



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

October 12, 2007

## GENERAL LETTER NO. 3-G-1

ISSUED BY: Division of Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter G, **MEDICAID FALSE CLAIM POLICY**, Title page, new; Contents (page 1), new; and pages 1 through 11, new.

### Summary

This new chapter provides guidelines to the Division's facilities that receive Medicaid funding, for the detecting and preventing fraud, waste, and abuse of Medicaid funds.

All employees are prohibited from knowingly making false Medicaid claims. The facilities are required to implement systems for monitoring Medicaid claims, payments, and documentation of services funded under Medicaid.

Employees are required to report knowledge of, suspicion of, or awareness of alleged Medicaid false claims. Employees may also report their knowledge, suspicion, or awareness of false claims to public officials.

### Effective Date

Immediately.

### Material Superseded

None.

### Additional Information

Refer questions about this general letter to the office of the deputy director for field operations.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

November 6, 2009

## GENERAL LETTER NO. 3-G-2

ISSUED BY: Division of Field Operations

SUBJECT: Employees' Manual, Title 3, Chapter G, **GENERAL FACILITY POLICIES**, Title page, revised; Contents, page 1, revised, and page 2, new; pages 1 through 11, revised; and pages 12 through 41, new.

### Summary

Chapter 3-G is renamed **GENERAL FACILITY POLICIES**, and now contains policies and procedures that apply to more than one type of facility. The policies added include:

- ◆ Governing Body
- ◆ Advanced Directives
- ◆ Confidentiality of Individual's Information
- ◆ Individual's Personal Accounts

### Effective Date

Upon receipt.

### Material Superseded

This material supersedes the entire Chapter G from Employees' Manual, Title 3, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	October 12, 2007
Contents (page 1)	October 12, 2007
1-11	October 12, 2007

### Additional Information

Refer questions about this general letter to the deputy director for field operations.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

May 14, 2010

## GENERAL LETTER NO. 3-G-3

ISSUED BY: Bureau of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter G, **GENERAL FACILITY POLICIES**, Title page, revised; Contents (pages 1 and 2), revised; Contents (pages 3 and 4), new; pages 1 through 41, revised; and pages 42 through 68, new.

### Summary

Chapter 3-G is revised to include new policies on:

- ◆ Clozapine administration
- ◆ Interstate Mental Health Compact
- ◆ Iowa Protection and Advocacy Agency requests
- ◆ Law enforcement requests
- ◆ Medical officer of the day
- ◆ Personnel administration
- ◆ Public performance
- ◆ Receipt of gifts
- ◆ Representative payees
- ◆ Scientific misconduct

References in the chapter are revised to reflect the reorganized Department administrative structure. The chapter is restructured by moving all legal bases and definitions to the beginning of the chapter.

### Effective Date

Upon receipt.

### Material Superseded

This material replaces the entire Chapter G from Employees' Manual, Title 3, which includes the following pages:

<u>Page</u>	<u>Date</u>
Title page	November 6, 2009
Contents (pages 1 and 2)	November 6, 2009
1-41	November 6, 2009

**Additional Information**

Refer questions about this general letter to the administrator of the Division of Mental Health and Disability Services.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

August 6, 2010

## GENERAL LETTER NO. 3-G-4

ISSUED BY: Division of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter G, **GENERAL FACILITY POLICIES**, Contents (pages 1 through 4), revised; page 19, revised; and pages 18a through 18e, new.

### Summary

Chapter 3-G is revised to include policies on:

- ◆ Employee record checks
- ◆ Rental and leasing of facility space

### Effective Date

Upon receipt.

### Material Superseded

This material replaces the following pages from Employees' Manual, Title 3, Chapter G:

<u>Page</u>	<u>Date</u>
Contents (pages 1-4)	May 14, 2010
19	May 14, 2010

### Additional Information

Refer questions about this general letter to the administrator of the Division of Mental Health and Disability Services.



# Iowa Department of Human Services

Kim Reynolds  
Governor

Adam Gregg  
Lt. Governor

Jerry R. Foxhoven  
Director

November 17, 2017

## GENERAL LETTER NO. 3-G-5

ISSUED BY: Division of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter G, **GENERAL FACILITY POLICIES**, Title page, revised; Contents (pages 1 and 4), revised; pages 1 through 4, 5, 6, 8, 9, 10, 11, 25, 28, 32, 64, 67, and 68, revised; and pages 4a, 69, and 70, new.

### Summary

Chapter 3-G is revised to:

- ◆ Establish guidelines regarding victim notification related to patient discharged from the Civil Commitment Unit for Sexual Offenders (CCUSO).

**Policy:** The Department and CCUSO shall comply with Iowa Code section 915.45 regarding written notification to victims before discharge of a person committed under Iowa Code chapter 229A. Reasonable efforts shall be made to identify and notify victims whose address is known to the Department Director and CCUSO.

#### Victim Notification Principles:

- Victims known to the Department Director and CCUSO shall be notified of patient discharges as appropriate.
- Reasonable efforts shall be made to identify victims' names and current addresses for notification purposes.
- The Division Administrator shall assure staff research available resources for victim information and prepare notification letters for the Department Director's signature.
- Victim rights shall be considered at all times during the notification process.
- Special requests from victims regarding notification will be evaluated on a case-by-case basis.

**Victim Identification Practices:** The Division Administrator shall assure that:

- The Department shall apply reasonable efforts to identify and contact victims as appropriate.
- The Department shall document victims who contact the Department for notification purposes.

- The Department shall use a variety of resources to attempt to identify victims for notification purposes, including but not limited to, the following:
    - Department of Corrections' Iowa Corrections Offender Network (ICON) system;
    - Victims' Rights Coordinator with the Iowa Office of Attorney General;
    - Patient records acquired by the Department and CCUSO; and
    - A record of victim contacts (self-reporting) to the Department, CCUSO, or any of the above mentioned resources for the purpose of future patient discharge notification.
  - At the time a patient is court ordered to the CCUSO Transitional Release Program (TRP), directly discharged, or is AWOL, the Department shall identify victims and establish a victim file with a list of known victims and the corresponding contact information for notification.
  - Once a patient's discharge date and future residence is confirmed the Department will send a discharge notification letter from the Department Director to the victim's address on record.
  - If a patient is AWOL, the Department will notify all known victims as described above as soon as possible.
  - The Department shall document all victim notification letters mailed and any letters returned as undeliverable in the appropriate victim file.
- ◆ Update references to the Department's institutions.
  - ◆ Update links to websites.

### **Effective Date**

Immediately.

### **Material Superseded**

This material replaces the following pages from Employees' Manual, Title 3, Chapter G:

<u>Page</u>	<u>Date</u>
Title page	May 14, 2010
Contents (pages 1 and 4)	August 6, 2010
1-6, 8-11, 25, 28, 32, 64, 67, 68	May 14, 2010

### **Additional Information**

Refer questions about this general letter to the administrator of the Division of Mental Health and Disability Services.



# Iowa Department of Human Services

Kim Reynolds  
Governor

Adam Gregg  
Lt. Governor

Jerry R. Foxhoven  
Director

February 16, 2018

## GENERAL LETTER NO. 3-G-6

ISSUED BY: Division of Mental Health and Disability Services

SUBJECT: Employees' Manual, Title 3, Chapter G, **General Facility Policies**, Contents (page 4), revised; page 5, revised; and pages 4b, 71, 72, and 73, new.

### Summary

Chapter 3-G is revised to establish guidelines for the Department of Human Services (DHS) in regards to the identification and treatment of the Hepatitis C Virus (HCV) concerning individuals served in state-operated facilities.

It is the Department's policy to ensure individuals served in all state-operated facilities are diagnosed and treated for the Hepatitis C Virus infection according to prevalent standards of medical practice.

### Effective Date

Immediately.

### Material Superseded

This material replaces the following pages from Employees' Manual, Title 3, Chapter G:

<u>Page</u>	<u>Date</u>
Contents (page 4)	November 17, 2017
5	November 17, 2017

### Additional Information

Refer questions about this general letter to the administrator of the Division of Mental Health and Disability Services.



October 2, 2020

## **GENERAL LETTER NO. 3-G-7**

ISSUED BY: Division of Mental Health and Disability Services (MHDS) – Facilities

SUBJECT: Employees' Manual, Title 3, Chapter G, **General Facility Policies**, Title Page, Contents page 1, 2-4, revised; Contents Page 5, new; pages 1-4, 4a, 4b, 5, 7, 8, 11, 13, 16-18, 18e, 20, 21, 26, 27, 28, 29-31, 32, 33-63, 64, 65, 66, 67-70, and 71-73, revised; 74-91 new.

### **Summary**

This chapter is revised to:

- ◆ Revise manual to bring policy and procedures up-to-date with a focus on Abuse and Incident Management, the management of Deaths, Autopsies, and subsequent reporting, and the management of Scientific Misconduct and Research.
- ◆ Added policies for Cannabidiol (CBD) Usage and Research Procedures.

### **Effective Date**

October 2, 2020

### **Material Superseded**

Remove the following pages from Employees' Manual, Title 3, Chapter G, and destroy them, replacing the affected pages with the revised pages listed above:

<u>Page</u>	<u>Date</u>
Title Page	November 17, 2017
Contents Page 1	November 17, 2017
Contents Page 2-4	August 6, 2010
Contents Page 5	
1-4	November 17, 2017
4a	November 17, 2017
4b	February 16, 2018
5	February 16, 2018
7	May 14, 2010
8, 11	November 17, 2017
13, 16-18	May 14, 2010
18e	August 6, 2010
20, 21, 26, 27	May 14, 2010
28	November 17, 2017

29-31	May 14, 2010
32	November 17, 2017
33-63	May 14, 2010
64	November 17, 2017
65, 66	May 14, 2010
67-70	November 17, 2017
71-73	February 16, 2018

**Additional Information**

Refer questions about this general letter to Wendy DePhillips of MHDS.