

# Behavioral Health Town Hall

**April 30, 2026**

**Marissa Eyanson**, Director of Behavioral Health, Iowa HHS

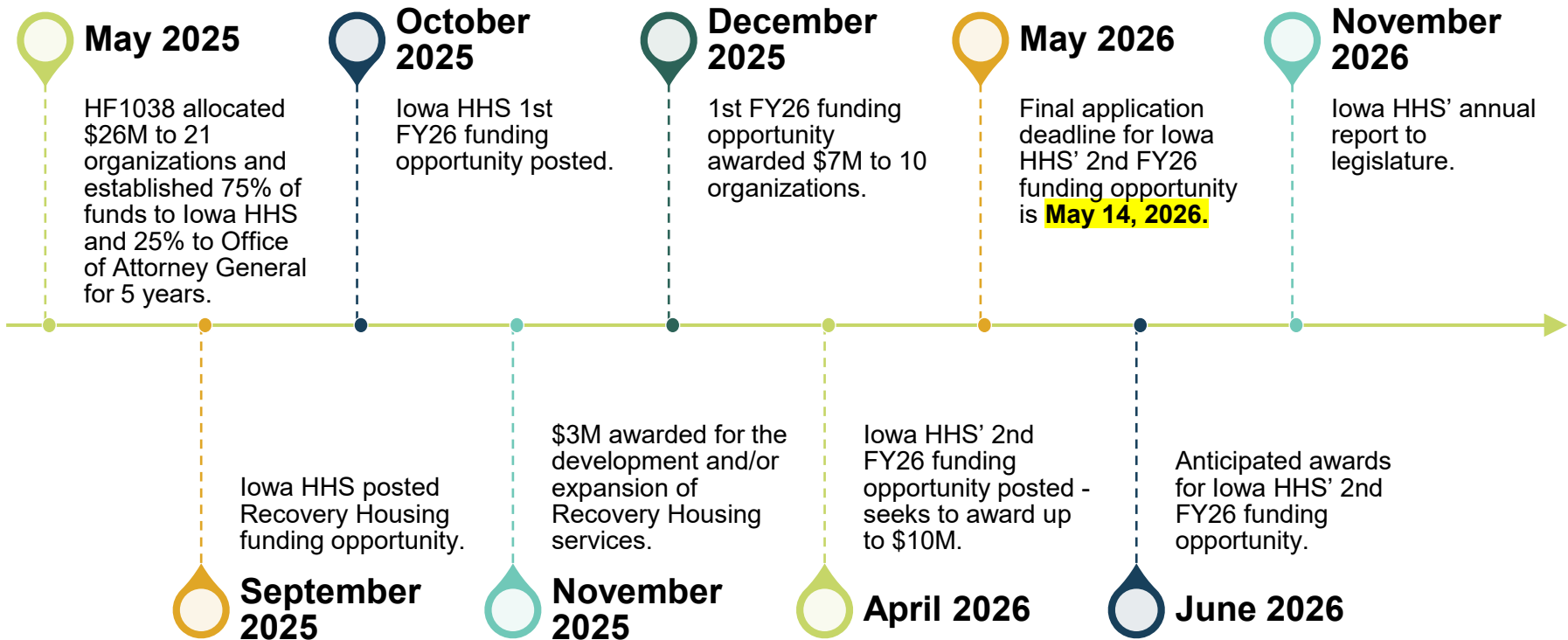


# Overview

- ▶ Updates from Iowa HHS
  - Opioid Settlement Fund
  - Update: Safety Net Fee Schedule Changes
  - Reminder: Timely Filing
- ▶ Updates from Iowa PCA BH-ASO
  - District Assessment and Planning
  - System Navigation Updates
- ▶ Upcoming Training and Resources
- ▶ Questions

# Updates from Iowa HHS

# Opioid Settlement Funding





# Iowa Grants Funding Opportunity



# Safety Net Fee Schedule Changes (1)

## ▶ **ADDITIONAL SERVICES**

### ▪ **Behavioral Health Fee Schedule**

- Peer Support
- Substance Use Disorder Outpatient Counseling (by non-SUPTRS providers)
- Multisystemic Therapy and Functional Family Therapy
- Long-Acting Injectables
- Psychological and Neuropsychological Testing

### ▪ **SUPTRS Fee Schedule**

- Recovery Peer Coaching
- Transportation Assistance
- Medications for Opioid Use Disorder

## ▶ **NEW FEE SCHEDULE: CMHC and CCBHC**

- Enhanced rates for services billable under the Behavioral Health fee schedule, plus additional services noted above.



# Safety Net Fee Schedule Changes (2)

- ▶ Target date for the SNMIS changes to go live is **May 1, 2026**, with an effective date of **April 1, 2026**.
- ▶ Providers will be able to bill for the additional services and new rates for dates of service back to April 1.
- ▶ Providers continue to bill for other services as usual.
- ▶ HHS will send an announcement email to our SNMIS list to confirm when the changes are live and ready to pay claims for the new codes and rates.
- ▶ If you would like to join the SNMIS list, request to be added via email:
  - [BHassistance@hhs.iowa.gov](mailto:BHassistance@hhs.iowa.gov) or
  - [DSassistance@hhs.iowa.gov](mailto:DSassistance@hhs.iowa.gov)

# Reminder: Timely Filing

- ▶ 45 days from the last date of service.
- ▶ Adjustments within 45 days from the last date of adjudication.
- ▶ No claim will be paid past 180 days from the date of service.
- ▶ **Iowa HHS will begin to enforce timely filing after June 1, 2026.**
- ▶ Updated Claims Manual and Fee Schedules are on the HHS website at: <https://hhs.iowa.gov/media/16752/download?inline>
- ▶ Send questions or requests for technical assistance to the SNMIS helpdesk:  
[BHassistance@hhs.iowa.gov](mailto:BHassistance@hhs.iowa.gov) or  
[DSassistance@hhs.iowa.gov](mailto:DSassistance@hhs.iowa.gov)



Updated Claims  
Manual and Fee  
Schedules

# Iowa Primary Care Association Updates

Abbey Ferenzi, Senior Director of Behavioral Health Services

# Behavioral Health Services Leadership



**Abbey Ferenzi, LMHC**

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**Emma Hall**

Director of System Navigation  
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**Liza Maxwell**

Director of District Operations & Strategy  
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# Behavioral Health System Leadership: District Leaders



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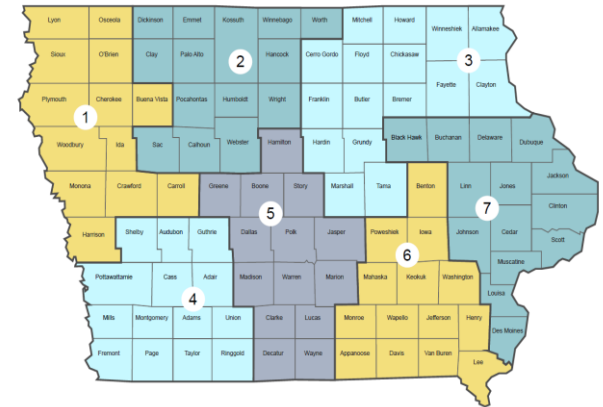
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# District Leader Role (1)



## **District Leaders are responsible for:**

- Implementing district-level outreach and engagement strategies and efforts
- Leading district behavioral health assessment and planning
  - Identifying access gaps, service needs, and system priorities
- Convening and facilitating quarterly District Advisory Councils
  - Bringing together advisory members, providers, community member and system partners in a public meeting
  - Creating a structured forum for coordination, problem-solving, and transparency
  - Using feedback to inform planning and system improvements

# District Leader Role (2)



## **District Leaders are responsible for:**

- Serving as the primary relationship lead with providers, counties, courts, hospitals, and community partners
- Elevating system risks, barriers, and opportunities to BH-ASO and statewide leadership
- Collaborating closely with internal teams to ensure district-level insights inform statewide analysis, contracting, and performance efforts
- Supporting implementation of statewide behavioral health strategies, while helping adapt and operationalize them in ways that account for local needs, conditions and constraint

# District Leader Outreach & Engagement



- 121 outreach and engagement activities in the past 30 days
- 1,112 total outreach and engagement activities in FY26 to date

*\*Activities include meetings and events with providers, community partners, local stakeholders, and system partners across all districts.*



**Request a meeting  
or presentation:**

# District Assessment and Planning Process



- Iowa is implementing its first Behavioral Health Service System Plan to work toward consistent, statewide access to prevention, early intervention, treatment, recovery, and crisis services; input from stakeholders across the state is essential to understanding system needs and opportunities.
- The Iowa PCA and Iowa HHS conducted district-level assessment and planning processes to identify district-specific needs and opportunities within the statewide system.
- The process in FY26 (Year 1: July 1, 2025–June 30, 2026) will inform activities for FY27 (Year 2: July 1, 2026–June 30, 2027).
- Designed to gather information that is **actionable** within each District for the upcoming fiscal year.

# District Planning and Assessment: Survey Scope & Participants



Over 2,000 organizations and individuals from across the state participated to gather broad behavioral health insights.



Surveys were sent via email directly to each community-based organization, newsletter groups, law enforcement groups, chambers of commerce and posted via social media and on the Iowa PCA website.



# Guided Provider Conversations



- Utilized a mixed method approach—combining quantitative and qualitative insights to inform planning.
- HHS and Iowa PCA staff conducted 107 Guided Provider Conversations.
- Iowa PCA District Leaders, Subject Matter Experts, along with HHS Behavioral Health Division met with staff from each contracted agency.
- All CBOs were asked consistent questions to solicit their feedback and ideas for improving the behavioral health system.

# System Strengths & Emerging Opportunities



## Collaborative System Strengths

- Cross-sector collaboration among schools, public health, healthcare, and law enforcement supports early identification and community engagement.

## Telehealth and Accessibility

- Telehealth services improve behavioral health access in rural areas facing provider shortages and travel challenges.

## Growing Mental Health Awareness

- Increasing mental health awareness and reduced stigma encourage youth to seek behavioral health support.

## Emerging Service Opportunities

- Expanding navigation models and youth services
- Improving crisis response
- Increasing care to individuals whose first language is not English are key opportunities.

# Comparative Insights



## Community Experience Insights

- Surveys highlight user challenges like system navigation uncertainty and access to timely assessments, emphasizing lived experience.

## Provider Operational Challenges

- Guided conversations reveal provider struggles with reimbursement, administrative burden, and workforce sustainability.

## Shared Systemic Needs

- Both groups agree on improving coordination, warm handoffs, and access, especially in rural communities.

# District Assessment and Planning: Status and Approach



- After completing the district assessments, we are now in the planning phase—this work is actively in progress and will directly inform district-level plans. This step is critical because it is where what we learned begins to translate into action.
- Our approach to planning is intentionally designed to be meaningful but incremental. We are not attempting to solve everything at once or make sweeping changes that the system cannot sustain. Instead, we are focused on identifying priority actions that are grounded in assessment findings.
- This planning work allows us to move forward deliberately—building on strengths, addressing the most pressing gaps, and laying the foundation for longer-term system improvement over time.
- Plans are being shaped to reflect not just what is needed, but what is realistically executable in the near term, with clear opportunities to build and expand in future phases.
- This work positions us to move from understanding the system to strengthening it—thoughtfully, collaboratively, and with clear direction and purpose.

# District Advisory Councils



- **District 1:** June 23<sup>rd</sup> from 2:30–4 p.m.
- **District 2:** June 24<sup>th</sup> from 12–1:30 p.m.
- **District 3:** June 25<sup>th</sup> from 9–10:30 a.m.
- **District 4:** June 25<sup>th</sup> from 11:30 a.m.–1 p.m.
- **District 5:** June 23<sup>rd</sup> from 12–1:30 p.m.
- **District 6:** June 22<sup>nd</sup> from 1–2:30 p.m.
- **District 7:** June 24<sup>th</sup> from 9–10:30 a.m.



**Learn more here:**

*June dates will have in person and virtual options.*

# Behavioral Health System Leadership: Senior Lead System Navigators



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**System Navigation Operations Manager**  
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**System Navigation Standards Manager**  
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# Key Components of Behavioral Health System Navigation (1)



- **Multiple entry points — no wrong door**  
Individuals, families, providers, and community partners can connect through Your Life Iowa or a direct provider and partner line, ensuring support no matter where someone starts.
- **Personalized, one-on-one support — in person and by phone**  
System Navigation provides individualized guidance and support, available by phone and increasingly through in-person community locations to ensure access across Iowa.
- **Low-barrier and easy entry**  
Services are no-cost, require no insurance or income eligibility, and do not depend on having a diagnosis—making it easier for people to seek help.
- **Helps with “I don’t know where to start”**  
Across Iowa, many people report feeling overwhelmed and unsure how to navigate behavioral health services. System Navigation exists to help people take that first step.

# Key Components of Behavioral Health System Navigation (2)



- **Collective system experts**  
Navigators bring shared statewide expertise and strong local knowledge to help people understand options, pathways, and how services fit together across the behavioral health system.
- **Intended to complement, not compete**  
System Navigation does not replace care coordinators, case managers, providers, or other services.
- **Supports people during key transitions**  
Navigators provide added support during moments when people are most likely to fall through the cracks, such as changes in care, systems, or life circumstances.
- **Connects people to care at all stages of need**  
System Navigation supports people before they are in crisis, before they have a diagnosis, or before they have entered a particular system or program.
- **Connecting across the continuum**  
System Navigation serves people of all ages and across a wide range of behavioral health needs, casting a wide net across the system.

# Accessing System Navigation: Your Entry Points



## For Patients, Supporters, and Caregivers



**Call:** 515-505-8988



**Text:** 855-895-8398



**Chat:** [yourlifeiowa.org](https://yourlifeiowa.org)

## For Providers and Partners



**Call:** 515-505-8988

# System Navigation Outreach and Engagement



**Embedded in local communities –** System Navigators regularly participate in community events, coalition meetings, school and hospital outreach, and provider gatherings to increase awareness of behavioral health supports and reduce barriers to accessing care.



## **Ongoing, relationship-driven work –**

Outreach and engagement are continuous, not one-time efforts. Navigators consistently learn about evolving services and community partners, build and strengthen relationships over time, and use those connections to both raise awareness *and* improve how people are effectively connected to care.



## **Presentations and connections --**

Range from youth and school partnerships, housing and homelessness support, healthcare coordination, aging services, and community coalitions—working to strengthen access and connections across the behavioral health system.

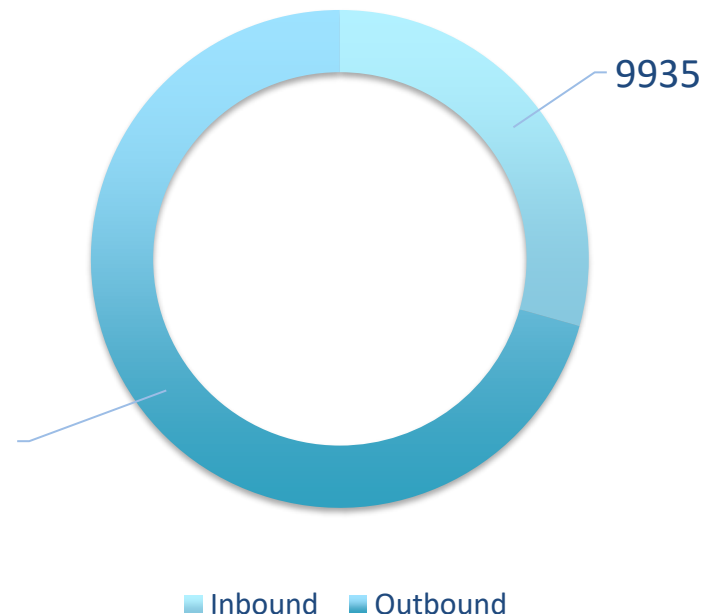
# System Navigation: Inbound & Outbound Calls



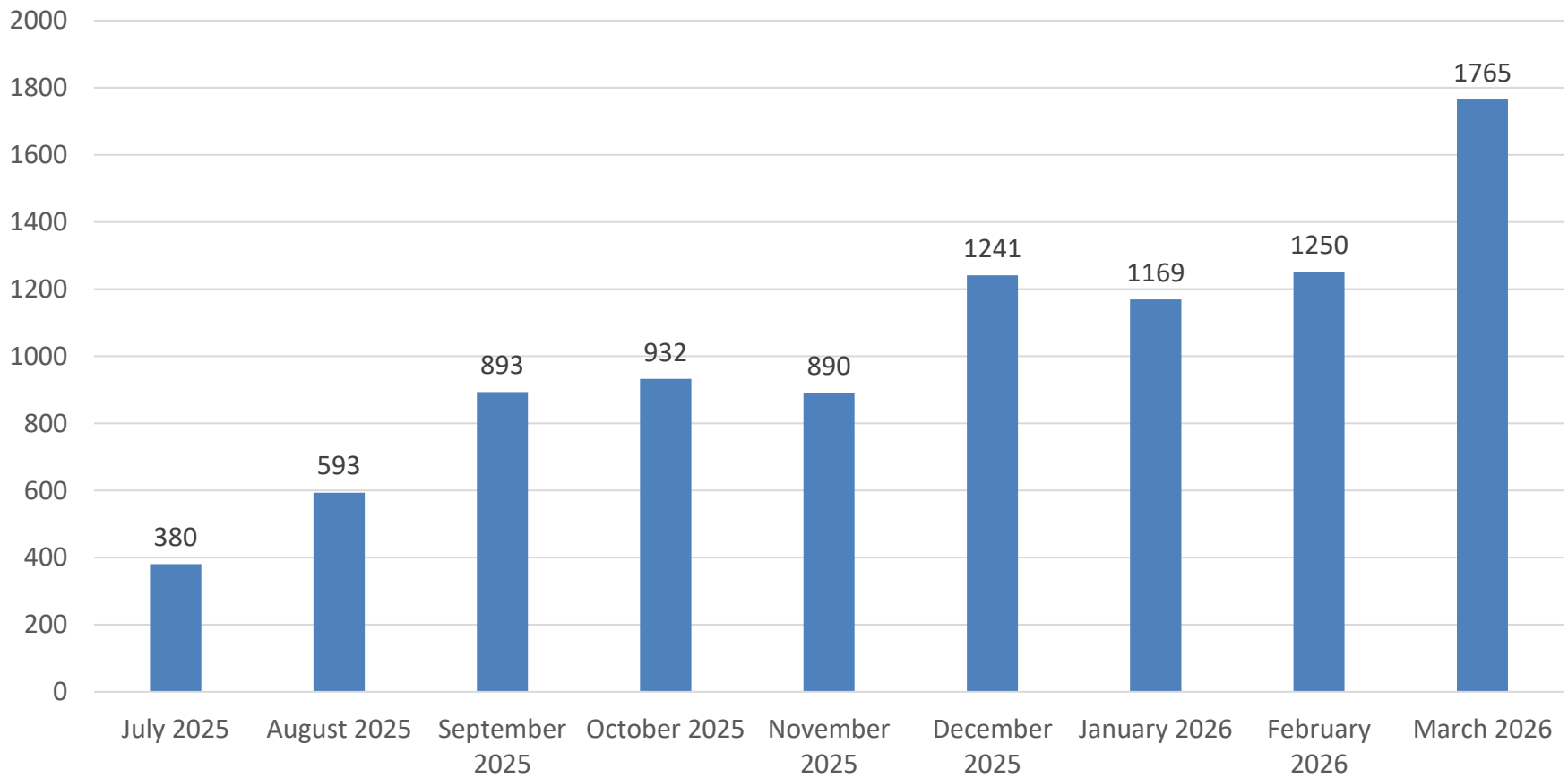
- System Navigators and Senior Lead Navigators across each of the 7 Behavioral Health Districts
- Ongoing outreach to community-based organizations, hospitals, providers, schools, faith-based organizations, state-wide phone lines, associations, libraries, public health agencies, and criminal justice and judicial entities.

## Total System Navigation Calls

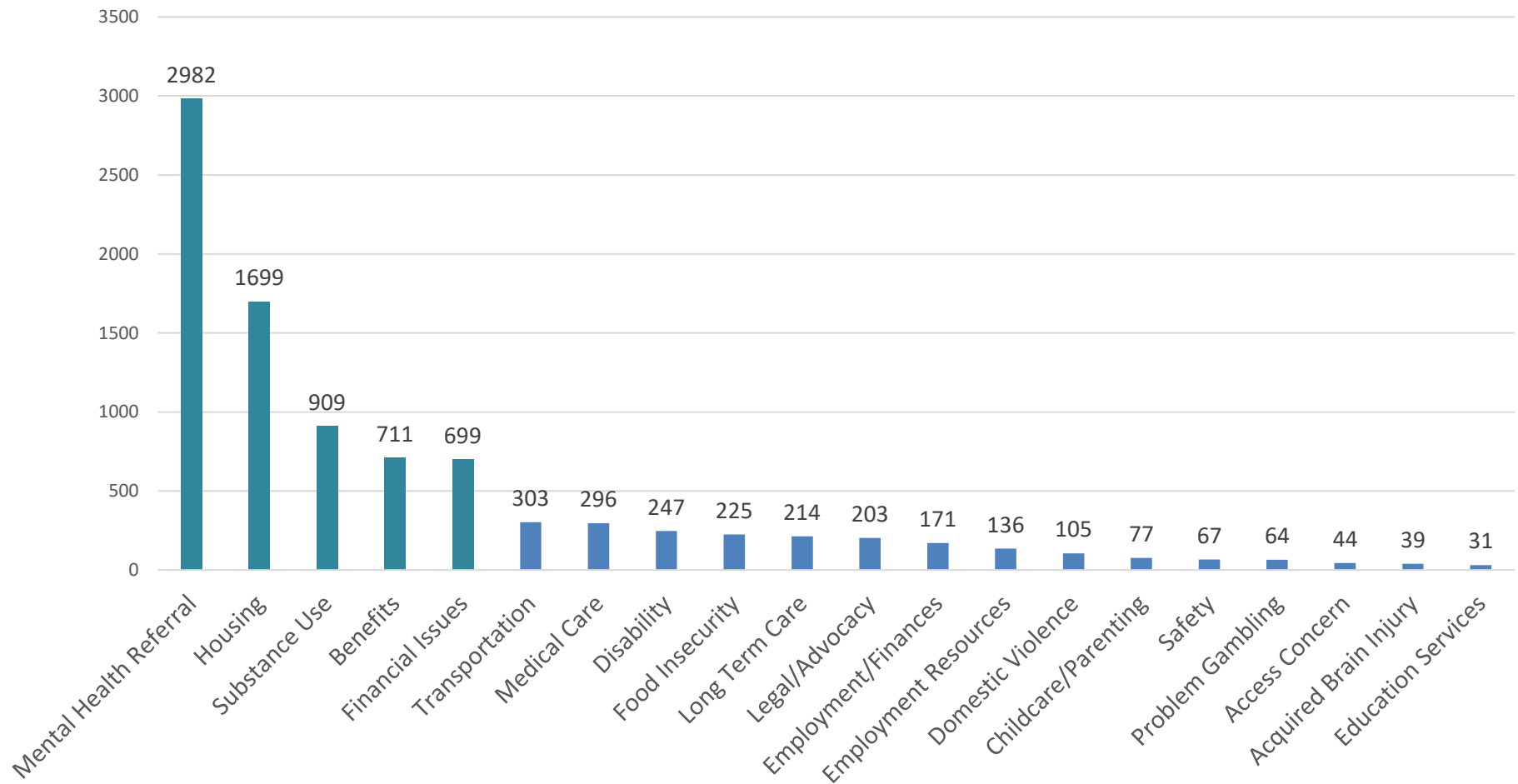
July 1, 2025 - March 31, 2026



# Outbound Referrals



# Presenting Needs



# Accessing System Navigation: Your Entry Points



## Meet In Person with a System Navigator

The Iowa PCA's Behavioral Health System Navigators are available for in-person meetings.

- Locations in every district.
- No appointments necessary.
- Walk-ins are welcome.



Find locations and  
hours here:

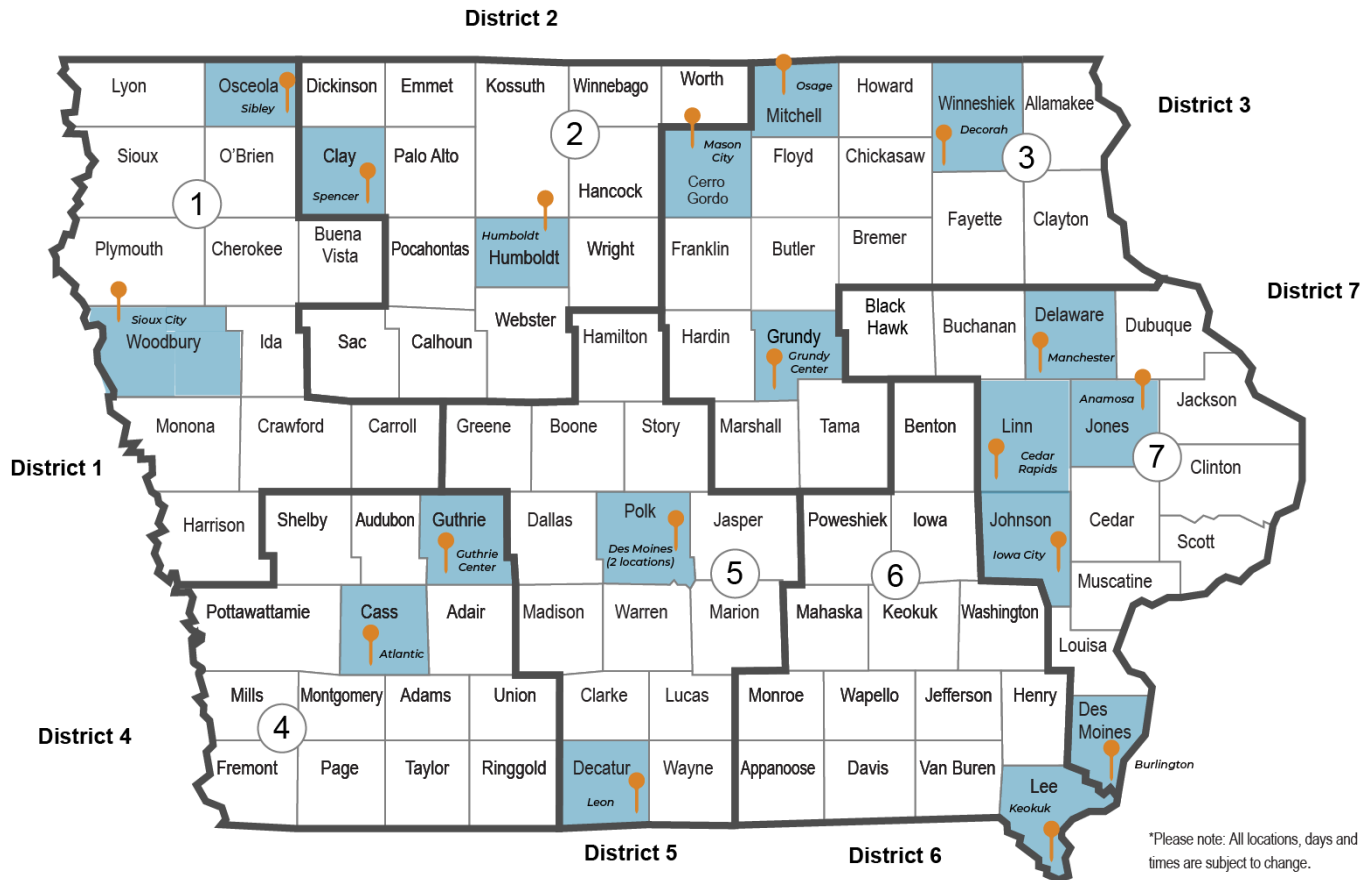
# On-site Navigator Locations



## On-Site System Navigator Locations

Updated 4/30/2026

Navigator On-Site Locations



\*Please note: All locations, days and times are subject to change.

# Contracting Update (1)



- As soon as budgets are completed by the Legislature and signed by the Governor, Iowa HHS and the Iowa PCA will be able to finalize the FY27 contracting plan and begin to execute it.
- Contingent on the timing of actions noted above, we plan to have contracts out the door in May to begin the formal FY27 contracting process. There are components both the Iowa PCA and contracted providers can and are actively working on now which is discussed in details on the next slide.
- Some contracts may auto-renew without additional action, others will require amendment to funding amounts, reporting requirements, or other changes. This will be clearly communicated with providers once the updated information is available.

# Contracting Update (2)



- **Steps contractors should take now:**
  - Current contracted providers should alert the Iowa PCA by emailing [ahasoproviderrelations@iowapca.org](mailto:ahasoproviderrelations@iowapca.org) of any significant changes in program operations such as adding service(s) that were discontinued by another contracted provider or discontinuing service(s).
  - Prepare data on program utilization and financials for the most recent period and your organization's fiscal year-to-date (YTD), including a breakout of utilization and funding by source of funds and categorical breakout of costs.
  - Prepare projected financials for the next fiscal period (FY27) to share with the Iowa PCA as part of the upcoming contract discussions.
- We will send contracted providers communication once budgets are finalized and we are certain of the funding and direction for FY27, in coordination with Iowa HHS.
- Although we do not have specific budget targets from the state today, individual organizations can submit specific questions to [ahasoproviderrelations@iowapca.org](mailto:ahasoproviderrelations@iowapca.org) anytime.

# Upcoming Trainings

# Iowa Center of Excellence for Behavioral Health Trainings

## Multi-Occurring Conditions Learning Series:

- ▶ [ADHD & Executive Functioning Disorders](#)
- ▶ [Intellectual & Developmental Disabilities](#)
- ▶ [Learning & Invisible Disabilities](#)
- ▶ [Autism Spectrum Disorder \(ASD\)](#)

## Connecting Paradigms:

- ▶ [Trauma-Informed Motivational Interviewing](#)



Iowa Center of  
Excellence for  
Behavioral Health  
Trainings

# Iowa PCA-Sponsored NAMI Training



**May 2, 2026, 9 a.m.-5 p.m.**  
***Virtual***

## **In Our Own Voice**

This training is for those interested in learning the NAMI framework for presenting their own Behavioral Health experience with others.

*These trainings are open to NAMI Affiliates and members who are actively involved and recommended by their Affiliate.*

*Interested individuals must apply.*

**For more information  
please contact:**  
Sarah Martin  
[Sarah@namiiowa.org](mailto:Sarah@namiiowa.org)

# Iowa PCA Sponsored Training

## SolutionPoint +



### **Advanced De-Escalation (24-hour)**

- Marshalltown (D3): May 4-6 – FULL
- Council Bluffs(D4): May 27-29 – FULL
- Ottumwa (D6): June 10-12 – <5 spots remaining

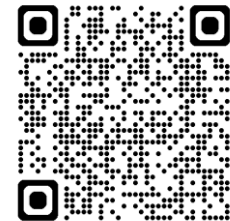
### **Crisis Intervention Training (40-hour; law enforcement or EMS only)**

- Burlington: May 18-22 (Spots available)
- Council Bluffs: June 15-19 (spots available)
- Waukee (DSM): June 22-26 (<5 spots available)

Register online: [iowapca.org/behavioral-health-provider-trainings](https://www.iowapca.org/behavioral-health-provider-trainings)

All trainings are available at no cost; lunch provided. Contact Kaitlyn Humpal, Crisis Services Consultant ([kaitlyn.humpal@iowapca.org](mailto:kaitlyn.humpal@iowapca.org)) with questions.

Scan the QR code for more information!





Health and  
Human Services

# Questions