



Iowa Department of Human Services

Kim Reynolds
Governor

Adam Gregg
Lt. Governor

Jerry R. Foxhoven
Director

For Human Services use only:

General Letter No. 8-AP-481
Employees' Manual, Title 8
Medicaid Appendix

May 18, 2018

CRISIS RESPONSE SERVICES MANUAL TRANSMITTAL NO. 18-1

ISSUED BY: Iowa Medicaid Enterprise

SUBJECT: **Crisis Response Services**, Title Page, new; Table of Contents, new;

Chapter I, **General Program Policies**, Title Page, Table of Contents (pages 1, 2, and 3), and pages 1 through 47;

Chapter II, **Member Eligibility**, Title Page, Table of Contents (pages 1 and 2), and pages 1 through 39;

Chapter III, **Provider-Specific Policies**, Title Page, new; Table of Contents (page 1), new; and pages 1 through 20, new;

Chapter IV, **Billing Iowa Medicaid**, Title page, Table of Contents (pages 1, 2, and 3), and pages 1 through 15 and 89 through 160;

Appendix, Title Page, Table of Contents (page 1), and pages 1 through 22.

Summary

This letter transmits a new manual for providers of Crisis Response Services. The manual is comprised of five sections:

- ◆ Chapter I contains information about Iowa Medicaid administration, coverage, and reimbursement that applies to all types of providers.
- ◆ Chapter II describes the different ways of attaining and demonstrating Medicaid eligibility. It also applies to all provider types.
- ◆ Chapter III explains Medicaid requirements specific to Crisis Response Services. The chapter:
 - Aligns with current policies, procedures, and terminology.
 - Ensures that current contact information is provided.
 - Includes links to forms to ensure that the most recent version of the form is accessible.

- ◆ Chapter IV contains instructions and forms to bill Iowa Medicaid. It also applies to all provider types.
- ◆ The Appendix contains directories of local offices of the Department of Human Services, the Social Security Administration, and EPSDT care and coordination agencies.

Effective Date

Immediately.

Material Superseded

None.

Additional Information

The updated provider manual containing the revised pages can be found at:
<http://dhs.iowa.gov/sites/default/files/Crisis.pdf>

If any portion of this manual is not clear, please contact the Iowa Medicaid Enterprise Provider Services Unit at 800-338-7909 or locally (in Des Moines) at 515-256-4609, or email at imeproviderservices@dhs.state.ia.us.