

Disability Services Provider Town Hall

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Overview

Early Successes



SNMIS Update



RCF Fee Schedule



Elevating and Addressing Concerns



Questions

Early Successes

Early Successes

- ▶ DAP staff are trained and providing services to individuals with disabilities statewide.
- ▶ Services are no longer limited to certain categories of disability diagnosis.
- ▶ Individuals have received warm hand-offs for Service Coordination of LTSS, ensuring continuity of care.
- ▶ Warm hand-offs from ADRC Navigators to system resources are occurring.

SNMIS Updates

Continuity of Care

- ▶ HF2673 required the department to develop and implement planning to ensure individuals receiving services have an uninterrupted continuum of care.
- ▶ The department will honor continuity of care for LTSS approved by the regions prior to 7/1/25, until DAP Transition Plan concludes 12/31/25.

New Services

Eligibility determination and service authorizations are required for all new LTSS services post July 1st. Please work with your local DAP for any new referrals.

An assessment and care plan must be completed by a DAP Disability Services Navigator before any new LTSS services can start.

How Are Claims Paid?



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 **DS Service System website page**, under “Information for Providers.”



<https://hhs.iowa.gov/initiatives/system-alignment/iowas-disability-services-system#information-for-providers>

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 <https://hhs.iowa.gov/initiatives/system-alignment/iowas-disability-services-system>.
- ▶ 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 Questions

- ▶ Reach out to DSassistance@hhs.iowa.gov.

- ▶ Attend the SNMIS office hours.
 - 10-11 a.m. on Mondays, Wednesdays and Fridays through August 20.
 - <https://www.zoomgov.com/j/1617121151>
 - Meeting ID: 161 712 1151

RCF Fee Schedule

RCF Fee Schedule

- Find the RCF Fee Schedule on <https://hhs.iowa.gov/initiatives/system-alignment/iowas-disability-services-system> under “Information for Providers > SNMIS Billing and Companion Guide.”



<https://hhs.iowa.gov/initiatives/system-alignment/iowas-disability-services-system#information-for-providers>

Elevating and Addressing Concerns

Note

- Communication is key. We encourage individuals to reach out to their Disability Service Navigator or a supervisor before escalating a concern.

Filing a Grievance

- ▶ If you would like someone to file a grievance for you, please contact your DAP to provide written permission and obtain assistance with the next steps. **A grievance must be filed within 30 days of the action or event that triggered the grievance.**
- 1. Fill out the DAP Release of Information form when you submit a grievance.
- 2. The grievance must include the following information:
 - 1. Date of occurrence.
 - 2. Name of individual or concern the grievance is regarding.
 - 3. Name of representative filing the grievance (if not the individual).
 - 4. Contact information including phone number and address.
 - 5. A clear description of the reason for the grievance.

Filing a Grievance

The Disability Access Point staff shall review grievances. The grievant will be contacted by DAP staff member timely receipt of the grievance.

The staff, upon consent, shall collect additional information from the grievant and other sources, if necessary.

A meeting with the grievant may be scheduled to discuss the facts, consider additional information the grievant submits relevant to the grievance, and work toward a resolution.

Following a review of additional information and all relevant facts, a written decision shall be issued following contact with the grievant.

A copy of the decision shall be sent to the grievant and/or representative by regular mail.

The grievance will be documented and reported to HHS Iowa as required in quarterly reports.

Additional Resources

Disability Access Points

▶ **Western Iowa Service Collaborative**

- Districts: 1, 4
- 712-328-5645
- admin@DAPwest.org

▶ **Polk Co. Behavioral Health & Disability Services**

- District: 5
- 515-286-3573 (new!)
- Community Support
Advocates: 515-288-0803
- bhds@polkcountyiowa.gov

▶ **Collaborative Individual & Community Supports**

- Districts: 2, 3, 6
- 515-513-6870
- info@cicsmhds.org

▶ **MHDS of the East Central Region**

- District: 7
- 319-892-5671
- admin@ecriowa.org

Mailing Addresses

► Western Iowa Service Collaborative

- 227 S 6th Street
Council Bluffs, IA
51501

► Polk Co. Behavioral Health & Disability Services

- Polk County River Place
2309 Euclid Ave.
Des Moines, IA 50310

► Collaborative Individual & Community Supports

- PO Box 58
Hampton, IA 50441

► MHDS of the East Central Region

- 1240 26th Avenue Court SW
Cedar Rapids, IA 52404

FAQ Webpage

► Visit

<https://hhs.iowa.gov/initiatives/system-alignment/bh-ds-faq>

and scroll down to
“Disability Services System – General”
to find frequently
asked questions.

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Disability Services System - General

How will community engagement and input be included in each disability services district? +

Who currently coordinates disability services in Iowa? +

What services are provided by Aging and Disability Resource Centers (ADRCs)? +

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System](#)



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Services FAQs](#)



Questions



Health and
Human Services