
INFORMATIONAL LETTER NO. 2719-MC-FFS-D

DATE: January 26, 2026

TO: All Facilities

APPLIES TO: Managed Care (MC) and Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS) and
Iowa Medicaid

RE: Personal Needs Allowance and Supplemental Personal Needs
Payments

EFFECTIVE: Immediately

**Changes to Personal Needs Allowance and Supplemental Personal Needs
payments.**

HHS Appropriations House File 1049 increased the Personal Needs Allowance and supplemental payment from \$50.00 to \$55.00 monthly for individuals residing in a facility.

This change will be taking place retroactively back to August 1, 2025.

What this means is:

- Ongoing Client Participations and supplemental Personal Needs payments will be made beginning with March 2026 benefit to reflect the \$5.00 increase on all Medicaid Facility cases. March payments will be received on the 1st of the month as is the current schedule.
- Retroactive adjustments to the Client Participations and Supplemental payments will be made in early February 2026 for the months of August 2025 to February 2026 for \$5.00 each month for all affected facility cases.
- If an individual who is entitled to the Supplemental payment does not receive the payment, they can contact the Facility and Waiver Eligibility Team at facilities@hhs.iowa.gov or 1-877-344-9628.

If you have questions, please contact Iowa Medicaid Provider Services, the appropriate managed care organization (MCO) or dental plan:

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@hhs.iowa.gov

Managed Care Organizations (MCOs):

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: iaproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc.:

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>

Delta Dental:

- Phone: 1-888-472-1205
- Email: provrelations@deltadentalia.com
- Website: <https://www.deltadentalia.com/dentists/>

MCNA Dental:

- Phone: 1-855-856-6262
- Email: IA_PR_Dept@mcna.net
- Website: <https://www.mcnaia.net/dentists>