

The background of the slide features a photograph of two young women with long hair, smiling and looking upwards. They are outdoors, likely on a rooftop or balcony, with string lights hanging above them. The woman on the left is holding a smartphone. The image is partially obscured by a white, torn-paper-like graphic element on the left side.

Behavioral Health Town Hall

Marissa Eyanson, Director of
Behavioral Health, Iowa HHS

November 20, 2025



Health and
Human Services

Overview

- ▶ Iowa HHS
 - Certified Community Behavioral Health Clinic (CCBHC)
 - Behavioral Health Service System Provider and Partner Survey
 - Monthly Behavioral Health Safety Net Claims Paid
 - Behavioral Health Data
- ▶ Iowa PCA
 - District Advisory Council meetings
 - System Navigation
- ▶ Reminders
- ▶ Questions

Certified Community Behavioral Health Clinic (CCBHC)

Laura Larkin

The CCBHC Model

Certified Community Behavioral Health Clinics (CCBHCs) are specially designed clinics that provide a comprehensive range of mental health and substance use disorder services.

CCBHCs are required to serve anyone who walks through their doors, regardless of age, diagnosis or insurance status.

CCBHCs receive a specialized prospective payment system (PPS) rate methodology for Medicaid payment.

States receive an enhanced federal match for CCBHC services.

Iowa is part of a 4-year federal demonstration to implement the CCBHC model.

Iowa's demonstration program began July 1, 2025.

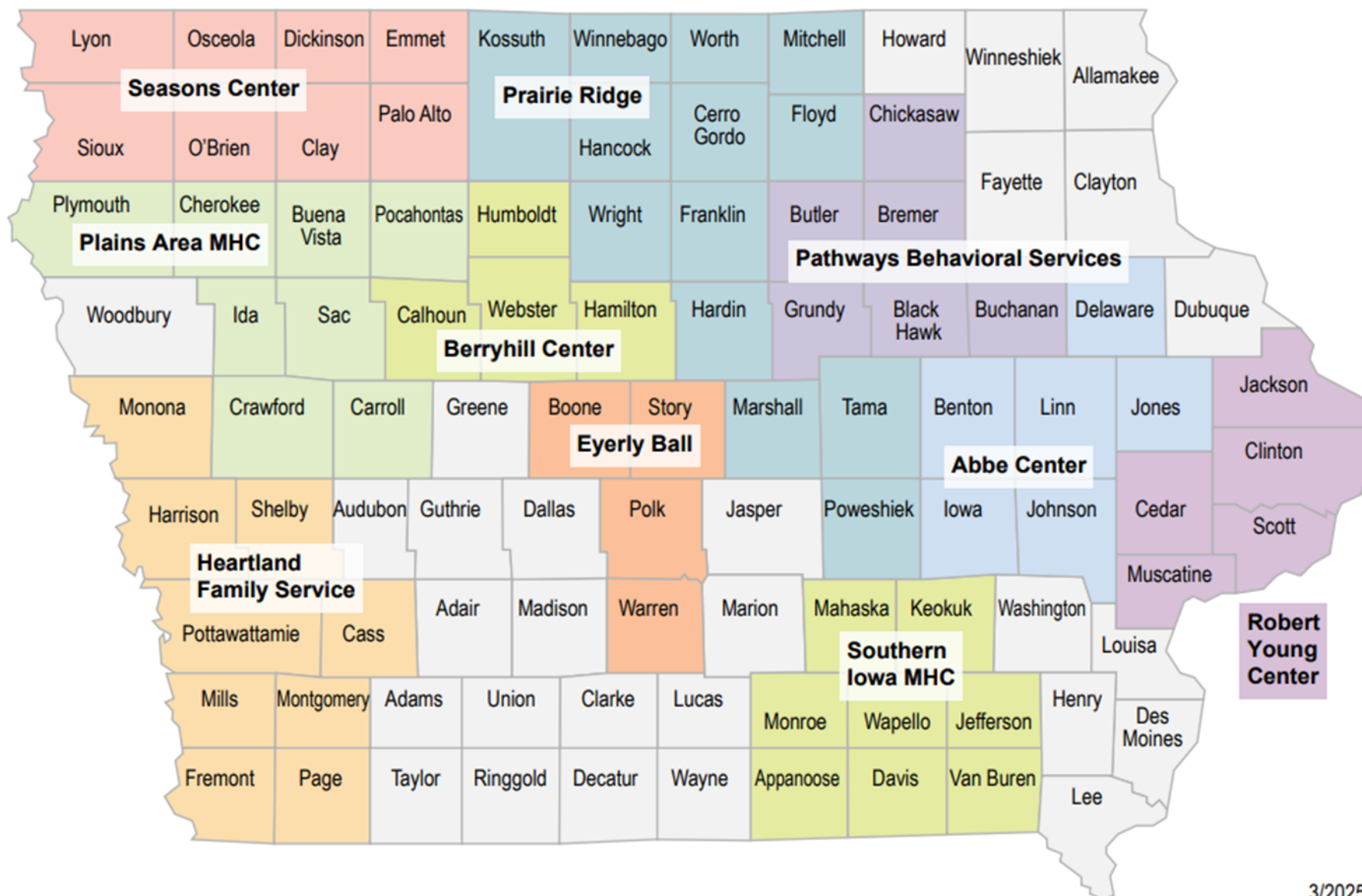
Minimum Standards

CCBHCs must meet 113 federal standards and state certification criteria in the following six areas to achieve CCBHC designation.

- Staffing
- Accessibility
- Care Coordination
- Service Scope
- Quality/Reporting
- Organizational Authority

Nine Required Services

1. Screening, assessment & diagnosis
2. Outpatient behavioral health services
3. Family/Patient-centered care planning
4. Care coordination & case management
5. Peer and family support
6. Psychiatric rehabilitation
7. Primary care screening & monitoring
8. Mobile crisis
9. Services for armed forces and veterans



Impact of CCBHCs in Iowa

- ▶ CCBHCs are required to provide care coordination services to anyone that they serve. CCBHCs are reporting positive impacts from increased access to care coordination for the people they serve:

Positive impacts include:

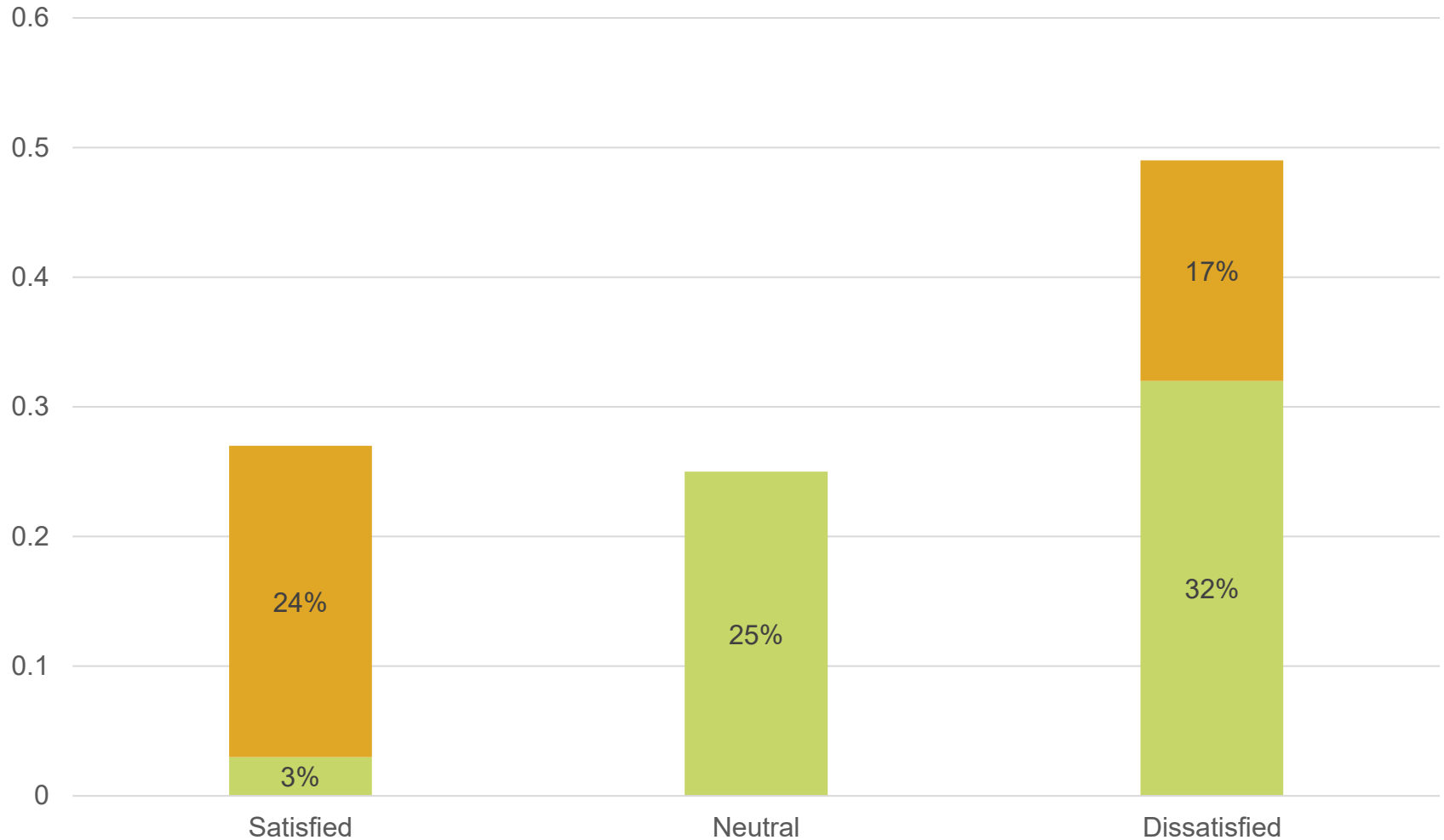
1. Staff availability to work with individuals with complex needs. CCBHCs have been able to immediately assist individuals who present with no place to live, in need of residential or inpatient treatment or other immediate needs.
2. Several CCBHCs have in-house food and clothing closets so that individuals with immediate health and safety needs can be assisted quickly and in a coordinated manner. CCBHCs also screen for health conditions and coordinate with primary care providers to connect individuals to physical health care.
3. Enhanced crisis services: CCBHCs are required to assess for and immediately provide crisis services. This includes people who present in person or people who call in. CCBHCs are able to use their care coordination, crisis, peer and clinical staff to provide immediate crisis response for people in need.

Behavioral Health Service System Provider and Partner Survey

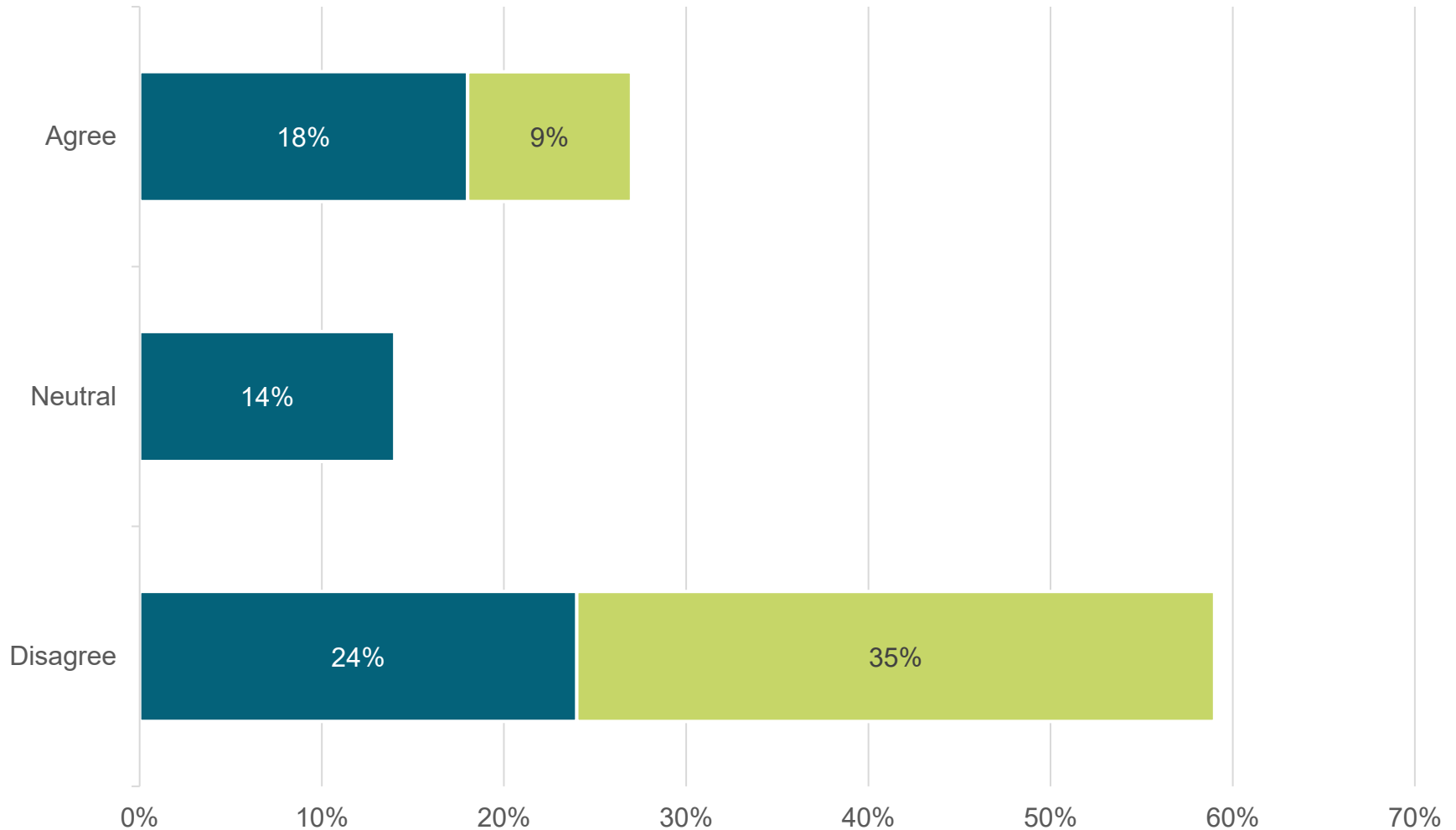
Provider and Partner Survey Results

- Respondents were anonymous and by design utilized a self-selected sample.
- Response count was low.
- Information is not considered to be representative, valid, or reliable for informed decision-making.
 - However, it is useful for quick, directional feedback – which was our goal.
- Background location data helped form a picture of areas represented.
 - For out of state response locations that appeared clearly matched to a specific area of the state, we matched to their Iowa location – such as Omaha to Council Bluffs area. Responses identified as out of state were primarily from: Dallas / Fort Worth, Chicago, and Minneapolis.
 - This also helped identify that some responses were duplicative.
- Responses received from about 1/3 of Iowa counties.
- The largest concentration of responses were from Polk county, followed by respondents located out of state, then Wapello, Linn, Woodbury, and Johnson.
- Responses received from all seven Behavioral Health districts.
- Highest response count was District 7, followed by 5, 6, 1, 4, 3, and 2.

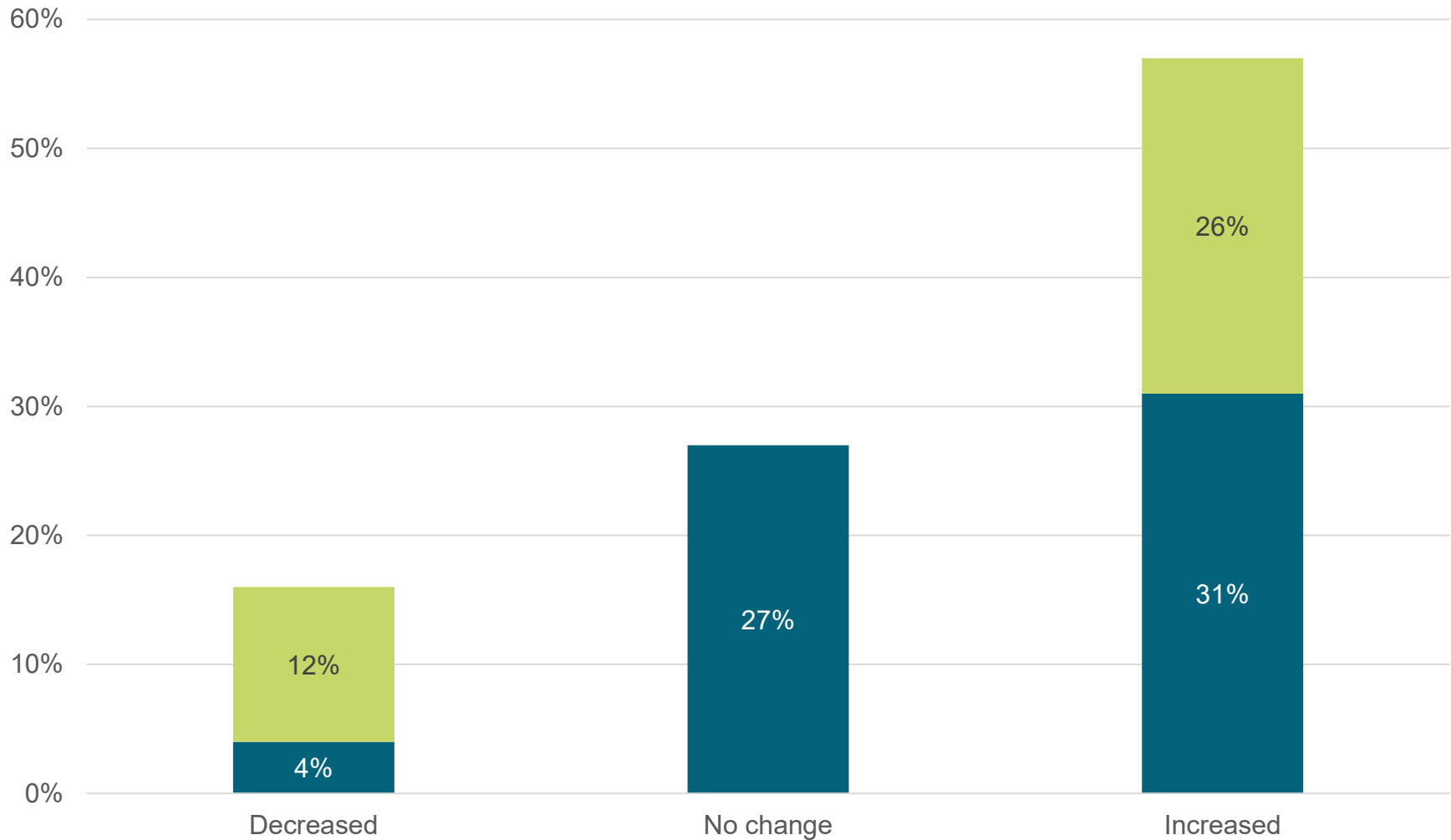
How satisfied were you with Iowa HHS' public engagement during the behavioral health system transition?



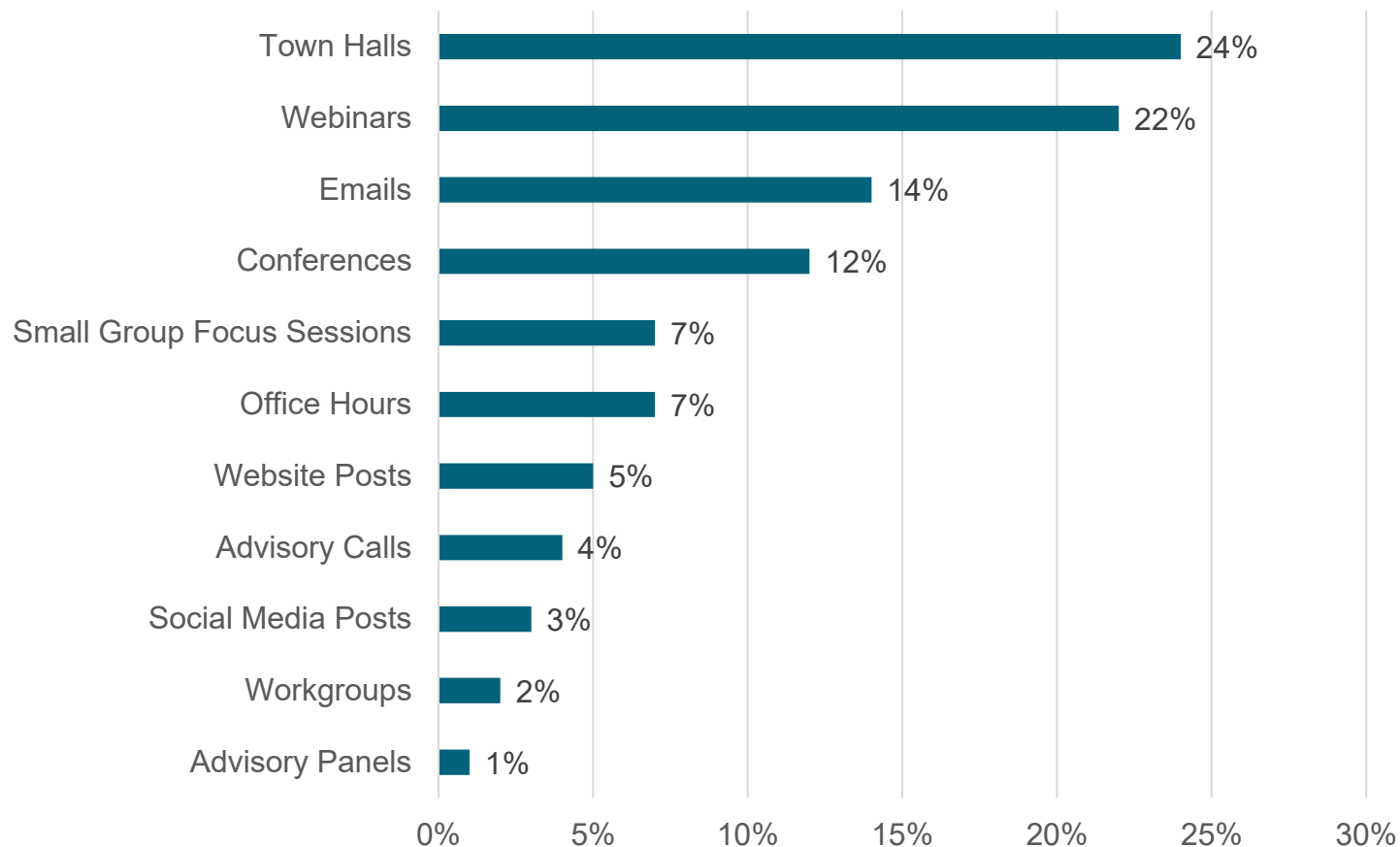
I understood how the behavioral health system changes would impact me before they went into effect.



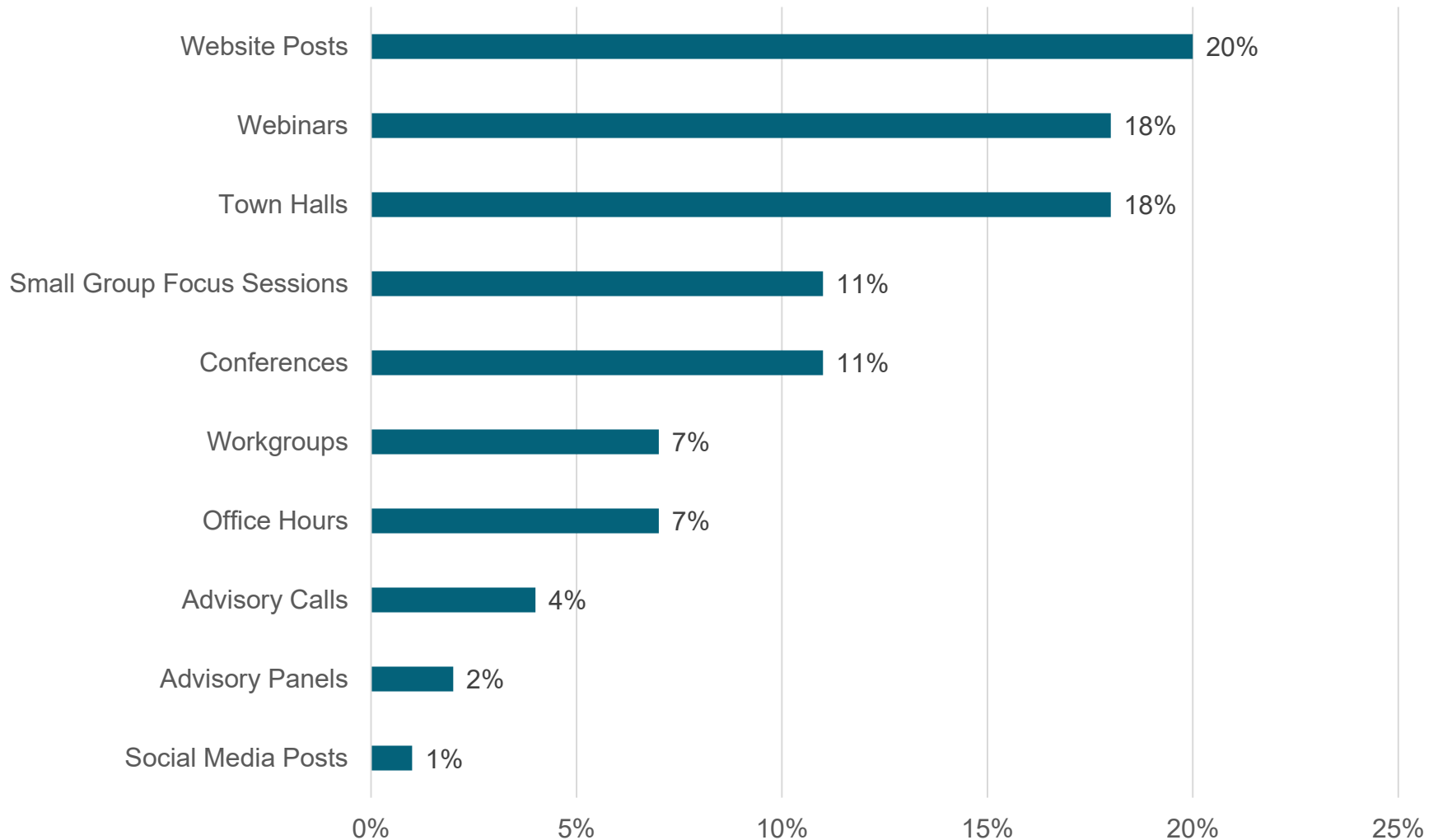
Compared to before the behavioral health system changes, how has your workload for contracting, payment of claims, and invoicing changed?



Most helpful methods of communication used by Iowa HHS?



Thinking ahead, what is your preference to receive information?



Other Feedback Themes

**Desire for
Authentic
Engagement and
Communication**

**Timely
Communication
Gaps and Access
to Information**

**Recognition of
Effective
Individuals**

**Focus, Impact,
and Clarity**

**Engagement and
Relationship-
Building**

Next Steps

- ▶ Regular Town Halls will continue and opportunities to join conversations in person will be explored.
 - If you have a local group or collaboration that you'd like to invite us to, reach out to our BH Assistance team with information!
- ▶ Use BHAssistance@iowa.hhs.gov instead of individual email addresses to remove single point of failure and speed up response times.
- ▶ Iowa HHS will develop and update written guidance documents and post to the website.
- ▶ Iowa HHS and Iowa PCA are co-building District Assessments to include broad surveys as well as focused conversations with providers, partners, and Community Based Organizations.

Monthly Behavioral Health Safety Net Claims Paid

Iowa Safety Net Claims Payment

Monthly Claims Paid

July: \$27,055.88

August: \$445,416.44

September: \$1,426,915.84

October: \$2,523,398.70

November: \$2,229,776.60

TOTAL YTD: \$6,652,563.46

Top Services Paid (YTD)

H0018 - Residential Treatment for Substance Use- 3.5 Level of Care

H2016 - RCF Services

S9485 - Crisis Stabilization Residential Services

H0004 - Behavioral Health Individual Counseling.

Behavioral Health Claims Paid (YTD): \$717,875.03

SUPTRS (SUD) Claims Paid (YTD): \$3,199,476.76

Disability Services Claims Paid (YTD): \$2,735,211.67

If you have questions about SNMIS please contact one of the following helpdesks;

Behavioral Health- bhassistance@iowa.hhs.gov

Disability Services- dsassistance@iowa.hhs.gov



Health and
Human Services

Behavioral Health Data

Iowa Alcohol Use by BH District

Iowa Alcohol Use by Behavioral Health District

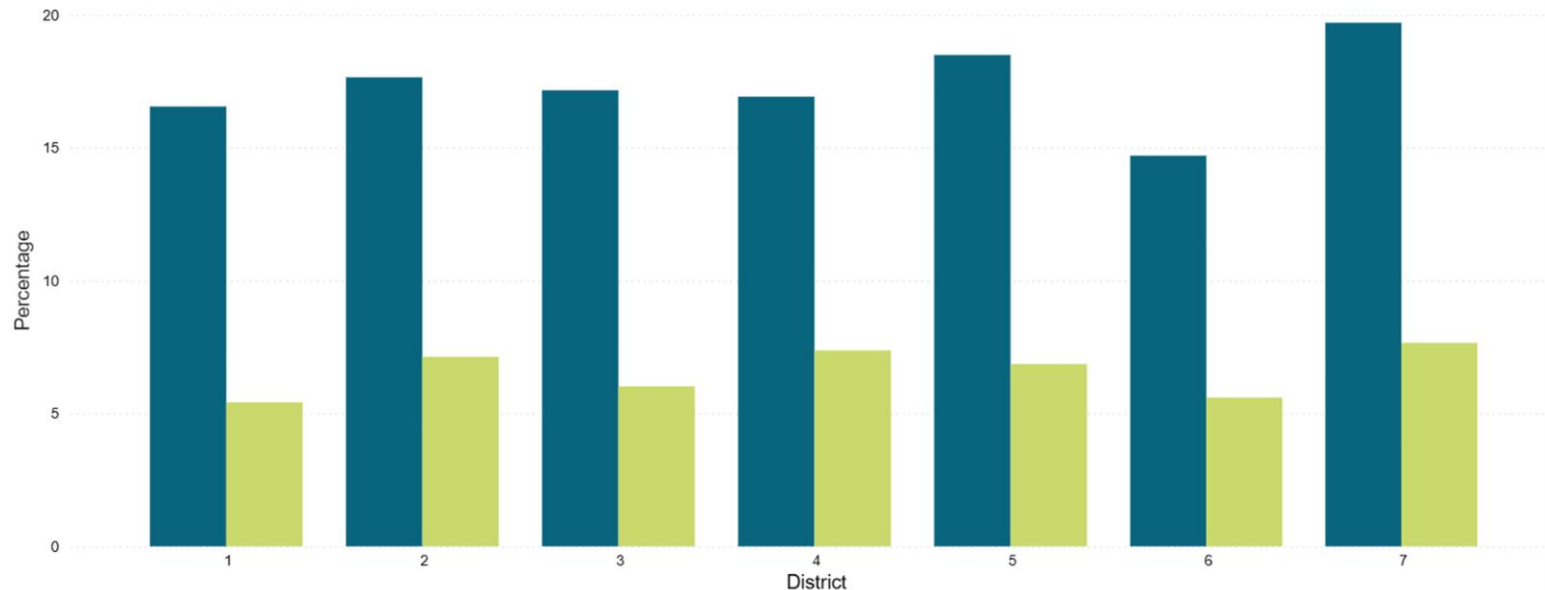
This page shows percentages of **binge drinking** and **heavy drinking** in Iowa, from the years of **2018-2024**. Specific districts, years, and substances can be filtered on the right-hand side of this page. Data is displayed in percentages of **adults (18+)** who answered "Yes" to the survey question. **Hovering over data points will give percentages for each substance.**

Percentages were pulled from Behavioral Risk Factor Surveillance System Survey.

** Iowa percentages are weighted. Behavioral Health District percentages are not weighted.*

Overall Alcohol Use by District

Substance ● Binge Drinking ● Heavy Drinking



Iowa Alcohol-Involved Deaths by BH District

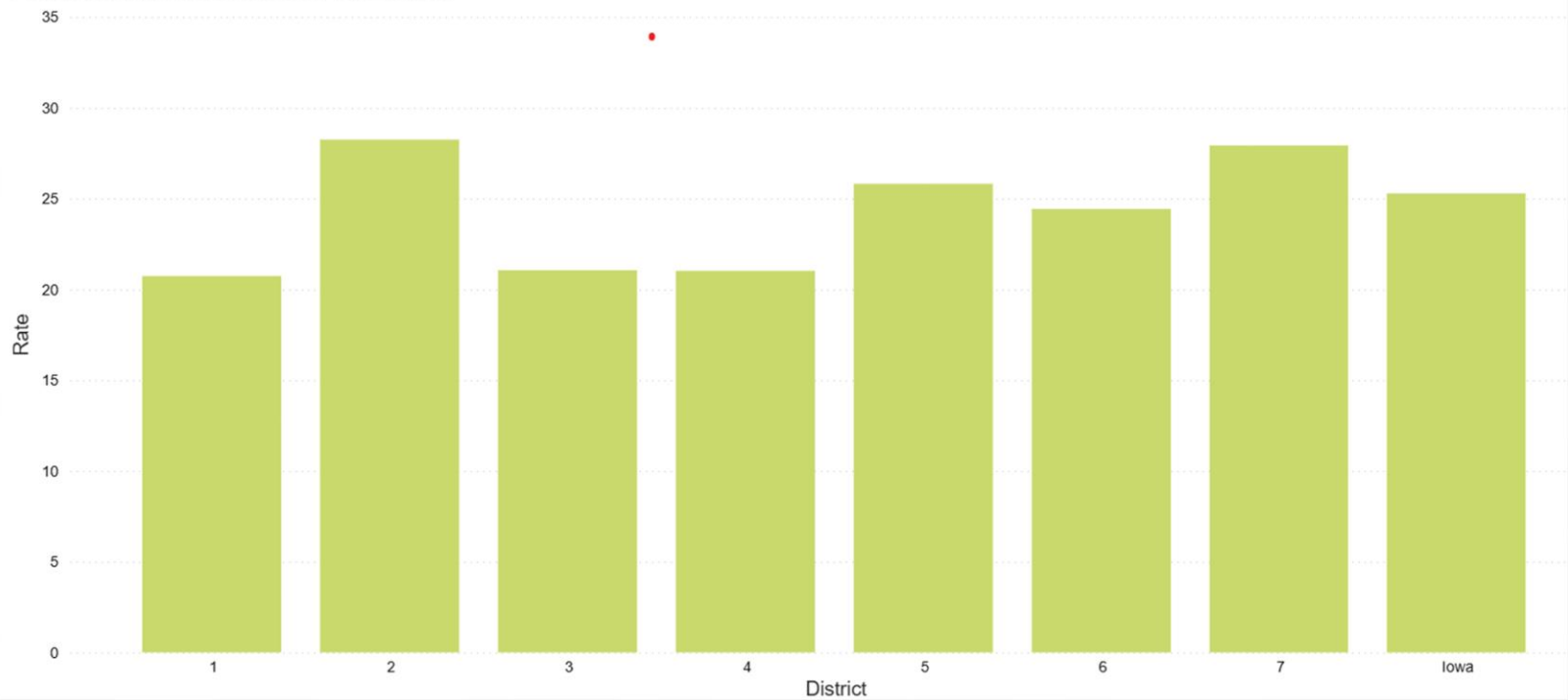
Iowa Alcohol-Involved Deaths by Behavioral Health District

This page shows overall death rates per year for alcohol from the years of **2019-2024**. Counts are visible by hovering over the data point for each district or year. Specific districts and years can be filtered on the right-hand side of this page.

**2024 rates were calculated with 2023 population estimates*

Counts were pulled from Vital Statistics. Population estimates were pulled from CDC Wonder for rate calculation.

Alcohol-Involved Death Rate by District



Iowa Alcohol-Involved Deaths by BH Districts

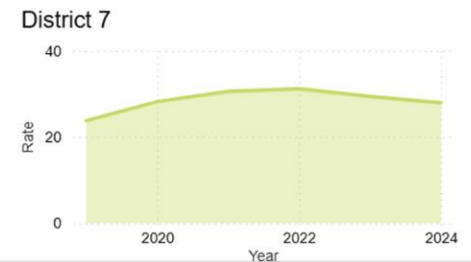
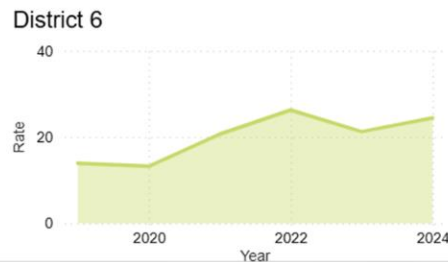
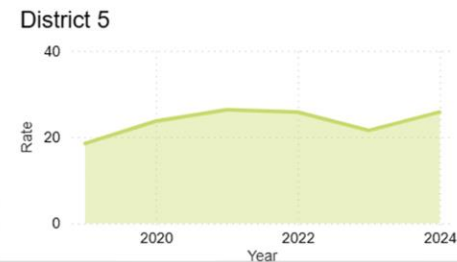
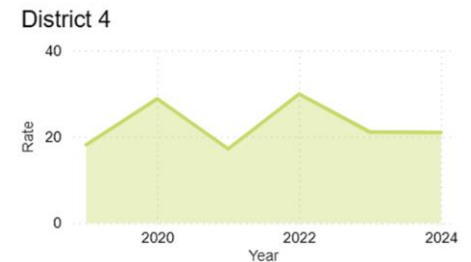
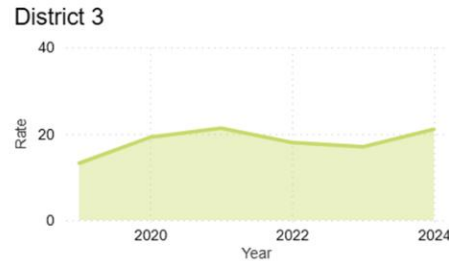
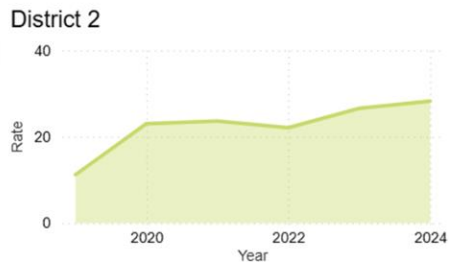
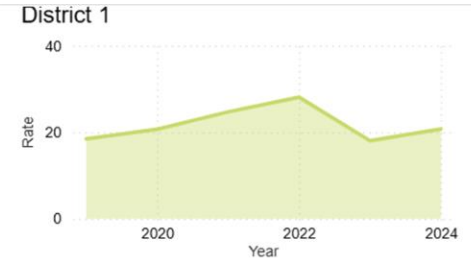
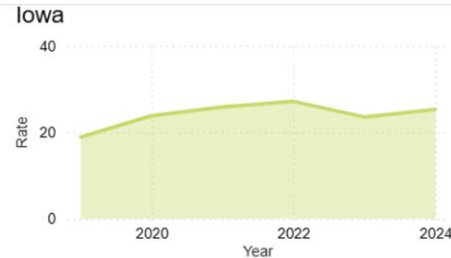
Iowa Alcohol-Involved Deaths by BH Districts

This page breaks down alcohol-involved deaths for each substance by all 7 BH districts for the years 2019-2024. Counts are visible by hovering over the data point for each district or year. Specific years can be filtered on the right-hand side of this page.

**2024 rates were calculated with 2023 population estimates*

Counts were pulled from Vital Statistics.

Population estimates were pulled from CDC Wonder for rate calculation.



Iowa PCA Updates

District Leaders



Brandi Steck

District 1

brandi.steck@iowapca.org

515.505.8428



Ashley Umberger-Marciniak

District 4

Note: On leave for 12 weeks. Please reach out to Liza Maxwell in the interim

liza.maxwell@iowapca.org



Betsy Stursma

District 5

betsy.stursma@iowapca.org

515.505.8507



Jeremy Mask

District 7

jeremy.mask@iowapca.org

515.512.9026



Melissa Loehr

District 2

melissa.loehr@iowapca.org

515.505.8479



Miranda Wachter

District 4

miranda.wachter@iowapca.org

515.505.8869

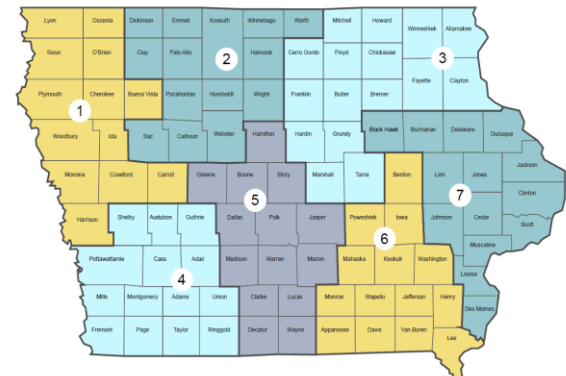


Sarah Berndt

District 6

sarah.berndt@iowapca.org

515.505.8955



District Advisory Councils

- Next round of meetings will be held in early December with a focus on district assessments and planning. Anyone is welcome to attend District Advisory Council meetings.
- Meeting details, recordings, and slides can be found at iowapca.org/district-advisory-councils
- We still have open seats in:
 - District 1 for elected official (1 open seat)
 - District 5 for elected official (1 open seat)

District Advisory Council Dates and Times

District 1	Tuesday, December 2 nd 11:00am-12:45pm
District 2	Wednesday, December 3 rd 2:00pm-3:45pm
District 3	Thursday, December 4 th 9:00am-10:45am
District 4	Thursday, December 4 th 12:00pm-1:45pm
District 5	Tuesday, December 2 nd 1:30pm-3:15pm
District 6	Wednesday, December 3 rd 11:30am-1:15pm
District 7	Wednesday, December 3 rd 9:00am-10:45pm

Behavioral Health System Navigation FAQs

- **What is it?**

- Behavioral Health System Navigation is a state-wide service that helps individuals, families, providers and other “helpers” understand and access behavioral health services in Iowa. It provides extensive explanations, detailed information, experienced support and encouragement to connect a person to the help they need.

- **Who can utilize it?**

- All Iowans are welcome to utilize system-navigation including individuals, family members, caregivers, providers, schools, hospitals, law enforcement, community agencies, peer organizations, help lines, food banks, shelters, and churches. There are no fees and no income or insurance requirements.

- **Why is it important to our newly-designed behavioral health system?**

- It is designed to cast a wide net and “catch” people at various intercepts in our communities. It provides easily accessible, low-barrier guidance and warm handoffs. It covers a wide array of needs across the lifespan but also can act as an early intervention for many individuals who need “upstream” help. We want to connect people to care in all stages of need, which may include before they are in crisis, before they have a diagnosis, or before they have entered a particular system or program.

- **How do you access it?**

- Reach out through Your Life Iowa at (855) 581-8111 or call our direct Provider Line at (515) 505-8988. System Navigation is available Monday-Friday from 8 am-4:30pm. All after-hour requests are responded to no later than 24 business hours. Several sites are also in development to offer in-person support.

System Navigation FAQs Cont.

What is the difference between Iowa PCA System Navigation, CCBHC system navigation, and the DAP (Disability Access Point) System Navigation?

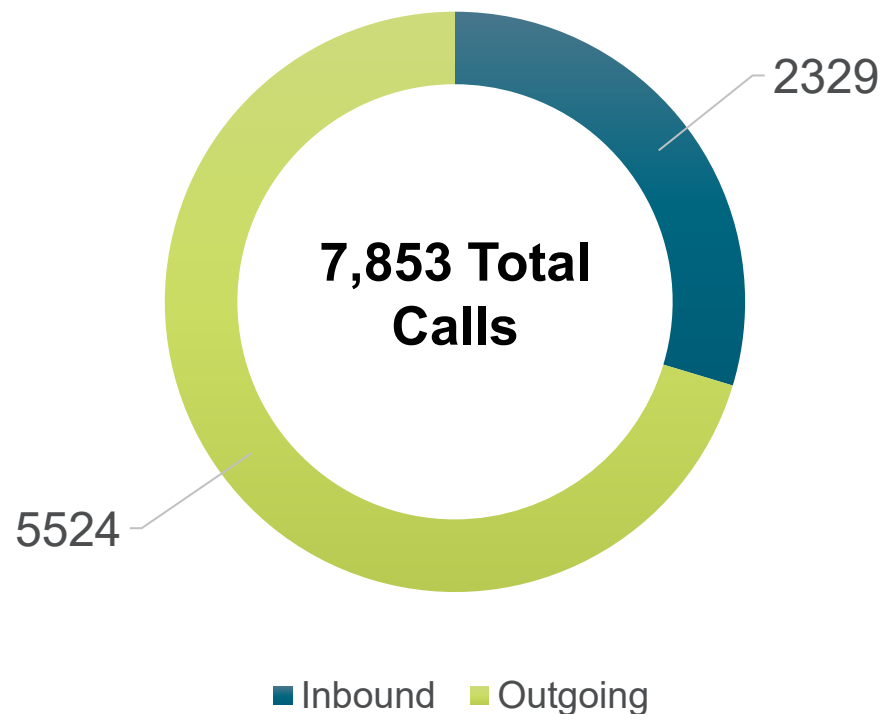
CCBHC care coordination/case management services are intended for individuals who have a service connection with that clinic, however CCBHCs are also open to meeting with anyone who may need local connections or information on behavioral health. It may be for short-term or longer-term needs depending on clinical needs.

DAP system navigators are intended for individuals with disabilities and long-term behavioral health needs. They will likely provide longer-term care coordination.

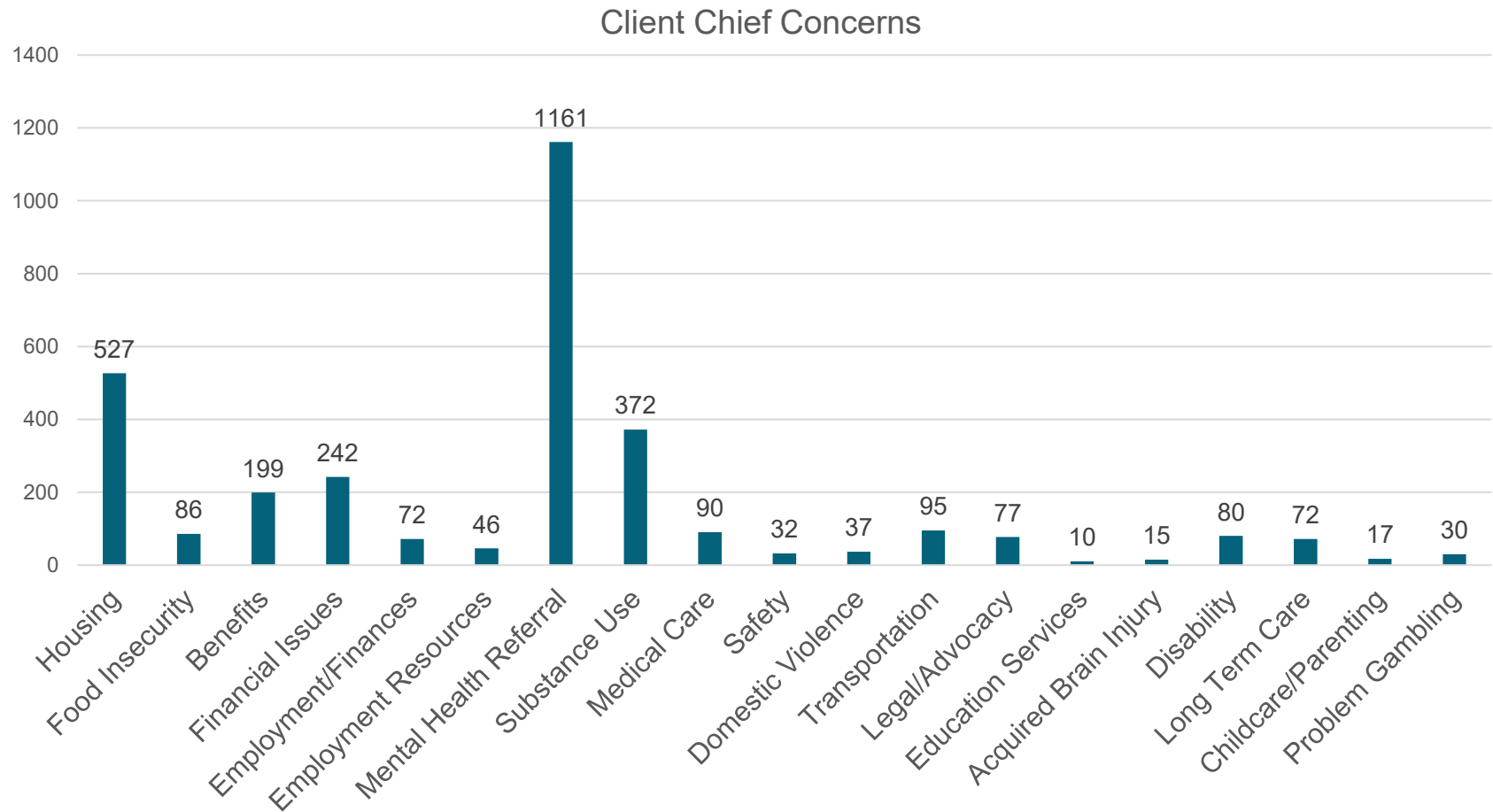
Iowa PCA System Navigation is not tied to a particular service area, program, or area of need. It is intended to address shorter-term needs.

System Navigation Calls

Total Calls July 1st – November 14th



Chief Concerns July 1 – November 14



System Navigation: Location Updates

District/County	Provider	Office Address	Onsite Hours
1 - Woodbury	The Warming Shelter	Sioux City, IA	Tuesday and Thursday 8 a.m. – 5 p.m.
2 -Clay	Clay County Courthouse	Spencer, IA	Tuesday and Wednesday 8 a.m.- 4 p.m.
3 - Grundy	Grundy County Public Health	Grundy Center, IA	Monday and Thursday 8 a.m.-4:30 p.m.
3 - Cerro Gordo	Cerro Gordo County Public Health	Mason City, IA	Days and Hours TBD
4 - Guthrie	Guthrie County Public Health	Guthrie Center, IA	Thursday 8 a.m.-4:30 p.m.
5 - Polk	St. Vincent de Paul	Des Moines, IA	Days and Hours TBD
6 - Lee	Community Health Centers of Southeastern Iowa	Keokuk, IA	Thursday and Friday Hours TBD
7 - Linn	CRUSH Recovery	Cedar Rapids, IA	Monday and Wednesday 8 a.m.-4:30 p.m.

Resources

Key Contacts

- Provider/Partner Contract Questions:
bhasoproviderrelations@iowapca.org
- Invoice/Payment Questions:
asoacntpay@iowapca.org
- General Questions: info@iowapca.org
- Sign up for our newsletter at
iowapca.org/administrative-service-organization

Iowa PCA Website and Resources



Request a Presentation or Meeting



Reminders

Upcoming Dates to Note

Applications for the Request for Proposals for the fall FY26 funding opportunity for state Opioid Settlement Funds are **due on December 2nd**

Behavioral Health District Advisory Council Meetings are scheduled on **December 2nd 3rd and 4th**

The first day of legislative session is **January 12th**

NO Behavioral Health Town Hall Meeting in December, our next Town Hall is scheduled for **January 22nd**

Other Iowa HHS Advisory Groups: **<https://hhs.iowa.gov/about/advisory-groups>**

and Meetings: **<https://hhs.iowa.gov/about/calendar>**

Center of Excellence for Behavioral Health

Safety Planning for Behavioral Health Professionals

- What does it look like to talk about suicide in the clinical setting? Participants will leave this training with improved confidence and knowledge to develop impactful safety plans and overcome common safety planning obstacles.
- Friday, December 12, 2025 from 1-3PM
- <https://www.iowacebh.org/upcomingtrainings/>

Sources of Strength

- Evidenced based suicide prevention and mental health promotion program at the elementary and secondary level.
- Elementary coaches training:
 - 2-days, 2/27/26 and 2/28/26 @ DMACC Newton
 - <https://www.iowacebh.org/sources-of-strength/>

LivingWorks Start

- Suicide prevention training to learn how to notice, connect and support someone who is struggling.
- 90-min on-line
- To register: <https://www.iowacebh.org/livingworks-start/>



Questions



Health and
Human Services