



Behavioral Health Town Hall

DeAnn Decker, Deputy Director of
Behavioral Health, Iowa HHS

September 25, 2025

Welcome

Overview

- ▶ Welcome
- ▶ SNMIS Update
- ▶ Opioid Settlement Fund Activities
- ▶ Iowa PCA Updates
 - Introduce District-Level Leaders
 - System Navigation
- ▶ Questions

SNMIS Update

Kim Pinneke & Don Gookin

SNMIS Team

What is SNMIS?

The Iowa Safety Net Management Information System or SNMIS- launched on July 1 of this year. This new system for behavioral health and disability services allows providers to bill electronically. At Iowa HHS, we believe it is faster and more efficient to submit a weekly claim through EDI and receive an electronic funds transfer (EFT).

WHAT TYPES OF CLAIMS ARE BILLED INTO SNMIS?

SNMIS is used to reimburse enrolled providers for behavioral health and disability services rendered to eligible individuals in the State of Iowa. These billing codes and reimbursement rates can be found on three fee schedules:

- Behavioral Health-Crisis and Treatment services.
- SUPTRS- Substance Use Disorder Treatment Services- for designated providers.
- Disability Services- Long Term Supports and Services.

These fee schedules, along with general requirements for billing, eligibility and service information, can be found in the claims [billing guide](#) posted on the Iowa HHS website.

Behavioral Health Safety-Net Management Information System (SN-MIS)

Last Updated: 9/23/2025

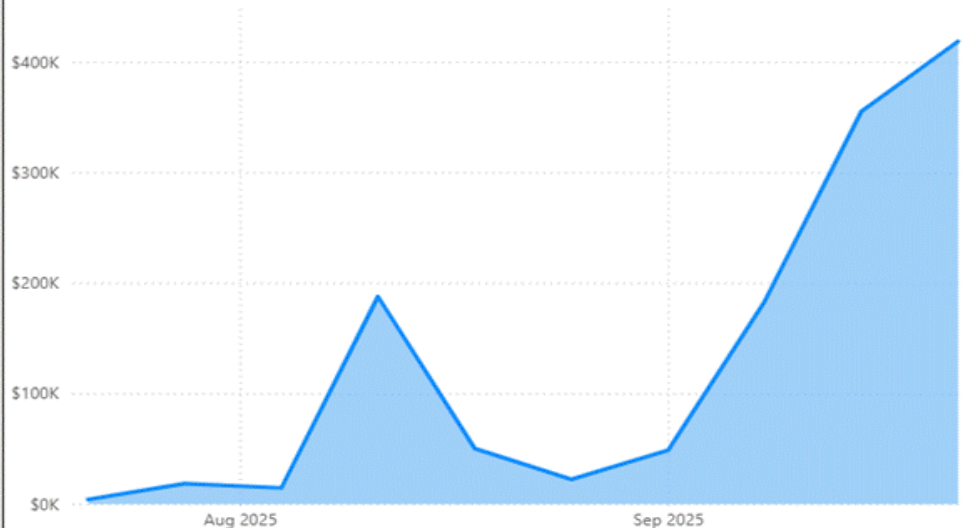
\$1,302,760.53

Total Amount Paid

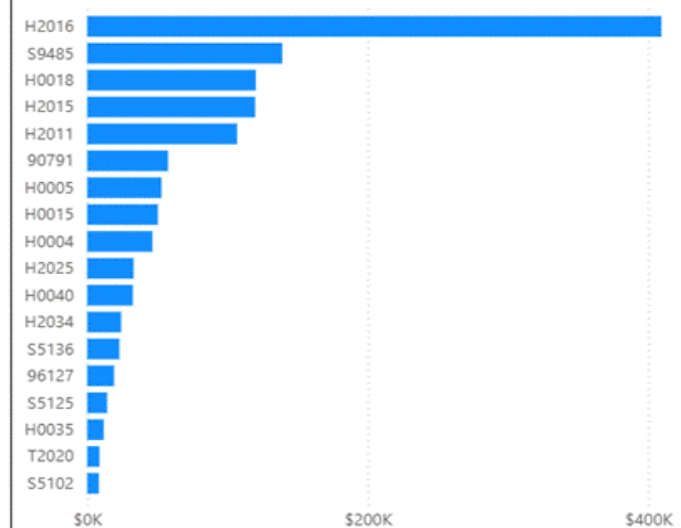
73

Unique Providers Using SN-MIS

Total Paid by Week



Total Paid by Code



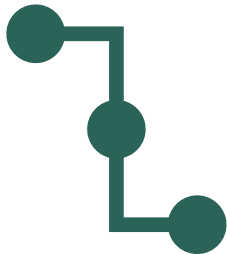
Top 3 services submitted for reimbursement for the first 10 weeks:

H2016- Disability Services; Supported Community Living Services, Residential Services and Home-Based Habilitation
*this includes all 14 modifiers

S9485- Behavioral Health; Crisis Stabilization, both community based and residential services

H0018- SUPTRS; 3.5 LOC- High Intensity Residential Treatment for Substance Use

REGISTER For SNMIS Through EDISS Connect



- ▶ Register for the SNMIS line of business through the EDISS Connect system <https://connect.edissweb.com>
- ▶ Providers have the option to register for three types of transactions:
 - 837P - Professional Claims
 - 837I - Institutional Claims
 - 835 - Electronic Remittance Advice (ERA)
- ▶ Providers have the option to determine who will manage the claims transactions.
 - “I will” to submit your claims directly.
 - “A vendor” to use a vendor/clearinghouse to submit claims on your behalf.

TEST Your Claims In SNMIS Through EDISS Connect

Testing is required before submitting production claims for reimbursement.

- Direct submitters send in 10 test claims for each claim type you will use.
- If using a vendor, they will need to test on your behalf.
- When files are received and pass, you will be granted approval for production status and can begin billing.
- There are several vendors that have done testing with multiple agencies successfully and have been granted a “blanket approval” for production. If using one of these vendors, there is no additional testing necessary.

SUBMIT Production Claims for Reimbursement

- When you are approved for production, you may submit your claims for reimbursement.
- Claims that are accepted are paid weekly through an EFT(Electronic Funds Transfer) to the bank account identified in your Medicaid profile.
- If your claims are denied, it is likely an error on your claim submission

Frequently Asked Questions

I am not a new provider and already registered in EDISS Connect. Do I need to re-register for SNMIS?

Yes, SNMIS is a new line of business that will need to be added separately from Medicaid or other lines of business that already exist.

Is there a guidance document that can help with this process?

Yes, there is an Iowa SNMIS Claims Guidance document and a Companion Guide. Both can be found on the Iowa HHS website, or you may request copies by emailing BHassistance@hhs.iowa.gov or DSassistance@hhs.iowa.gov.

What should my Receiver Code be in SNMIS?

This value is '0028' for SNMIS. If you send your claims to receiver code '0026', they will land incorrectly in the Medicaid system.

What should my Payer ID be in SNMIS?

It must be the same as Medicaid which is '18049'. The receiver code '0028' is what identifies the claims as SNMIS.

Are there any required fields on a claims document?

Yes, you will need to follow the SNMIS companion guide. Please note that a taxonomy code is a required field and is often omitted, which will result in a denial.

Contacts for Assistance



To find out if your vendor has achieved production status, please email your NPI information and request to support@ediss.web. You may also call 1-800-967-7902 for help with your registration and/or testing.



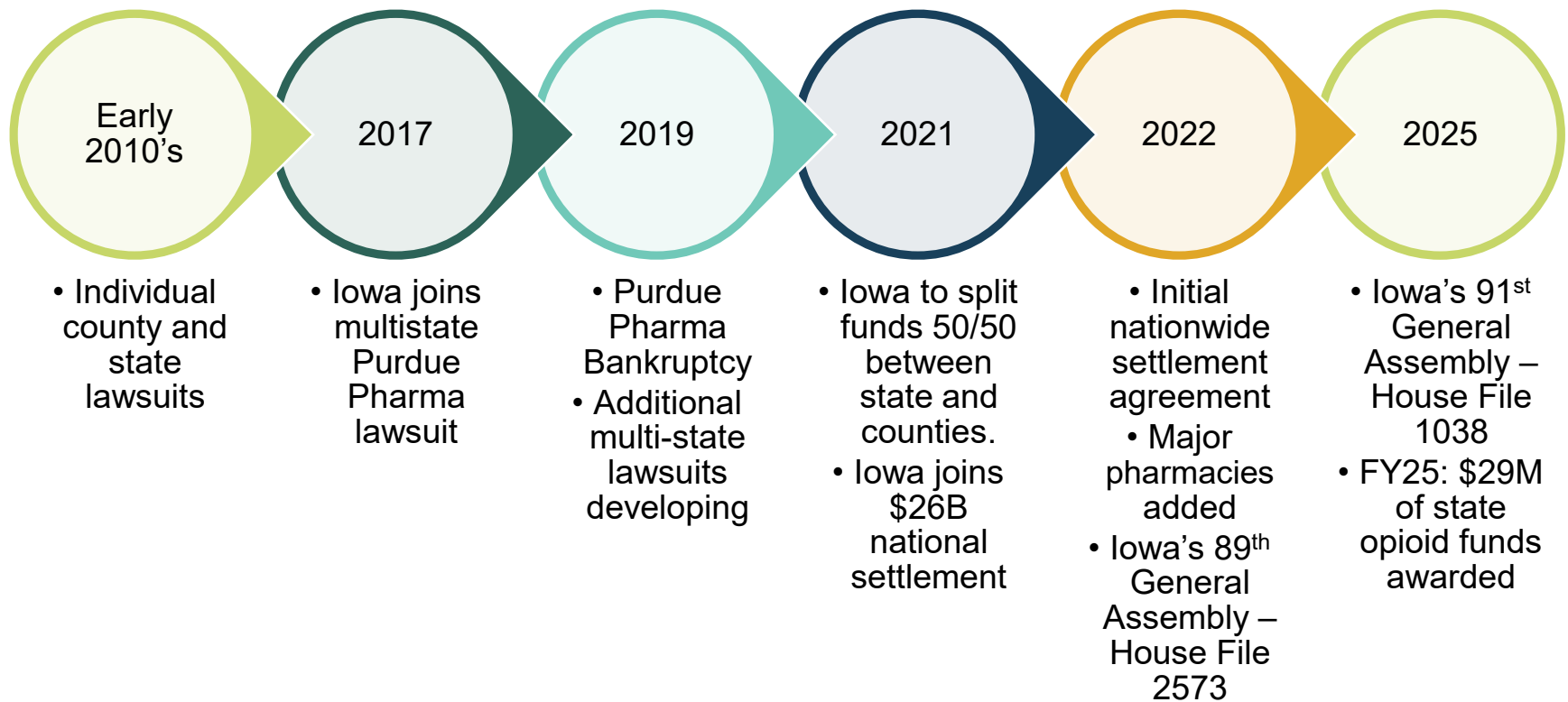
Please do not e-mail requests to EDISS for issues such as the status of a claim or remittance or questions about claim processing and denials. EDISS does not handle such inquiries. These questions should be submitted to the Iowa HHS helpdesks for Behavioral Health at BHassistance@hhs.iowa.gov or Disability Services at DSassistance@hhs.iowa.gov

Opioid Settlement Funds

Kevin Gabbert

Behavioral Health Clinical Policy Director

History of Opioid Settlement



County Opioid Settlement Funds in Iowa

2023

- Total amount to counties: \$15.9M
- Total spend reported by counties: \$695k

2024

- Total amount to counties: \$36.6M
- Total spend reported by counties: \$1.7M

State Opioid Settlement Funds and Opioid Settlement Bill (HF 1038)



FY25: Retroactive on enactment **\$29M investment into services** (e.g., recovery respite, recovery housing, establishing jail-based behavioral health, expand mobile MOUD, opioid treatment and recovery program infrastructure).



FY26-30: **\$27M currently available for investment with additional \$9M anticipated per year.** Iowa HHS and the Office of Attorney General will seek input from behavioral health district advisory councils.



Investment **must focus on approved use from *Exhibit E: List of Opioid Remediation Uses*** as agreed on by the various defendants and settlement states.

District Opioid Data Briefs

- Iowa HHS' Behavioral Health data staff prepared data briefs for each Behavioral Health district illustrating key metrics related to the impacts of opioid use in Iowa.

District 2

Dickinson, Emmet, Kossuth, Winnebago, Worth, Clay, Palo Alto,
Hancock, Pocahontas, Humboldt, Wright, Sac, Calhoun, Webster

District 1

Lyon, Osceola,
Sioux, O'Brien,
Plymouth,
Cherokee,
Buena Vista,
Woodbury, Ida,
Monona,
Crawford,
Carroll,
Harrison

District 4

Shelby, Audubon,
Guthrie, Pottawattamie,
Cass, Adair, Mills,
Montgomery, Adams,
Union, Fremont, Page,
Taylor, Ringgold

District 5

Hamilton, Greene,
Boone, Story, Dallas,
Polk, Jasper, Madison,
Warren, Marion, Clarke,
Lucas, Decatur, Wayne

District 6

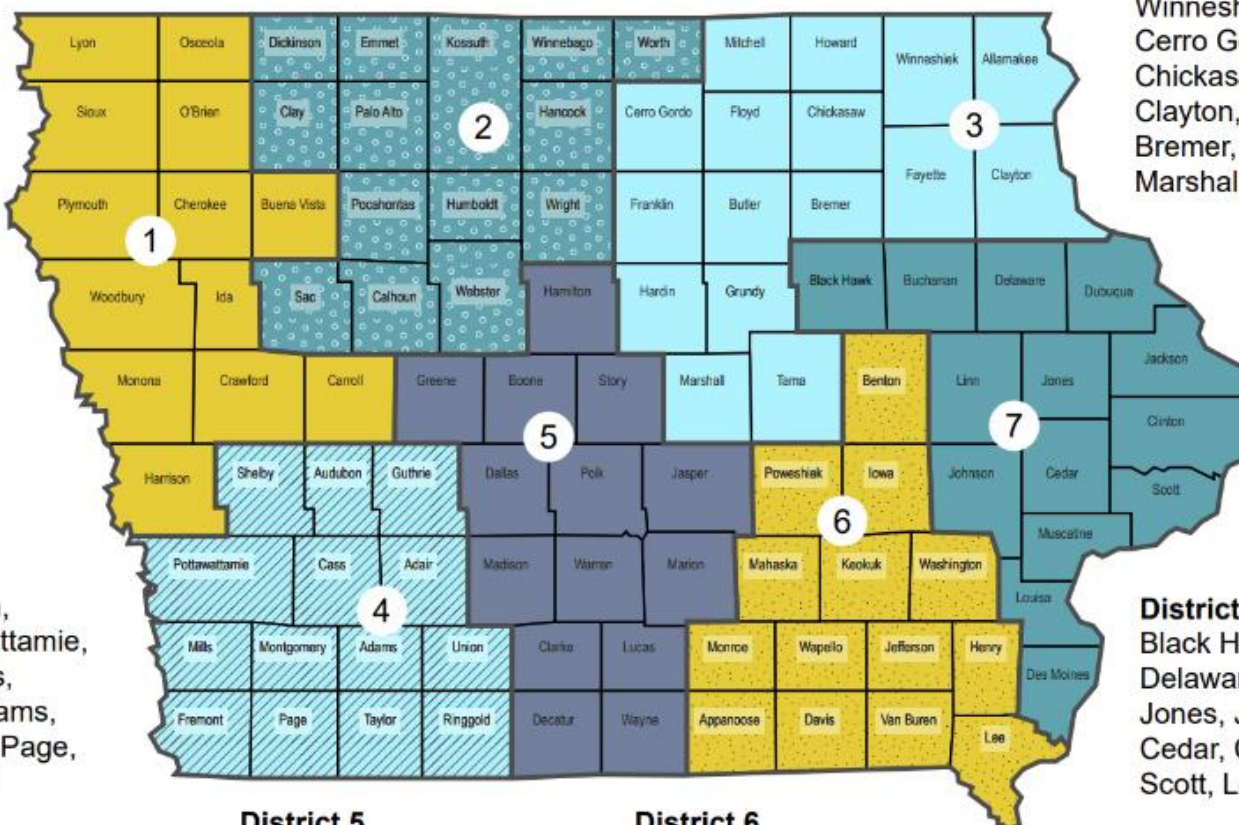
Benton, Poweshiek, Iowa,
Mahaska, Keokuk,
Washington, Monroe, Wapello,
Jefferson, Henry, Appanoose,
Davis, VanBuren, Lee

District 3

Mitchell, Howard,
Winneshiek, Allamakee,
Cerro Gordo, Floyd,
Chickasaw, Fayette,
Clayton, Franklin, Butler,
Bremer, Hardin, Grundy,
Marshall, Tama

District 7

Black Hawk, Buchanan,
Delaware, Dubuque, Linn,
Jones, Jackson, Johnson,
Cedar, Clinton, Muscatine,
Scott, Louisa, Des Moines



Iowa PCA Updates

Abbey Ferenzi, LMHC

Senior Director of Behavioral Health Services

Meet our Behavioral Health Services Directors



Emma Hall

Director of System Navigation

emma.hall@iowapca.org



Liza Maxwell

Director of District Operations & Strategy

liza.maxwell@iowapca.org

Meet Our District Leaders



Brandi Steck
District 1
brandi.steck@iowapca.org



Melissa Loehr
District 2
melissa.loehr@iowapca.org



Ashley Umberger-Marciniak
District 3
ashley.marciniak@iowapca.org



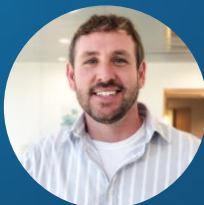
Miranda Wachter
District 4
miranda.wachter@iowapca.org



Open Position
District 5
*Liza Maxwell remains the
District 5 contact until the
position is filled



Sarah Berndt
District 6
sarah.berndt@iowapca.org

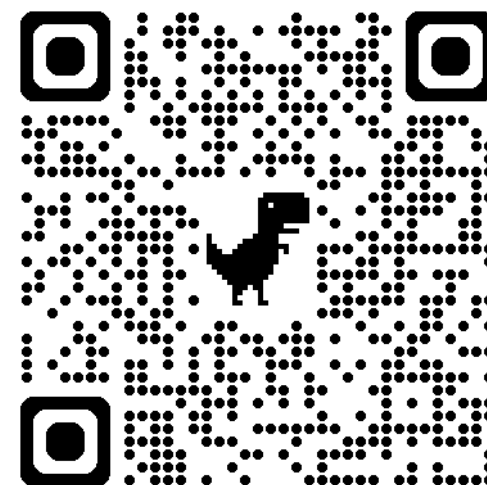


Jeremy Mask
District 7
jeremy.mask@iowapca.org

District Advisory Councils



- District Advisory Councils have met twice
- The last meeting was held in late August with great attendance for all 7 district meetings.
- The Chair and Vice-Chair were approved and charter ratified for all districts.
- Opioid Settlement funds were discussed with significant input and feedback from the district advisory council members.
- Next Steps:
 - Next round of meetings will be held in early December.
 - Meeting details, recordings, and slides can be found at iowapca.org/district-advisory-councils
 - We still have open seats in:
 - District 1 for lived experience (2 open seats) and an elected official (1 open seat)
 - District 5 for elected official (1 open seat)



Scan to access District Advisory Committee recordings, slides, future meeting dates.

District Leader Outreach

- **170 total meetings and events by District Leaders**
- Meetings with providers, community stakeholders, MH Advocates, coalitions, law enforcement, conferences, boards of supervisors, county attorneys, local initiatives, school counselors, and hospitals.
- Actively working to connect with providers and stakeholders—please reach out with specific presentation or meeting requests!



We want to hear from you!

If you have an upcoming event or meeting you would like us to attend, let us know.



Behavioral Health System Navigation



- Behavioral Health System Navigation is a **non-crisis, but time-sensitive** behavioral health service that helps individuals, families, providers and other “helpers” understand and access behavioral health services in Iowa.
- Provides brief, accessible support and guidance through information, education, referral, and coordination to connect people to the right services or support.
- System Navigation is available via phone (community locations to-come)
- Available Monday-Friday 8am-4:30pm via two methods:
 - Warm Handoff via Your Life Iowa
 - Direct System Navigation Line

General Public; Individuals and Family Members



Call: (855) 581-8111

Text: (855) 895-8398

Chat: yourlifeiowa.org

Providers and Community Partners

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

Behavioral Health System Navigation



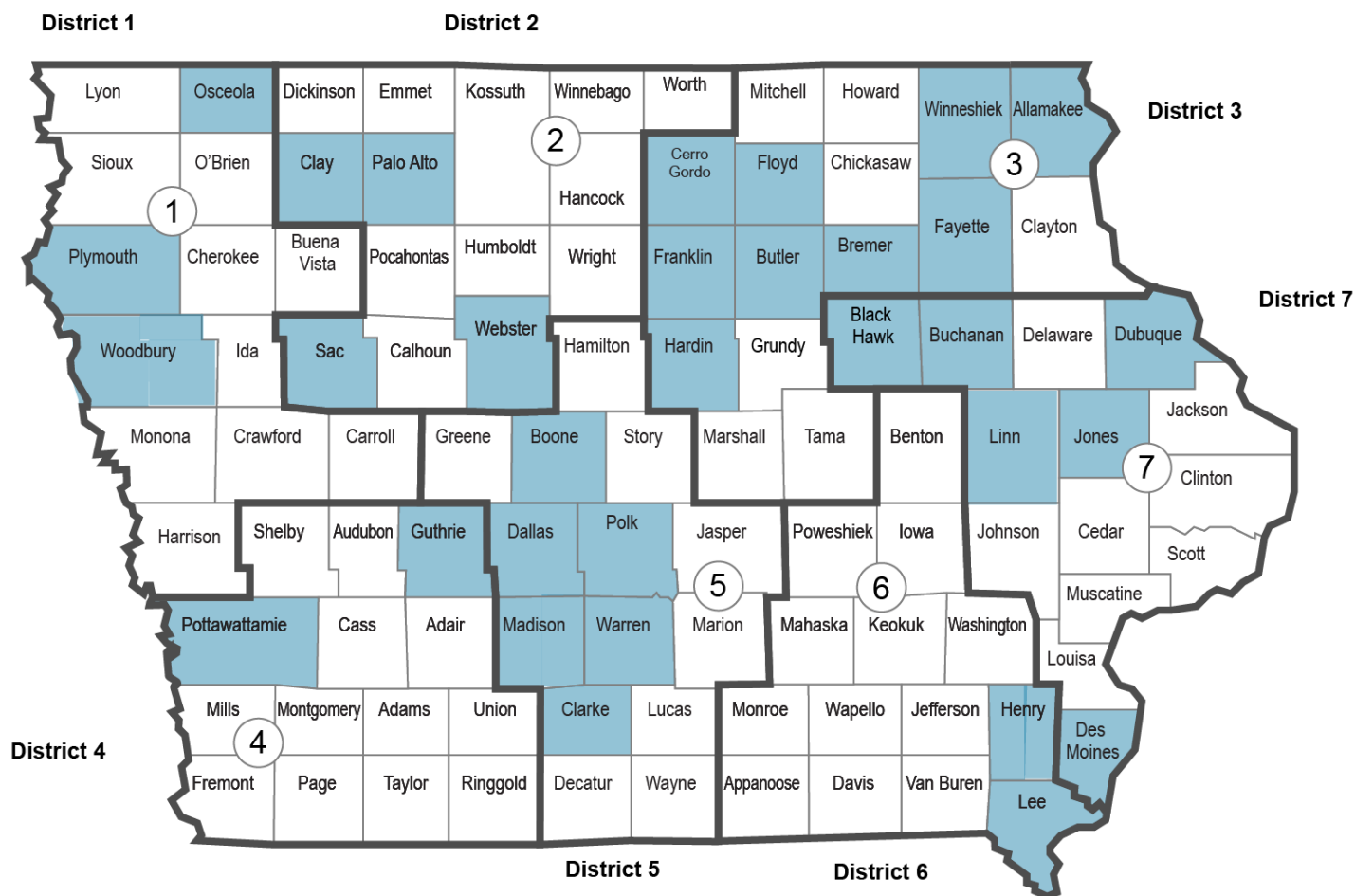
| System Navigators DO: | System Navigators DO NOT: |
|--|--|
| <ul style="list-style-type: none">• Provide extensive information, education, and guidance. Provide "confident connections" and closed-loop referrals. | <ul style="list-style-type: none">• Provide treatment or therapy |
| <ul style="list-style-type: none">• Offer application assistance | <ul style="list-style-type: none">• Provide long-term case management |
| <ul style="list-style-type: none">• Identify options to overcome barriers to access. | <ul style="list-style-type: none">• Prescribe medications |
| <ul style="list-style-type: none">• Support during key transitions. | <ul style="list-style-type: none">• <i>Regularly</i> provide crisis intervention |
| <ul style="list-style-type: none">• Locate available services including "bed-finding" | <ul style="list-style-type: none">• Provide direct funding |

What Makes Our Behavioral Health System Navigation Unique?



- **Statewide AND Local Approach:** Navigation assistance is available across Iowa. Individuals can access a System Navigator located in their district who knows local resources and system and are also connected to System Navigators in other districts to provide statewide connections and care.
- **"System Experts":** Navigators are highly trained, knowledgeable, and connected professionals who understand the intricate behavioral health system. They maintain expertise through community connections, networking, events, and a supported statewide network.
- **Brief, Focused Intervention:** Designed for short-term support and connections, not long-term case management or ongoing treatment. **Complements** existing services by guiding individuals and making connections to existing supports.
- **Low-Barrier & No Cost:** Services are entirely free to the individual, with very few eligibility requirements, making them accessible to anyone in Iowa (individuals, families, caregivers, professionals). No insurance, income, or residency requirements.
- **Broad Reach:** Supports both individuals seeking services directly **and** professionals, family members, or other "helpers" on behalf of others; supports individuals across a wide spectrum of need

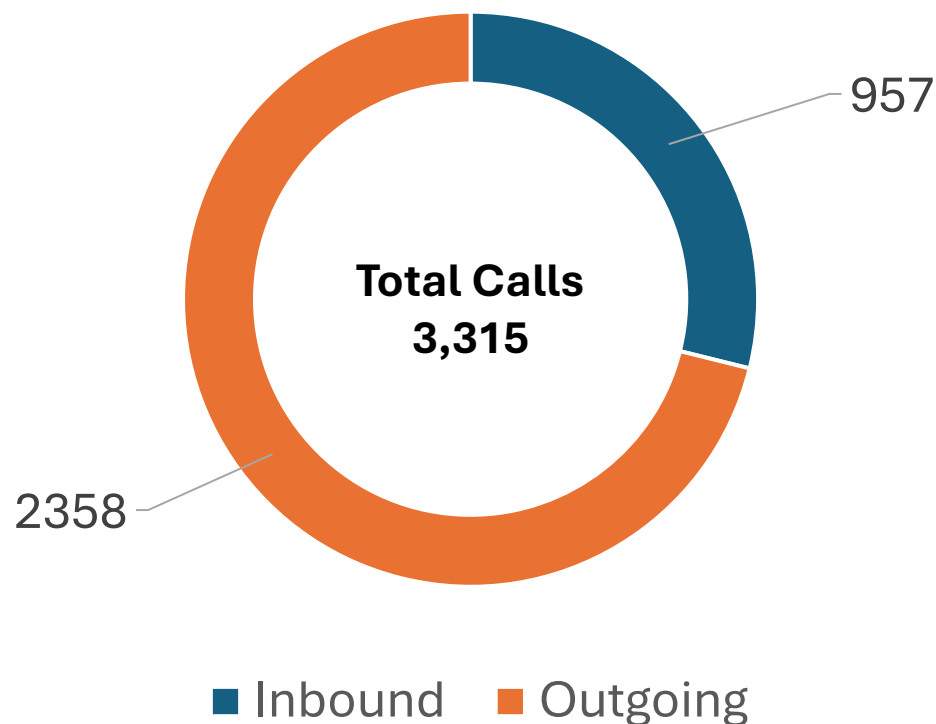
Locations of System Navigators



System Navigation Calls



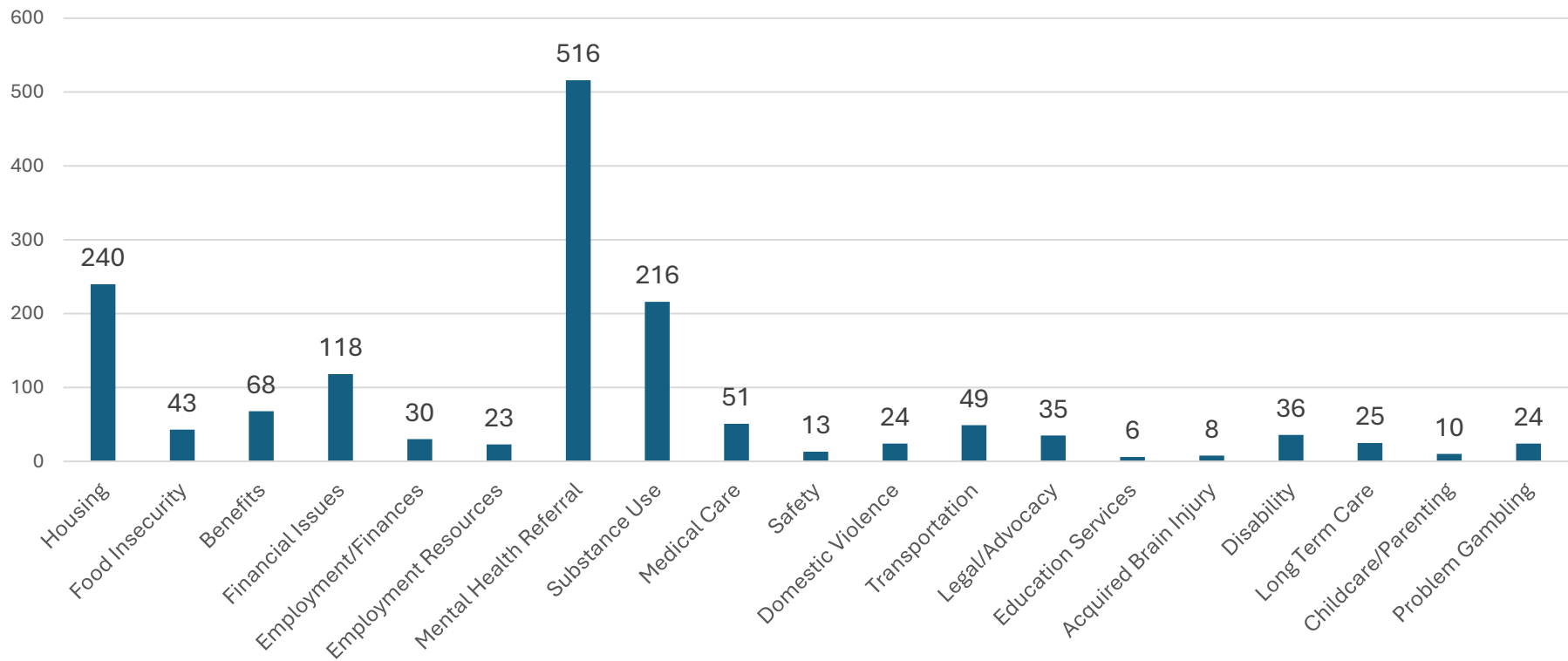
July 1, 2025 – September 19, 2025



Inbound calls include the community partner line and referrals from Your Life Iowa.

Outgoing calls include referrals and community connections by System Navigators.

System Navigation: Presenting Needs/Concerns



Contracting and Invoicing



- Over 120 contracts executed for sustainability and access funds – focusing on streamlining the process. Contract areas include the core community-based organization programs.
- Invoicing
 - Invoice processing is currently happening twice a month with payments occurring approximately on the 15th and 30th.
 - As of September 24, over **1,100 claims** have been paid – both from contracted Providers and through the 229 commitment services for a total of **\$6.7 million paid**.
 - Over 34 contracted providers are yet to bill.
 - Some have chosen quarterly billing.
 - For others, the Iowa PCA will be reaching out to and offering additional training if needed to ensure providers understand how to bill.
- Reminder – need assistance to invoice, submit data or questions on your contract? Reach out to:
 - BHASOPProviderRelations@iowapca.org
 - ASOSENTPAY@iowapca.org



Questions



Health and
Human Services