

# Provider Self- Assessment (PSA) Application

**Emily Roth**, Supervisor, Quality  
Improvement Organization (QIO)  
HCBS

July 2025



# Objectives

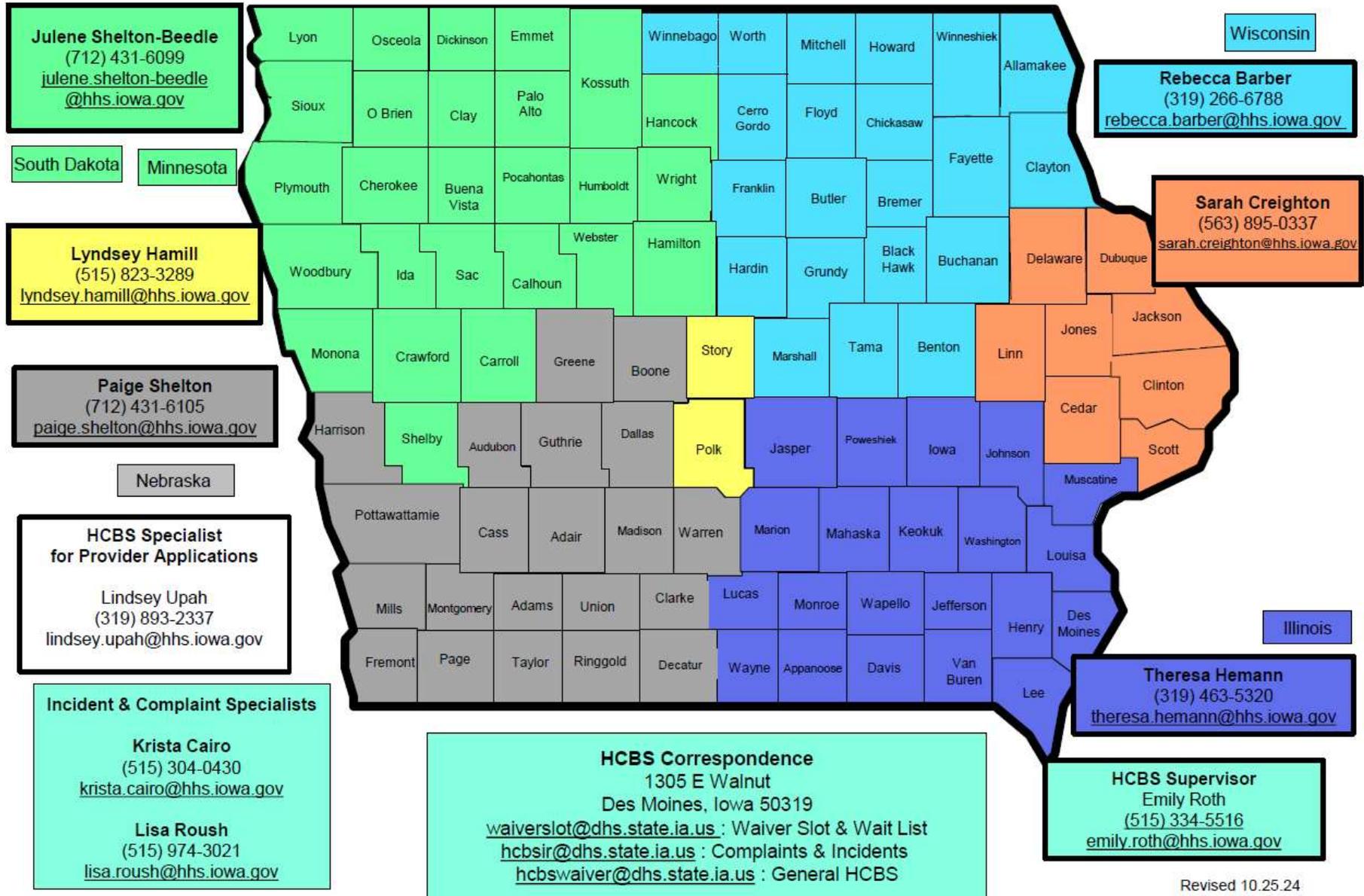
- ▶ Review of QIO HCBS Provider Quality Oversight
- ▶ Introduction to PSA Application
  - Usage
  - Registration
  - Features
- ▶ Review Self-Assessment Process
- ▶ Provide tips and links to additional resources

# QIO HCBS Provider Quality Oversight Team

## ► Primary functions include:

- Best practice technical assistance and support.
- Conduct quality oversight periodic, certification, and focused reviews.
- Issue corrective action and assess compliance.
- Approve policies and procedures for new providers to enroll in HCBS services.
- Maintain ongoing qualifications for providers to remain enrolled in HCBS services.
- Assessment and approval of provider-owned and -controlled HCBS settings.
- Review annual provider self-assessment questionnaire.

# HCBS PROVIDER QUALITY SPECIALIST SERVICE REGIONS



Revised 10.25.24

# Self-Assessment Process

- ▶ The Provider Self-Assessment has been a foundational component of quality oversight for HCBS providers for almost 15 years.
  - Completion is required annually, and at the enrollment or addition of HCBS services.
- ▶ Valuable data is reported on organization details and provider compliance with Iowa's standards for HCBS service provision.
- ▶ Beginning in 2016, reporting HCBS settings became part of the annual self-assessment process in preparation for the transition to full implementation of federal HCBS Settings rule.
- ▶ Previously this process was done electronically by the completion of established forms and tools that were submitted via email and reviewed by HCBS specialists.
  - Any changes to information outside of the annual self-assessment was manually tracked and maintained.

## QIO HCBS



QIO HCBS Provider Quality Oversight consists of **6 regional provider quality specialists and 1 application specialist.**



QIO HCBS is responsible for quality oversight of **over 440 Medicaid-enrolled providers of HCBS services.**



Services are provided in **over 5000 provider-owned or -controlled residential and non-residential settings** in the state of Iowa.

# Provider-Self Assessment (PSA) Application Development

- ▶ In an effort to modernize and streamline processes for HCBS providers, a web-based application was developed within IMPA that allows providers direct, real-time submission of updates to their organization information and report HCBS settings in a centralized location for review and approval by HCBS Provider Quality Specialists.
- ▶ Annually, the self-assessment questionnaire can be completed within the same application.
- ▶ The PSA Application is housed within IMPA.

# PSA Application Launch

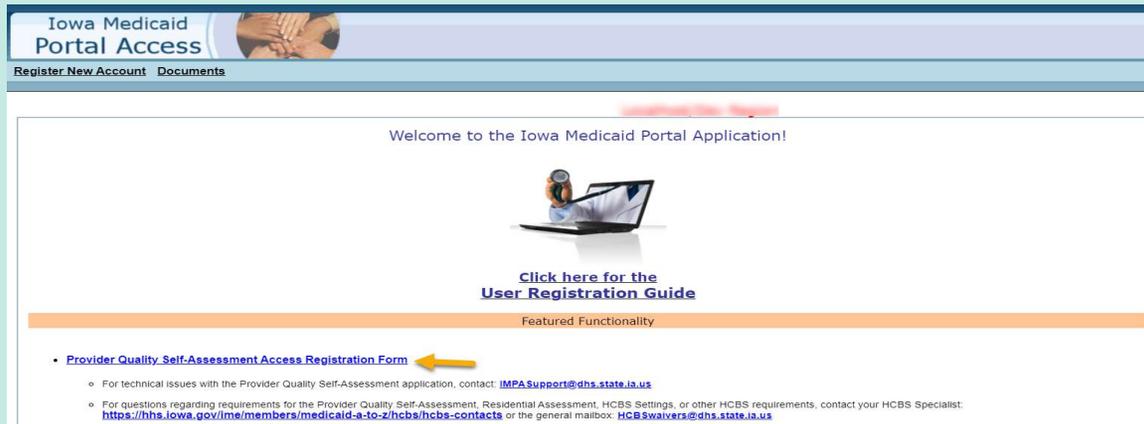
- ▶ May 2025 - the application completed development, and soft launch was conducted with HCBS specialists and to a voluntary group of HCBS providers.
- ▶ July 2025 - the application is fully launched for all HCBS providers for regular, ongoing use.
- ▶ Fall 2025 - annual provider self-assessment questionnaire will be released for completion within the application.
- ▶ Ongoing –
  - FAQ development for technical assistance.
  - New providers will complete self-assessments following policy and procedure approval and prior to enrollment.
  - Existing providers will maintain and update data.
  - Updated self-assessment questionnaire will be released for completion annually.

# Registration Process

- ▶ Step 1: Registration is required if you don't have access to IMPA at all.



- ▶ Step 2: Register for access to the Provider Quality Self-Assessment application using the link on IMPA landing page titled: Provider Quality Self-Assessment Registration form

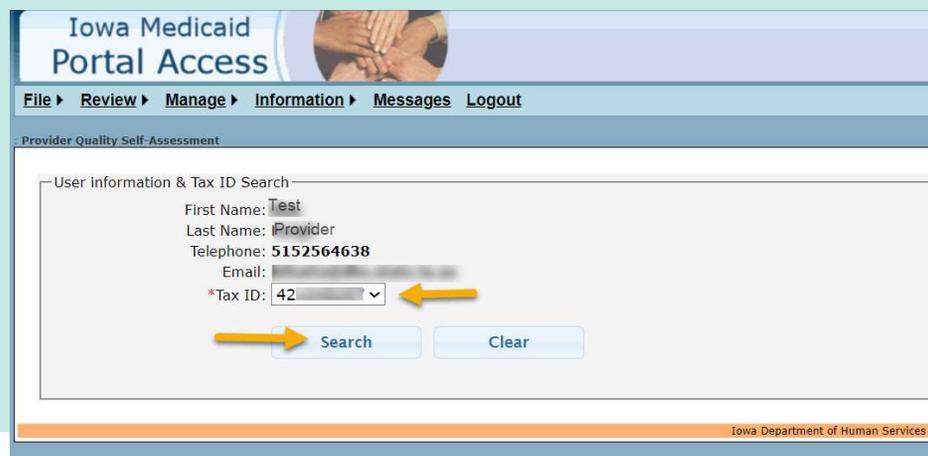


# Registration Process (cont.)

- ▶ Once you have been granted access to the application, within IMPA go to the navigation bar **Files >Provider Quality Self-Assessment**



- ▶ Select the Tax ID and the Search button



# Registration and Users

- ▶ Application usage is required for HCBS providers who are enrolled for services requiring participation in HCBS quality oversight processes, including the self-assessment.
- ▶ Users who access the application must have an IMPA account along with completing an additional access request for the PSA Application.
- ▶ Persons who access this application can view and edit organization information on file with QIO HCBS. We ask that you limit access to individuals within your organization who are involved in the completion of the annual self-assessment and reporting HCBS settings, and those who have signatory authority within your organization.
- ▶ Additional information on IMPA role management within your organization's account is found in the user guide.

# PSA Application Features

- ▶ The application includes four main components:
  - Organization details,
  - Enrollments and qualifications,
  - HCBS settings,
  - Self-assessment questionnaire.

**Attention:** Please take a moment to verify your organization's information. Ensure that all details, including organization, enrollment, and settings are current and accurate, and ensure that any required actions are completed.

Organization Details	Enrollments	Settings	Self-Assessments
Organization Details	Contact Details	Organization Activity Log	Documents

# PSA Application Features

- ▶ Current providers have information loaded into the system from existing QIO HCBS records. Please review and verify all existing information.
- ▶ Filter Columns: You can filter each column to narrow down the data you're looking at.
- ▶ Clear Filters: Quickly remove any filters you've applied to reset the table view.
- ▶ Download: Download the current table view as an Excel file for easy offline access.
- ▶ Activity Log: Tracks who made a request to change information, who approved the request, allows specialist to approve and reject certain changes before they are finalized.

# PSA Application Features (cont.)

- ▶ Changes to information requires review and acceptance by your HCBS specialist, who also uses the system and can view and edit your organization information.
- ▶ When a user updates a field or changes a status, a dotted blue highlight appears. This means the change is waiting for specialist review.
- ▶ All fields denoted with an asterisk are required to be entered.

# PSA Application Features (cont.)

- ▶ Tables within the application have several ways they can be filtered and sorted.
- ▶ Some tables have scroll bars at the bottom to view all columns in the table.
- ▶ To edit or fully view a line in the table, click on the line.
- ▶ “Action Needed” column or “Needs Action” prompt means that there is
  - an update you need to make to a record, or
  - your HCBS specialist has rejected an update that you made and you need to accept that action.

### Provider Dashboard

#### Organization

COMMUNITY MENTAL

Organization Status: Active Assigned HCBS Specialist: JASON

Attention: Please take a moment to verify your organization's information. Ensure that all details, including organization, enrollment, and settings are current and accurate, and ensure that any required actions are completed.

Organization Details	Enrollments	Settings	Self-Assessments
Organization Details	Contact Details	Organization Activity Log	Documents

#### Organization Details

Tax ID* 42	Registered Name* COMMUNITY MENTAL	Common Name Community Mental Health1
Address 1* 520		

#### Physical Address

Address 1* 520			
+ Add C/O, Apt, Suite, Unit			
City* Cedar Rapids	State* IA	Postal Code* 55555	County* Linn
Validated			

#### Mailing Address

Same as Physical Address

Address 1* 520			
+ Add C/O, Apt, Suite, Unit			
City* Cedar Rapids	State* IA	Postal Code* 52405	County* Linn
Validated			

# Organization Details

- ▶ The Organizational Details tab displays details about the organization
  - Registered Name
  - Common Name
  - Website
  - Contact Details
  - Physical Address
  - Mailing Address
- ▶ If changes are made to the Physical and/or Mailing Address, the Validate button must be selected to confirm the validity of address information. The Provider can select the Normalized address (strongly preferred) or the Original address (what the Provider entered).
- ▶ Contact Details tab contains contact details for the following people in your organization:
  - Self-Assessment Contact
  - Executive Director
  - Self-Assessment Signatory

# Organization Details (cont.)

## ▶ Organization Activity Log tab

- HCBS Specialist Assignment Changes
- Organization Registered Name Change
- Self-Assessment Contact and/or Self-Assessment Signatory Changes
- Organization Status Changes

## ▶ Documents tab

- All users can upload documents such as accreditation reports or supporting documents for the self-assessment questionnaire.
- Uploaded documents should have a category before it can be uploaded.
- All documents uploaded by provider are reviewed by the Specialist. Providers cannot delete document once it's uploaded.
- Documents that were uploaded as part of the organization's accepted self-assessment are shown here.

# Enrollments

- ▶ This page is to track HCBS enrollments associated to your organization's NPI/LPN and associated qualifications for the service.
- ▶ Work closely with your HCBS specialist for enrollment updates and status changes to assure all required Iowa Medicaid processes are followed.
- ▶ NPIs must be active with Iowa Medicaid and tied to your organization's TIN prior to adding.
- ▶ Generally, your HCBS specialist will add new NPIs or services to your record following application approval.
- ▶ User Guide has additional details on features and edits in the Enrollment section of the application.

# Enrollments (cont.)

The screenshot displays the 'All Enrollments' dashboard. At the top, there are navigation tabs: Overview, All Organizations, All Enrollments (selected), All Settings, and All Self-Assessments. A blue notification banner at the top states: 'Attention: There are one or more updates to your enrollment. Please complete "Action Needed".' Below this, there are three dropdown menus for 'Select Program', 'Select Service', and 'Select Qualification', along with 'Search' and 'Clear' buttons. A toolbar contains '+ Add NPI', 'Bulk Edit', 'Clear Filter', 'Download', and a 'Needs Action' button with a red notification badge showing '2'. The main table has columns: Registered Name, HCBS Specialist, Subsidiary, NPI, LPN, NPI Status, and Actions. Two rows are visible, both for 'Upah, Lindsey', with 'Active' status and 'Details' and 'Status' action links.

Registered Name	HCBS Specialist	Subsidiary	NPI	LPN	NPI Status	Actions
Upah, Lindsey					Active	Details Status
Upah, Lindsey					Active	Details Status

- Search Filter: Filter by program, service, or qualification.
- Needs Action: Shows enrollments needing attention due to qualification expiration or rejection of a previous change.
  - Click in the record and make the update by going to "Service Enrollment"

# Enrollments (cont.)

The screenshot displays the 'NPI Overview' section of a web application. At the top left, there is a 'Back to Dashboard' button. Below it, the 'NPI Overview' title is shown in a dark blue header. The main content area includes an 'Organization Name' field with a redacted value. Below this, there are four columns: 'NPI' with a redacted value, 'LPN' with a redacted value, 'NPI Status' with a green 'Active' button, and 'Action Needed' with a yellow 'Review Service' button. To the right of these columns is a link labeled 'Change NPI Status'. At the bottom of the overview section, there are four tabs: 'NPI Details' (which is selected and underlined), 'NPI Activity Log', 'Service Enrollment', and 'NPI & Enrollment Notes'.

- ▶ Enrollment Details is divided into sections and tabs:
  - Overview (Top of screen)
    - Shows NPI, LPN, status, and any needed actions.
    - NPI Status Button: You can change status to “Inactive” here.
  - NPI Details (Tab): Shows Subsidiary Name and City.
  - NPI Activity Log (Tab): Logs changes that needs to be reviewed by a specialist:
    - New NPI Added
    - NPI Status Change
    - Update to NPI Fields
  - Service Enrollment (Tab): Lists all programs and services under that NPI/LPN combo.

# HCBS Settings

- ▶ Effective March 17, 2023, HCBS Waiver and Habilitation providers must report and receive approval for new residential and non-residential settings prior to using HCBS funding in the setting. March 17, 2023, marked the end of the transition period for states to fully comply with the Centers for Medicare & Medicaid Services (CMS) final rule for HCBS settings. The HCBS settings rule requires states to ensure all settings where HCBS waiver and Habilitation services are provided comply with HCBS settings requirements rule prior to receiving HCBS funding in the setting.
- ▶ For instructions for reporting HCBS settings, see Informational Letter (IL) No. 2571.

# Add a New Setting

Overview All Organizations All Enrollments **All Settings** All Self-Assessments

**Attention:** There are one or more updates to your setting. Please complete "Action Needed".

Select Service Provided  Search Clear

+ Add Setting Clear Filter Download Needs Action <sup>2</sup>

Registered Name	Site Name	HCBS Specialist	Address	City	Setting Status	Setting Type
		Barber, Rebecca	Apt. #1	Waterloo	Pending	Residential
		Hamill, Lyndsey	[Redacted]	West Des Moines	Active	Residential
		Hamill, Lyndsey	[Redacted]	Missouri Valley	[Redacted]	[Redacted]

- ▶ Click on “Add Setting” button, a pop-up window will open.
  - Select the type of setting you would like to add and click “Next”. Based on the setting type selected, appropriate fields will be shown in the next steps to be filled out.
- ▶ Once added, the address cannot be changed or edited. Any address changes would require the setting status to be changed to inactive and a new setting/address added.
- ▶ The system will not accept duplicate entries of the same address.
  - Some combinations are allowed (like one address listed twice as Office + Residential), but others (like Residential + Non-Residential) are not.
- ▶ Residential and Non-Residential settings will not show as active until approved by a specialist.

# Setting Detail

The screenshot displays the 'Setting Detail' interface. At the top is a dark blue header with the text 'Setting Overview'. Below this, the 'Organization Name' is shown as a blurred grey box. A summary row contains three items: 'Setting Status' with a green 'Active' button, 'Setting Type' with a grey 'Residential' button, and 'Action Needed' with a yellow 'Review Activity Log' button. To the right of this row is a link 'Change Setting Status' with a blue icon. Below the summary row are three tabs: 'Setting Details' (selected), 'Setting Activity Log', and 'Setting Notes'. The 'Setting Details' tab is active, showing a dark blue header with the text 'Setting Details'. Below this, there is a dark blue bar labeled 'Address'. Underneath, there are input fields for 'City' and 'Address 1\*'. The 'City' field is partially visible and contains the text 'City'.

- ▶ Overview (Section):
  - Shows setting type, status, and any actions needed.
  - Setting Status Button: You can change status to “Active” or “Inactive” (if not in Pending status).
- ▶ Setting Details (Tab): Shows site name, address, and setting related fields.
- ▶ Settings Activity Log (Tab): Logs key changes that needs to be reviewed by a specialist, which includes:
  - New Setting Added
  - Setting Status Change
  - Update to Setting Fields

# Self-Assessment Questionnaire

- ▶ The HCBS Provider Quality Self-Assessment is required of all providers enrolled for the services identified, regardless of whether those services are currently being provided.
- ▶ The self-assessment questionnaire must be completed at application for any new or add-on HCBS services, and annually.
- ▶ Click the Start Self-Assessment button (a pop-up window will appear).
- ▶ Review and attest to the following sections: Organization Details, Enrollments, and Settings
- ▶ Choose your assessment purpose: Annual or Change
- ▶ Click Start Self-Assessment to begin.
- ▶ Important Note:
  - Only one active self-assessment is allowed at a time.
  - Annual assessments: Only one per year.
  - Change assessments: Multiple are allowed per year, used during the application process.

- ▶ If the system times out, questionnaire responses will be saved up through the last section where you hit “Save and Next”.
- ▶ Instructions: Read and confirm you've reviewed the instructions to continue.
- ▶ Organization Details: View-only information pulled from your dashboard.
- ▶ Self-Assessment Questionnaire: Complete all listed questions in the following five sub-tabs: Acknowledgement, Organizational Standards, Personnel and Training, Policies and Procedure, and HCBS Setting.
- ▶ Data Collection: Share info about your workforce and waitlists in the following sub-sections: Workforce, Waitlist, and Settings.
- ▶ Guarantee of Accuracy: Confirm all info submitted is true and compliant.
- ▶ Review & Submission: See a full summary of your responses.
- ▶ Attestation: At the end of this section, the signatory must sign off before submission. If you resubmit, the attestation must be done again.

# Tips and Troubleshooting

## ▶ PSA Application is:

- Mandatory for routine provider use.
- For communication and maintenance of records with QIO HCBS only.
- Designed to time out after 10 minutes for security reasons. A 2-minute warning will pop up after 8 minutes of inactivity.

## ▶ PSA Application IS NOT:

- Used for documents related to quality oversight review activities.
- A substitute for processes with Iowa Medicaid Provider Enrollment or Provider Services or MCOs.
  - All enrollment, service application, and address change forms still apply.
  - Updates in the PSA Application do not currently transfer to IoWANs, MMIS, managed care entities (MCOs), or any other provider system outside of QIO HCBS.

# Links

## ▶ IMPA

<https://secureapp.dhs.state.ia.us/impa/Default.aspx>

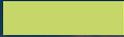
- PSA Application

## ▶ HCBS Webpage

<https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/hcbs>

- HCBS Specialists
- Reporting Settings
- PSA Application Information





# Questions

---

HCBS Waiver General Mailbox  
[hcbswaivers@hhs.iowa.gov](mailto:hcbswaivers@hhs.iowa.gov)



Health and  
Human Services