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MAAC Meeting

December 11, 2025





LTSS Project Overview

- Increase number of LTSS Providers **in our network**
- **Educate Providers** about LTSS services and their eligibility to provide them
- Collaborate with MCOs to **survey Providers**
 - Tailor educational content to their needs
 - **Capture Provider feedback** and work to remove barriers to providing services and/or expanding services within existing geographic footprint
- **Survey members** and Community Based Case Managers (CBCMs) to capture feedback, work to **increase utilization** of LTSS services
- Education presented to all current LTSS CBCM and embedded into **new employee education**

Primary Departments Impacted:

- Network Development & Contracting
- LTSS
- Data & Analytics
- Provider Engagement
- Other departments as needed



Successes & Barriers

SUCCESSSES

Contracting Plan

- Outreach has been successful in engaging providers
- **4 new contracts in process**

Education Plan

- Comprehensive training decks created (new/existing providers)
- **68 staff trained through live sessions**, with monthly internal trainings ongoing
- Provider Engagement workgroup established to **align messaging** across teams
- **MCO collaboration** in progress on statewide provider survey
- Presented at multiple in-person Provider Forums and Summits
- Internal partnerships launching drop-ins and ride-alongs
- Ongoing provider webinars and post-summit outreach

Barrier Identification and Reduction Plan

- **5-day TAT** on authorizations for new and current waiver members (compared to 7-day requirement)

BARRIERS

Limited data to analyze performance opportunities, education, etc.

- Survey materials with MCO branding in development; HHS approval to follow.

Not all Providers know they are eligible to provide LTSS services

- We address this barrier with our Education Plan.
 - Provider and Member benefit and eligibility talking points
 - Board meetings
 - LTSS Stakeholder Advisory Board
 - Providing education at site visits
- We established a single point of contact for Provider inquiries through our state-wide Provider Engagement Account Managers
 - We continue to maintain a no wrong door policy



B3 Services Project Overview

- Increase number of B3 Providers **in our network**
- **Educate Providers** about B3 services and their eligibility to provide them
- Collaborate with MCOs to **survey Providers**
 - Tailor educational content to their needs
 - **Capture Provider** feedback and work to remove barriers to providing services and/or expanding services within existing geographic footprint
- **Decrease involuntary discharges** and hospitalizations post B3

Primary Departments Impacted:

- | | | |
|-------------------------------------|-----------------------|-------------------------|
| • Network Development & Contracting | • Provider Engagement | • Other depts as needed |
| • Behavioral Health | • Data & Analytics | |
| | • LTSS | |



Successes & Barriers

SUCCESSSES

Contracting Plan

- Collaborated with Provider Engagement department to **educate a provider on how to get certified and enrolled** for Peer Support services
- Provider Summits resulted in **4 new providers**

Education Plan

- Comprehensive training decks created (new/existing providers)
- **68 staff trained through live sessions**, with monthly internal trainings ongoing
- Provider Engagement workgroup established to **align messaging** across teams
- **MCO collaboration** in progress on statewide provider survey
- Presented at multiple in-person Provider Forums and Summits
- Targeted internal partnerships **launching drop-ins and ride-alongs**
- Ongoing provider webinars and post-summit outreach

BARRIERS

Not all Providers know they are eligible to deliver B3 services.

- We address this barrier with our Education Plan.
 - Provider and Member benefit and eligibility talking points
 - Board meetings
 - Providing education at site visits
- We established a single point of contact for provider inquiries through our state-wide Provider Engagement Account Managers
 - We continue to maintain a no wrong door policy

Proactively identifying B3 Providers, we are currently engaging known B3 Providers.

- We are outreaching to the other MCOs to identify approaches to identify these Providers proactively
- Lack of prescription of services
- Providers concerned about risk and payback and apply services appropriately

Building Workforce Solutions for Iowa

Iowa Total Care Workforce Scholarships Summary		
Scholarship Type	Description	Scholarships Available
Direct Service Professional (DSP) Certification Program	In 2023, Iowa Total Care partnered with Des Moines Area Community College (DMACC) to offer DSP Program scholarships.	120 scholarships available per year, currently in our 4 th cohort
Community Health Worker Scholarships	Iowa Total Care is partnering with DMACC to support the Community Health Worker Program and provide scholarships.	100 scholarships available per year
Family and Peer Support Specialists	To expand access to Family and Peer Support Specialists, we will offer scholarships for individuals to complete this certification from the Iowa Peer Workforce Collaborative.	150 scholarships available per year
Behavioral Health Certification Program	This program provides enhanced education for individuals who may be new to or currently working in the behavioral health field, including a field-based internship with Clive Behavioral Health.	50 scholarships available per year