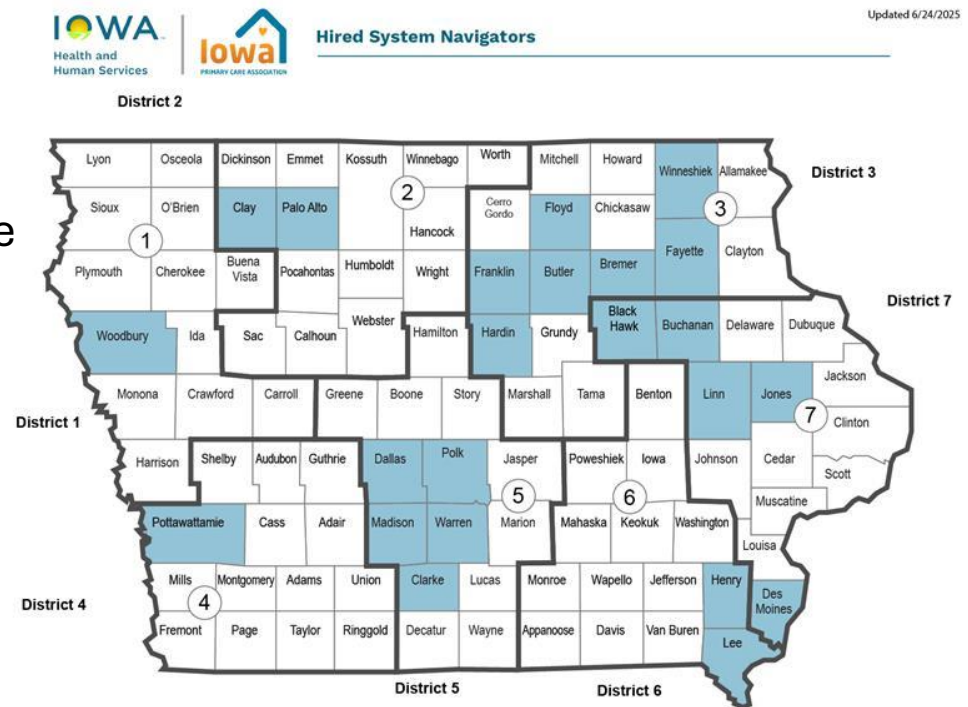


**Abbey Ferenzi**  
Senior Director of Behavioral  
Health Services

Open positions are posted on [www.iowapca.org/careers](http://www.iowapca.org/careers).

# Hiring & Staffing Updates

- District Leads, BH System Navigator Leads and BH System Navigators are being hired by the Iowa PCA across the seven Districts
  - 5 District Leads
  - 8 BH System Navigator Leads
  - 19 BH System Navigators
  - Additional hires post July 1<sup>st</sup>



Open System Navigator positions are posted [\*\*here\*\*](#) and on [www.iowapca.org](http://www.iowapca.org).

# BH System Navigation Update

# Installing Behavioral Health System Navigation



## What It *Is*

- All Iowans are eligible, regardless of insurance type or income
- Easy access and timely response
- Short-term assistance and interventions
- *Comprehensive* information, education, referral and support
- Cross-system coordination
- Closed-loop referral process
- Accessible through Your Life Iowa for individuals with behavioral health system navigation needs such as:
  - Adults
  - Adults on behalf of children and adolescents,
  - Adults seeking information and support to assist someone else

## What It *Is Not*

- Case management
- Care coordination
- Treatment or a clinically-based service
- Long-term
- Emergency or crisis response
- 24/7

# Behavioral Health System Navigation: Brightly Lit Front Door



**For Patients, Supporters, and Caregivers**



**Call:** 855-581-8111



**Text:** 855-895-8398



**Chat:** [yourlifeiowa.org](https://yourlifeiowa.org)



# Behavioral Health System Navigation: Brightly Lit Front Door



## For Providers and Partners

**Providers/Partners will be provided direct numbers to District System Navigators.**

Providers and Community Partners can coordinate directly with Iowa PCA System Navigators starting July 1 by calling **(515) 505-8988**.

- Providers and Partners (including hospitals and schools)
- Crisis (i.e., 988)
- Disability Access Points
- Other Support Lines (i.e., Warm Line, Iowa Concern)
- Managed Care Organizations
- Law Enforcement, Jails

# Looking Ahead

# Looking Ahead



- **District Advisory Councils**

- Will meet again in August
- We are reviewing applications for open roles

- **District Assessment and Planning**

- More comprehensive process will kick off this fall

- **As we approach July 1, we remain focused on:**

- Iowans continue to receive the services they need.
- Ensure providers are paid for the services they provide.
- Successfully install behavioral health system navigation.

- Thank you to all who have helped us reach this point—we're excited about what's next!

# Thank You & Resources

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## More Information

- [Iowa HHS Website](#)
- [Iowa PCA Website](#)
- [District Advisory Councils](#)
- [Map of Behavioral Health Districts](#)
- [FAQs](#)

## Town Halls

- Sign up for all 2025 Behavioral Health Town Halls  
[https://hhs.iowa.gov/initiatives/system-alignment/behavioral-health-service-system.](https://hhs.iowa.gov/initiatives/system-alignment/behavioral-health-service-system)

## Key Contacts

- Provider/Partner Contract Questions:  
[bhasopviderrelations@iowapca.org](mailto:bhasopviderrelations@iowapca.org)
- Invoice/Payment Questions: [asoacntpay@iowapca.org](mailto:asoacntpay@iowapca.org)
- General Questions: [info@iowapca.org](mailto:info@iowapca.org)

# Who Do I Contact When? Iowans **Looking for Services**

For mental health, substance use, or gambling services reach out to **Your Life Iowa** at:

- **Call:** (855) 581-8111
- **Text:** (855) 895-8398
- **Chat:** [YourLifeIowa.org](https://YourLifeIowa.org)

For disability services reach out to the **Disability Access Points:**

- Find your DAP at [hhs.iowa.gov/ADRC](https://hhs.iowa.gov/ADRC)
- Or call **1-800-779-2001**

# Who Do I Contact When? **Providers + Community Based Organizations**

## SNMIS (billable services) for **Behavioral Health + SUPTRS:**

- [BHassistance@hhs.iowa.gov](mailto:BHassistance@hhs.iowa.gov)

## SNMIS (billable services) for **Disability Services (Non-Medicaid LTSS):**

- [DSassistance@hhs.iowa.gov](mailto:DSassistance@hhs.iowa.gov)

## **Contracting and System Navigation:**

- [BHASOPProviderRelations@iowapca.org](mailto:BHASOPProviderRelations@iowapca.org)

# Stay Up to Date

## Iowa HHS – BH Service System



[hhs.iowa.gov/ibhss](https://hhs.iowa.gov/ibhss)

## Iowa HHS – DS Service System



[hhs.iowa.gov/disability-service-system](https://hhs.iowa.gov/disability-service-system)

## Iowa HHS – Service System FAQs



[hhs.iowa.gov/bh-ds-FAQ](https://hhs.iowa.gov/bh-ds-FAQ)





# Questions?

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Health and  
Human Services