



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

May 22, 2009

GENERAL LETTER NO. EM-CN-19

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: *Employees' Manual*, Table of Contents, pages 1 through 8 revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Upon receipt.

Material Superseded

Remove the entire Table of Contents from the *Employees' Manual* and destroy it. This includes pages 1 through 8, dated April 3, 2001.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, service area manager or your regional collections administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

July 17, 2009

GENERAL LETTER NO. EM-CN-20

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: *Employees' Manual*, Table of Contents, pages 2, 6, and 7, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The following chapters are now obsolete:

- ◆ 6-C, FIP DIVERSION
- ◆ 13-H, TARGETED CASE MANAGEMENT SERVICES
- ◆ 13-H AP, TARGETED CASE MANAGEMENT SERVICES APPENDIX
- ◆ 15-C, RTSS CONTRACTING
- ◆ 15-C-AP, RTSS CONTRACTING APPENDIX: Rehabilitative Treatment and Support Services Provider Handbook
- ◆ 15-E, RTSS BILLING AUDITS
- ◆ 15-E-AP, RTSS BILLING AUDITS APENDIX
- ◆ 16-C, Adult Support Program

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Upon receipt.

Material Superseded

Remove from the Table of Contents from the *Employees' Manual* pages 2, 6, and 7 all dated May 22, 2009 and destroy them.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, service area manager or your regional collections administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

August 21, 2009

GENERAL LETTER NO. EM-CN-21

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: *Employees' Manual*, Table of Contents, pages 1 and 6, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The following chapters are now obsolete:

- ◆ 1-D-Appendix, NONDISCRIMINATION APPENDIX
- ◆ 14-F, AUTOMATED CHILD ABUSE AND NEGLECT SYSTEM

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Immediately.

Material Superseded

Remove page 1, dated May 22, 2009, and page 6, dated July 17, 2009, from the *Employees' Manual* Table of Contents and destroy them.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, area social work administrator, or regional collections administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

November 27, 2009

GENERAL LETTER NO. EM-CN-22

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: *Employees' Manual*, Table of Contents, page 1, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The following changes have been made to:

- ◆ Rename Title 3, Chapter G, from *Medicaid False Claim Policy* to *General Facility Policies*.
- ◆ Add Title 3, Chapter G, Appendix, *General Facility Policies Appendix*.
- ◆ Remove Title 3, Chapter I, *Outpatient Charges*. This chapter is now obsolete. Material previously contained in this chapter is now located in Title 3, Chapter A, *Mental Health Institutes*, and Title 3, Chapter B, *Resource Centers*.

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Upon receipt.

Material Superseded

Remove page 1, dated May 22, 2009, from the *Employees' Manual* Table of Contents and destroy it.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, area social work administrator, or regional collections administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

February 26, 2010

GENERAL LETTER NO. EM-CN-23

ISSUED BY: Bureau of Policy Coordination

SUBJECT: *Employees' Manual*, Table of Contents, pages 2 and 7, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The following changes have been made to:

- ◆ Rename Title 6, Chapter G, from *Recovery of Overpayments* to *Recovery of Public Assistance Debts*.
- ◆ Add to Title 14, the following new chapters:
 - Chapter P, *Overpayment Recovery Direct Claim Entry*
 - Chapter P(1), *Overpayment Recovery Detail*

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Immediately.

Material Superseded

This material replaces *Employees' Manual* Table of Contents pages 2 and 7, dated July 17, 2009.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, area social work administrator, or regional collections administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

March 26, 2010

GENERAL LETTER NO. EM-CN-24

ISSUED BY: Bureau of Policy Coordination

SUBJECT: *Employees' Manual*, Table of Contents, page 2, revised.

Summary

This letter transmits an updates to the Table of Contents for the *Employees' Manual* to add the following chapters to Title 7:

- ◆ Chapter L, *DISASTER FOOD ASSISTANCE PROGRAM*.
- ◆ Chapter L Appendix, *DISASTER FOOD ASSISTANCE PROGRAM APPENDIX*.

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Immediately.

Material Superseded

This material replaces *Employees' Manual* Table of Contents page 2, dated February 26, 2010.

Additional Information

Refer questions about this general letter to your area income maintenance administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

June 25, 2010

GENERAL LETTER NO. EM-CN-25

ISSUED BY: Bureau of Policy Coordination

SUBJECT: *Employees' Manual*, Table of Contents, pages 2, 7, and 8, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The following changes have been made to:

- ◆ Remove the following obsolete chapters:
 - Title 6, Chapter I, *Emergency Assistance*
 - Title 14, Chapter H, *Child Care Provider Display (DCPD) System*
- ◆ Add Title 17, Chapter E, *Out-of-Home Placement Policy*

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Upon receipt.

Material Superseded

This material replaces *Employees' Manual* Table of Contents page 2, dated March 26, 2010, page 7, dated February 26, 2010, and page 8, dated May 22, 2009.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, area social work administrator, or regional collections administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

July 2, 2010

GENERAL LETTER NO. EM-CN-26

ISSUED BY: Bureau of Policy Coordination

SUBJECT: *Employees' Manual*, Table of Contents, page 1, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The following changes have been made to remove the following obsolete chapters:

- ◆ Title I, Chapter J, *Protection of Clients From Harm*
- ◆ Title I, Chapter J Appendix, *Protection of Clients From Harm Appendix*

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Upon receipt.

Material Superseded

This material replaces *Employees' Manual* Table of Contents page 1, dated November 27, 2009.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, area social work administrator, or regional collections administrator.



STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

November 19, 2010

GENERAL LETTER NO. EM-CN-27

ISSUED BY: Bureau of Policy Coordination

SUBJECT: *Employees' Manual*, Table of Contents, page 2, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

A change has been made to rename Title 7, Chapter M, from *Food Stamp Employment and Training Program* to *Food Assistance Employment and Training Program*.

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Immediately.

Material Superseded

This material replaces *Employees' Manual* Table of Contents page 2, dated June 25, 2010.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, area social work administrator, or regional collections administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

September 30, 2011

GENERAL LETTER NO. EM-CN-28

ISSUED BY: Bureau of Policy Coordination

SUBJECT: *Employees' Manual*, Table of Contents, page 7, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The following changes have been made to:

- ◆ Add Title 14, Chapter H, *KinderTrack System*.
- ◆ Rename Title 14, Chapter K, from *Scratch Pad System* to *ScratchPad*.

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Immediately.

Material Superseded

This material replaces *Employees' Manual* Table of Contents page 7, dated June 25, 2010.

Additional Information

Refer questions about this general letter to your area income maintenance administrator or area social work administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

November 11, 2011

GENERAL LETTER NO. EM-CN-29

ISSUED BY: Bureau of Policy Coordination

SUBJECT: *Employees' Manual*, Table of Contents, page 5, revised.

Summary

This letter transmits an update to the Table of Contents for the *Employees' Manual* to remove Title 11, Chapter V Appendix, *Quarterly Notice of Support Collected Appendix*. This appendix is now obsolete.

The Table of Contents is available on line through a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Immediately.

Material Superseded

This material replaces *Employees' Manual* Table of Contents page 5, dated May 22, 2009.

Additional Information

Refer questions about this general letter to your regional collections administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

April 27, 2012

GENERAL LETTER NO. EM-CN-30

ISSUED BY: Bureau of Policy Coordination

SUBJECT: ***Employees' Manual***, Table of Contents, pages 3, 6, and 8, revised.

Summary

This letter transmits an update to the Table of Contents for the ***Employees' Manual*** to:

- ◆ Add to Title 8, Appendix, the ***Behavioral Health Intervention Services Provider Manual***.
- ◆ Remove the following chapters, which have been superseded by Chapter 17-E, ***Out-of-Home Placement Policy and Procedures***:
 - 13-J, ***Foster Care Services***
 - 13-J(1), ***Foster Care Payment***
 - 13-J(3), ***Medical Coverage for Children in Foster Care***
 - 18-D, ***Family Foster Care***
 - 18-E, ***Group Care***
 - 18-F, ***Supervised Apartment Living Foster Care***
 - 18-G, ***Foster Care Recovery***
 - 18-Appendix, ***Child Welfare Appendix***

Effective Date

Immediately.

Material Superseded

This material replaces the following pages in Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
3	May 22, 2009
6	July 17, 2009
8	June 25, 2010

Additional Information

With this change, the ***Employees' Manual*** no longer contains a Title 18. The service manual redesign from the Better Results for Kids project will be completed in the near future with the publication of the practice guidance chapter for out-of home placement.

The Table of Contents is available on line through a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Refer questions about this general letter to your service area manager or regional collections administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

June 29, 2012

GENERAL LETTER NO. EM-CN-31

ISSUED BY: Bureau of Policy Coordination

SUBJECT: *Employees' Manual*, Table of Contents, page 6, revised.

Summary

This letter transmits an update to the Table of Contents for the *Employees' Manual* to add Title 14, Chapter F, *IM Electronic Case File System*.

Effective Date

Immediately.

Material Superseded

This material replaces the following page in Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
6	April 27, 2012

Additional Information

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

July 20, 2012

GENERAL LETTER NO. EM-CN-32

ISSUED BY: Bureau of Policy Coordination

SUBJECT: ***Employees' Manual***, Table of Contents, page 3, revised.

Summary

This letter transmits an update to the Table of Contents for the ***Employees' Manual*** to add to Title 8, Appendix, the ***Iowa Family Planning Network Waiver Provider Manual***.

Effective Date

Immediately.

Material Superseded

This material replaces the following page in Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
3	April 27, 2012

Additional Information

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

June 28, 2013

GENERAL LETTER NO. EM-CN-33

ISSUED BY: Bureau of Policy Coordination

SUBJECT: ***Employees' Manual***, Table of Contents, page 6, revised.

Summary

This letter transmits an update to the Table of Contents for the ***Employees' Manual*** to remove Title 14, Chapter C(2), ***Birth Certificate Verification (BCV) System***. This chapter is now obsolete.

Effective Date

July 1, 2013

Material Superseded

This material replaces the following page in the Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
6	June 29, 2012

Additional Information

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

September 27, 2013

GENERAL LETTER NO. EM-CN-34

ISSUED BY: Bureau of Policy Coordination

SUBJECT: ***Employees' Manual***, Table of Contents, page 4, revised.

Summary

This letter transmits an update to the Table of Contents for the ***Employees' Manual*** to remove Title 8, Appendix, ***Remedial Services Provider Manual***. This chapter is now obsolete.

Effective Date

Immediately.

Material Superseded

This material replaces the following page in Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
4	May 22, 2009

Additional Information

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

January 17, 2014

GENERAL LETTER NO. EM-CN-35

ISSUED BY: Bureau of Policy Coordination

SUBJECT: ***Employees' Manual***, Table of Contents, page 3, revised.

Summary

This letter transmits an update to the Table of Contents for the ***Employees' Manual*** to:

- ◆ Remove Title 8, Chapter O, ***IowaCare***. This chapter is now obsolete.
- ◆ Add to Title 8, Appendix, the ***All Providers: Billing Iowa Medicaid Provider Manual***.

Effective Date

Immediately.

Material Superseded

This material replaces the following page in Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
3	July 20, 2012

Additional Information

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Refer questions about this general letter to your area income maintenance administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

August 22, 2014

GENERAL LETTER NO. EM-CN-36

ISSUED BY: Bureau of Policy Coordination

SUBJECT: ***Employees' Manual***, Table of Contents, pages 1 through 7, revised.

Summary

This letter transmits an update to the Table of Contents for the ***Employees' Manual*** to:

- ◆ Remove 6-B-Appendix. Comm. 47, the *Handbook for Residential Care*, is obsolete. Information can now be found in the new Residential Care Facilities Medicaid provider manual.
- ◆ Remove 8-I-Appendix. Comm. 46, the *Medicaid Provider Manual for Intermediate Care Facilities for the Mentally Retarded*, is obsolete. Information can now be found in the new Intermediate Care Facilities for the Intellectually Disabled Medicaid provider manual.
- ◆ Combine information on waiver services into the new Home- and Community-Based Services (HCBS) Medicaid provider manual. The following manuals are obsolete.
 - HCBS AIDS/HIV Waiver Services
 - HCBS Brain Injury Waiver
 - HCBS Elderly Waiver Services
 - HCBS III and Handicapped Waiver
 - HCBS Mental Retardation Waiver
 - HCBS Physical Disability Waiver
- ◆ Add the following new Medicaid provider manuals:
 - Occupational Therapy
 - Public Health Agency
 - Speech-Language Pathology
- ◆ Change the names of the following Medicaid provider manuals from:
 - HCBS Habilitation Services to Habilitation Services
 - Independently Practicing Physical Therapists to Physical Therapy
 - MR/CMI/DD Case Management to Targeted Case Management
 - Psychologist Services to Psychology Services
- ◆ Update the links from the Table of Contents to the manuals.

Effective Date

Immediately.

Material Superseded

This material replaces the following page in Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
1	July 2, 2010
2	November 19, 2010
3	January 17, 2014
4	September 27, 2013
5	November 11, 2011
6	June 28, 2013
7	September 30, 2011
8	April 27, 2012

Additional Information

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<https://dhs.iowa.gov/sites/default/files/EM-CN.pdf>

Refer questions about this general letter to your area income maintenance administrator, area service administrator, or regional collections administrator.



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

November 20, 2015

GENERAL LETTER NO. EM-CN-37

ISSUED BY: Bureau of Policy Coordination

SUBJECT: ***Employees' Manual***, Table of Contents, page 6, revised.

Summary

This letter transmits an update to the Table of Contents for the ***Employees' Manual*** to:

- ◆ Remove 14-K, *ScratchPad*. Effective November 12, 2015, ScratchPad is moved to the Worker Information System Exchange (WISE). The WISE User Guide contains instructions for ScratchPad.
- ◆ Remove the following obsolete chapters:
 - 15-A, *Purchase of Service*
 - 15-A(1), *Iowa Purchase of Social Services Agency Contract*
 - 15-A Appendix, *Purchase of Service Appendix*
 - 15-C, *Foster Group Care Services Contracting*
 - 15-C Appendix, *Foster Group Care Services Contracting Appendix*

Effective Date

Immediately.

Material Superseded

This material replaces the following page in Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
6	August 22, 2014

Additional Information

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<https://dhs.iowa.gov/sites/default/files/EM-CN.pdf>

Refer questions about this general letter to your area income maintenance administrator, area service administrator, or regional collections administrator.



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

August 31, 2018

GENERAL LETTER NO. EM-CN-38

ISSUED BY: Bureau of Policy Coordination

SUBJECT: ***Employees' Manual***, Table of Contents, pages 1, 2, 3, 5, and 6, revised.

Summary

This letter transmits an update to the Table of Contents for the ***Employees' Manual*** to:

- ◆ Add the following chapters:
 - 5-F, *Iowa Family Planning Program*
 - 8-Appendix, *Crisis Response Services Provider Manual*
 - 8-Appendix, *Subacute Mental Health Services Provider Manual*
 - 11-Z, *Tracking Fees and Costs*
 - 11-Z-Appendix, *Tracking Fees and Costs Appendix*
- ◆ Rename the following chapters:
 - 8-Appendix, *Targeted Case Management, Case Management, and Care Coordination*, from *Targeted Case Management*
 - 14-C(1), *Family Planning Program System*, from *Family Planning Waiver System*
- ◆ Remove the following obsolete chapters:
 - I-K, *Emergency Social Services Plan*
 - 8-Appendix, *Iowa Family Planning Network Waiver Provider Manual* (Information can be found in *Employees' Manual*, Title 5, Chapter F, *Iowa Family Planning Program*.)
 - 14-B(10), *IowaCare Case Actions*
 - 14-N, *Eligibility Tracking System (ETS)*
 - 14-P, *Overpayment Recovery Direct Claim Entry*

Effective Date

Immediately.

Material Superseded

This material replaces the following page in Employees' Manual Table of Contents:

<u>Page</u>	<u>Date</u>
1-3, 5	August 22, 2014
6	November 20, 2015

Additional Information

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<https://dhs.iowa.gov/sites/default/files/EM-CN.pdf>

Refer questions about this general letter to your area income maintenance administrator, area service administrator, or regional collections administrator.