



Community Engagement Requirements + Key Medicaid Updates

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Community Engagement Resources

► Website:

<http://hhs.iowa.gov/ihawp-cer>

- Frequently Asked Questions
- One-Pagers
- Volunteer Opportunities
- Qualified Activities and Exclusions

► Iowa Self-Service Portal

Chatbot, Ellie:

<https://hssservices.iowa.gov/apsspssp/sp.portal>

Medically Frail

- ▶ Iowa HHS is actively working to finalize the medically frail policy and process for the community engagement requirement.
- ▶ CMS requiring states to base determination of medically frail for community engagement on billing codes.
- ▶ Iowa HHS is committed to working collaboratively with providers, providing adequate notice of changes, and supporting a smooth implementation to minimize unnecessary administrative burden.

Billing and Claims

- ▶ Claims follow standard rules: services during the last eligible month are paid; anything after the first of the next month is denied.
- ▶ Claims for covered services that occurred before termination but are billed after disenrollment are eligible for payment.
- ▶ Managed Care Organizations (MCOs) must honor claims for dates of service before disenrollment.

Questions?



Health and
Human Services

