

Iowa Medicaid

Town Hall Planning



Health and
Human Services

Why do we host town halls?

Medicaid town halls are designed to keep members, providers, and other HHS stakeholders informed, answer questions, hear public feedback, and ensure transparency within our Medicaid programs.



Town Hall Schedule

Member Town Hall

- 1st Thursday of the month from 4-5pm*

Provider Town Hall

- 3rd Thursday of the month from 4-5pm*

Consumer Choice Option (CCO) Town Hall

- 3rd Monday of the month from 4-5pm*

*Exceptions for some holidays

Member and Provider Programs

- ▶ Hope and Opportunity in Many Environments (HOME) Project
- ▶ Member / Provider Maternity Management Programs
- ▶ Healthy Kids Iowa Pilot Program
- ▶ Integrated Health Home (IHH) Transition
- ▶ Annual Benefit Maximum (ABM) Sunset
- ▶ Postpartum Eligibility & Coverage
- ▶ MCO and Dental Plan Value-Added Services

Administrative Operations & Systems

- ▶ Medicaid Application Processing Times & Application Status
- ▶ Appeals Process
- ▶ Rate Review
- ▶ Program Quality Measures (with MCPs)
- ▶ Access2Care to MTM Transition
- ▶ New Dental Plan Introduction (DentaQuest)
- ▶ Fraud, Waste, and Abuse (FWA)
- ▶ Legislative Process and Tracking

Special Initiatives, Programs, and Trainings

- ▶ Iowa REACH Initiative
- ▶ SNAP Waiver Changes
- ▶ SNAP Benefit Updates During Government Shutdown
- ▶ Woodward Resource Center (WRC)
- ▶ Learning Management System (LMS) Trainings
- ▶ Competency-Based Trainings (CBT)

New Topics for 2026

- ▶ New updates for HOME project
- ▶ Youth Mental Health Provider Capacity Provider Credentialing with the MCOs
- ▶ Social Determinants of Health and MCO supports
- ▶ MCO & Dental Care Coordination
- ▶ Ensuring quality through provider incentive payments
- ▶ Expanding Access for Substance Use Disorder Treatment

New Topics for 2026

- ▶ School-Based Medicaid Services
- ▶ Provider Capacity
- ▶ Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) for children
- ▶ Third Party Liability (TPL) and coordination of benefits
- ▶ Claims and Billing
- ▶ Project Recovery
- ▶ Money Follows the Person (MFP) Program
- ▶ Provider Prevention Support Services (PPSS)

Town Hall Survey

**We want to hear
from you!**

How can we
improve our town
halls to better
support your
needs?



Planning for 2026

Are there any topics you want covered for future Member Town Halls?

More ideas? Send feedback to imetownhall@hhs.iowa.gov