FFS Iowa Health Home Program IMPA

August 2023
IMPA Training

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Iowa Medicaid Portal Access

Introduction

- What is IMPA?
  IMPA is a portal the Health Homes use to manage enrollment and disenrollment for your fee-for-service member, make updates to the member’s assessment, upload and view documents, as well as utilize reports to manage the Medicaid population.

- Who would benefit from IMPA?
  Health coaches, care coordinators, and billing staff are some of the staff that may utilize IMPA for the Health Home program. It is important to provide access to any staff that will be managing this patient population and attesting for payment.
Iowa Medicaid Portal Access

Objectives

- Understand how to submit an enrollment request, update an assessment, upload and view documents, view member demographic and eligibility information, or disenroll a fee-for-service member.

- Learn the reporting functions within IMPA to know when members are actively enrolled and assessments are coming due.
How to obtain IMPA access

- Navigate to [https://secureapp.dhs.state.ia.us/impa/Default.aspx](https://secureapp.dhs.state.ia.us/impa/Default.aspx)
  Click the hyperlink “Click here for the User Registration Guide”

Once you have created your profile you will be redirected to the login page.
Health Home IMPA Access

- For Health Home IMPA access, complete and submit the Health Home IMPA Access Request Form: [https://www.tfaforms.com/5057291](https://www.tfaforms.com/5057291)
  - Health Home IMPA access includes access to:
    - Member Lookup
    - Health Home Reporting
    - Critical Incident Reporting
    - File upload
      - CSA
      - Health Home
      - HCBS Residential Assessment

- Note: If you currently have IMPA access but do not have access to one or more of the components listed above, complete and submit the Health Home IMPA Access Request Form using the link above.

- If you have IMPA access questions/issues or need assistance with completing the IMPA Access Request Form, please email the IMPA Support team @ impasupport@dhs.state.ia.us.
Access to other Information for Heath Homes

- HCBS Residential Assessment Form
- Client Participation Access Form
- To find Informational Letters
- To subscribe to Informational Letters, contact impasupport@dhs.state.ia.us
- Integrated Health Home Provider webpage
- Chronic Condition Health Home Provider webpage
IMPA Training
Logging On
Logging On

Once signed into IMPA you will be asked to accept conditions of the program.

LEAVE THIS SYSTEM IMMEDIATELY if you do not agree to the following conditions: This Iowa Government information system is for authorized use only. Users have no expectation of privacy. Any use of this system implies consent to monitoring of any and all activities associated with its use. Unauthorized or improper use of the system may result in administrative disciplinary action and appropriate civil and criminal penalties under applicable law.

I accept [Enter the system]  I do not accept [Log me out]

Click here for the User Registration Guide

Featured Functionality
Logging On (continued)

- Once signed into IMPA this is your home screen.
Logging On
(continued)

- When logging into IMPA for the first time you will be directed to choose three security questions that will be used for password resets and maintenance of your account.
  - Choose a security question from the dropdown box, answer the question.
  - You must choose 3 different security questions.
  - When all 3 questions have been chosen and answered, click on the SAVE button. This will record your answers and you will be directed to the main portal page.
    - (Only you will know these secret questions and answers. If you forget them, Iowa Medicaid staff will not be able to help you in retrieving them.)
IMPA Training

The Home Screen
The Home Screen

At the top of the IMPA Home Screen are the functions of IMPA. Please note that capabilities shown below may vary slightly from what you see when logged in.

The tabs across the top:

- File
- Review
- Manage
- Information
- Messages
- Logout
The Home Screen (continued)

- Hovering over file, you will work with Health Home, Member Lookup, and Upload File.

- Hovering over Review, you will work with Health Home Report and Existing Incident.
IMPA Training
Member Look-Up & Eligibility
Member Lookup

- Member Lookup is used to look up a member using their State ID.
- Navigate to File. Select “Member Lookup”
- Enter the member’s State ID - selecting Medicaid or Hawki will impact your search
- Click “Search”
Advanced Search

- The Advanced Search option allows you to search for a member using the member’s name and/or date of birth
  - Click on “Member Lookup”
  - Click the spyglass next to “State ID”

![Advanced Search Interface](image-url)
Advanced Search (continued)

- A search box will open
- Enter the member’s last name, first name, and/or date of birth
- Click “Search”
Advanced Search (continued)

- The first 15 active and tentative members will display
- You can choose from the list by clicking “select” OR modify the search for narrowed results.
- Click “Close” to close the Medicaid Advance Search screen
Member Tab

- The Member tab displays the member’s name, Medicaid State ID, DOB, gender, and Medical Exempt Status.
Member Demographics Tab

- The Demographics tab displays the member’s:
  - Mailing address
  - Physical address
Member Programs & Services Tab

- The Program/Services tab identifies the programs and services the member is eligible for.
  - Shown below is a member with full Medicaid, Health Home eligible, and approved for Children’s Mental Health Waiver.
    - Please note the following identifiers in red below
    - For a list of Medicaid program codes see Looking up member & eligibility slide
Member Programs & Services Tab (continued)

- The Program/Services tab also provides access to IMW and CBCM information.
  - To view IMW and CBCM information:
    - Click the “LTC Case Record” active link
Looking up member & eligibility

- **Approved program codes**
  - **Full Medicaid Codes**
    | 021 | 023 | 027 | 028 | 060 | 061 | 063 | 064 | 100 | 130 |
    |-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
    | 131 | 134 | 135 | 136 | 137 | 138 | 140 | 141 | 142 | 143 |
    | 144 | 146 | 246 | 308 | 370 | 372 | 373 | 376 | 377 | 390 |
    | 401 | 403 | 407 | 408 | 409 | 411 | 413 | 417 | 418 | 421 |
    | 423 | 428 | 429 | 431 | 433 | 437 | 438 | 461 | 462 | 463 |
    | 464 | 465 | 481 | 483 | 487 | 488 | 600 | 60M | 630 | 631 |
    | 632 | 633 | 634 | 636 | 637 | 638 | 640 | 641 | 642 | 643 |
    | 644 | 645 | 646 | 647 | 731 | 732 | 733 | 734 | 735 | 920 |
  - **IHAWP Medically Exempt**
    | 501 | 531 |
IHAWP Examples

IHAWP Medically Exempt

<table>
<thead>
<tr>
<th>Member</th>
<th>Demographics</th>
<th>Programs/Services</th>
<th>FosterCare</th>
<th>Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid Program</td>
<td>Program Code</td>
<td>Program Description</td>
<td>Program Status</td>
<td>Program Effective Date</td>
</tr>
<tr>
<td>501</td>
<td></td>
<td>(Iowa Wellness Plan)</td>
<td>Active</td>
<td>03/01/2021</td>
</tr>
<tr>
<td>Long Term Care/Enhanced Services</td>
<td></td>
<td></td>
<td>No records found.</td>
<td></td>
</tr>
</tbody>
</table>

IHAWP Not Medically Exempt

<table>
<thead>
<tr>
<th>Member</th>
<th>Demographics</th>
<th>Programs/Services</th>
<th>FosterCare</th>
<th>Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicaid Program</td>
<td>Program Code</td>
<td>Program Description</td>
<td>Program Status</td>
<td>Program Effective Date</td>
</tr>
<tr>
<td>531</td>
<td></td>
<td>Adult Expansion Group (Iowa Marketplace Choice)</td>
<td>Active</td>
<td>06/01/2021</td>
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<tr>
<td>Long Term Care/Enhanced Services</td>
<td></td>
<td></td>
<td>No records found.</td>
<td></td>
</tr>
</tbody>
</table>
Member Documents Tab

- The Documents tab allows you to view and upload member documents.
  - To view documents:
    - Click “Select” to view the document
    - If applicable, click the arrow in the bottom right to advance to the next page to view additional uploaded documents
Member Documents Tab (continued)

- The “Upload Documents” feature is used when needing to upload documents into IMPA for members transferring to Molina.

- To upload documents:
  - Click on “Upload Document”
  - Select the Document Type you would like to upload.
  - Select the File you would like to upload
    - Once the document is attached, click Upload
IMPA Training

Member Enrollment Request
Member Enrollment Request

- Log into IMPA, hover over File and select “Health Home”
Member Enrollment Request (continued)

- The screen shot below shows 2 options:
  - Search Criteria – State ID
  - Start Health Home Member Application
  - Using the radio button select the Health Home type
    - Note: if you are a new Health Home and this is your first time submitting an enrollment request, the Search Criteria section may not appear.
Member Enrollment Request (continued)

- Enter National Provider Identifier (NPI)
- Press tab for the address file. The system will show you the address associated with the NPI – click enter or tab
- Enter the State ID
  - Note: if an attestation statement appears (this would appear above NPI), attest to the statement by clicking the box next to the statement.
Member Enrollment Request (continued)

- Click “New”

- Click “Verify” after confirming the State ID
Member Enrollment Request (continued)

- Identify that the State ID matches the patient’s name and DOB.
- Click “YES” once verified
Member Enrollment Request (continued)

- Please notice the buttons under the demographics. If the patient is under any waivers, they will be filled in and require confirmation on another screen.

- Click “YES” to continue
Member Enrollment Request (continued)

- If the member has a case manager this screen will display. If the member has CMH Waiver and/or Habilitation, the IHH is the case manager. If this appears please read the disclosure and select “YES” to continue.

- This disclosure means that you’re agreeing that you will, at minimum, make quarterly contact with the member’s case manager to ensure nonduplication of services. In most all cases, the case manager is the Integrated Health Home.
Member Enrollment Request (continued)

- Enter Assessment Date
- Enter Tier
- Enter Relating ICD-10 Diagnosis Code(s)
- Click “Enroll”
You have just submitted an enrollment request.

- An enrollment request must be extracted and then processed before final approval of eligibility is established. An enrollment request must be submitted prior to the current month’s processing end date to be eligible for enrollment on the 1st of the following month (see Month End Dates slide).

- An enrollment request can be:
  - Eligible for enrollment and not assigned by the month end process
  - Eligible for enrollment and assigned to the health home by the month end process
  - Not eligible for enrollment at this point in time
  - Pending enrollment. A pending enrollment request is where an existing request for assignment has not been finalized.
  - Enrolled the first of the current month if the member is coming from an MCO. Otherwise, an enrollment request CANNOT be backdated.
Month End Dates 2023
5th Business day before the end of the Month

- January 25, 2023
- February 22, 2023
- March 27, 2023
- April 24, 2023
- May 24, 2023
- June 26, 2023
- July 25, 2023
- August 25, 2023
- September 25, 2023
- October 25, 2023
- November 21, 2023
- December 22, 2023
Member Enrollment Request (continued)

- To finish the enrollment request; complete the attestation and provide the remaining information.
Enrollment Complete!
IMPA Training

Enrollment/Disenrollment/Transfer Request Scenarios
Member Enrollment/Disenrollment Request Scenarios

Enrollment scenarios

➢ For an enrollment request submitted on June 15 the member’s enrollment would begin on July 1.

➢ For an enrollment request submitted on June 27 the member’s enrollment would begin on August 1.

Disenrollment scenarios

➢ For a disenrollment request submitted on June 15 the member’s disenrollment would occur on June 30.

➢ For a disenrollment request submitted on June 27 the member’s disenrollment would occur on July 31.
Member Enrollment Request Transfer Scenarios

**Member Transferring Health Homes:**

- The transferring Health Home submits a disenrollment request on June 15. The receiving Health Home submits an enrollment request on June 15, directly after the disenrollment request is submitted. Member enrollment with the receiving Health Home would begin on July 1.

- The transferring Health Home submits a disenrollment request on June 26. The receiving Health Home submits an enrollment request June 27. The member disenrollment would occur July 31 and the enrollment with the receiving Health Home would begin on August 1.
Member Enrollment Transferring From MCO  Scenarios

Health Home member transferring from an MCO to FFS:

➢ An enrollment request is submitted on June 15. The member’s enrollment would begin on June 1. You will be able see this in IMPA as early as June 16.

➢ An enrollment request is submitted on June 28. The member’s enrollment would begin on July 1.
IMPA Training

Updating an Assessment and/or Tier Change
What Does an Assessment Mean?

The assessment for IMPA is the Health Home’s review of the member’s eligibility to be enrolled in a Health Home.

- The assessment date in IMPA is not the same as the due date for the comprehensive assessment and/or level of care (LOC).
  - The Health Home must conduct a file review of the member that includes functional impairment as defined in the SPA.
  - The file review must be documented in the member’s chart.
  - The member’s tier must be supported in the documentation.
  - The assessment for IMPA must be conducted annually.
    - If the assessment date is not updated at least annually, at month 13 (month after the due date), the member’s tier will change to 0.
    - If the assessment date is not updated in IMPA by month 14 (2 months after due date), the system will automatically disenroll the member.
Updating an Assessment and/or Tier Change

- Log into IMPA, hover over File and select “Health Home”
Updating an Assessment and/or Tier Change
(continued)

- Enter State ID
- Click “Search”
- Click “Select”
Updating an Assessment and/or Tier Change (continued)

- Click “Update”

- Enter Date of Assessment, Tier, Reason, and related ICD-10 diagnosis code(s).
Updating an Assessment and/or Tier Change (continued)

- The reason drop down menu has the selections of:
  - Tier Change
  - Assessment Date Change
  - Assessment Date and Tier Change
IMPA Training

Member Disenrollment
How to Disenroll a Member

- Log into IMPA, hover over File and select “Health Home”
How to Disenroll a Member  
(Continued)

- Enter State ID
- Click “Search”
- Click “Select”
How to Disenroll a Member
(Continued)

- Click “Disenroll”
How to Disenroll a Member (Continued)

- Select the “Reason” for disenrollment
  - (See Reasons for Disenrollment)
- Click “Disenroll”
  - (See Disenrollment Request Scenarios)
Reasons for Disenrollment

- Member Requested
  - A member can request to disenroll from the program as this is a voluntary program to participate in.

- Provider Requested
  - A provider can request disenrollment on behalf of a member.

- Death

- Failure to comply to Policy
  - This would be when a member is not abiding by the agreement they signed with the provider. The provider can disenroll them.
IMPA Training

Uploading a CASH
Uploading a CASH

- To upload the CASH and supplemental documents
  - Log into IMPA
  - Go to File > Upload File > CSA
    - This process is used by the IHHs and Targeted Case Management (TCM) to submit the member’s CASH and PCSP along with any supplemental documentation.
    - Note: If you do not have access to the CSA upload file functionality, please request access by completing this form: [https://www.tfaforms.com/5057291](https://www.tfaforms.com/5057291)
Uploading a CASH (continued)

- Enter the member’s State ID and click “Search”
Uploading a CASH (continued)

- **Document Type**: Select “CASH” (Comp. Assess & Social Hist.) when uploading the CASH or any supplemental documents.

- **Select a File**: Click on “Choose File”. Browse to the location of the file on your computer and select the file you want to upload.
  - If this step does not work, follow the instructions on the page to update your Adobe Flash player; then close and reopen your browser and log into IMPA again.

- **Click on “Upload”** to begin the upload.
IMPA Training

Uploading a Residential Setting Member Assessment
Uploading a Residential Setting Member Assessment

- Login to IMPA
- Go to File > Upload File > HCBS Residential Assessment
  - Note: A step-by-step instruction on downloading and use instructions can be found here: [HCBS Residential Member Assessment Form Instructions (state.ia.us)](state.ia.us)
Uploading a Residential Setting Member Assessment (continued)

- Enter the State ID and click “Search”.

![Screen capture of the Iowa Medicaid Portal Access system](image-url)
Uploading a Residential Setting Member Assessment (continued)

- Select a File: Click on “Choose File”. Browse to the location of the file on your computer and select the file you want to upload.
- Click on “Upload” to begin the upload.

![Screen Shot of Upload Process](image-url)
Uploading a Residential Setting Member Assessment (continued)

- Once the document is uploaded an “uploaded successfully” message displays.
- If you are an administrator, you will see all documents uploaded by all users for the State ID.
Once uploaded the document can be viewed, downloaded, or printed. Click on “Select”.

![Image of the Iowa Medicaid Portal Access interface showing the upload/view documents section with a file listed for upload.]
IMPA Training

Uploading Documentation for Chart Reviews
Uploading Chart Review Documentation

- Login to IMPA
- Hover Over File then Upload File
- Select “Health Home”
  - Note: If you do not have access to the Health Home upload file functionality, please request access by completing this form https://www.tfaforms.com/5057291
Uploading Chart Review Documentation (continued)

- Select:
  - Group Name
  - File Type (you may need to expand Upload Files section)

- Select a File: browse to the location of the file on your computer and select the file you want to upload.

- Description is optional

- Click on “Upload”
Uploading Chart Review Documentation (continued)

- Only two type files can be uploaded now - csv and pdf files. When trying to upload file types other than csv and pdf, you will receive an error message.
Uploading Chart Review Documentation (continued)

- If you upload documentation in error, use the delete option shown below
IMPA Training

Completing and Viewing Critical Incident Reports
Completing and Viewing Critical Incident Reports

The Critical Incident Reporting Application within IMPA is designed as a central location for reporting and storing critical incident reports for Iowa Medicaid members enrolled for HCBS Waiver, Habilitation, or other designated programs.

- To complete or view a Critical Incident Report please refer to the Critical Incident Report User Guide located on the IMPA main page: IMPA (state.ia.us)
IMPA Training

Available Reports
Available Reports

- Login to IMPA, hover over Review, click Health Home Reports:
Available Reports (continued)

- Billing Report
- Assessment Coming Due
- Member Roster Report
  - The Assigned report
  - The Unassigned report
  - Not Processed report
- Participating Waiver Members Report
Available Reports (continued)

**Billing Report**

- The Billing Report provides information on all your members enrolled in the program.

- Enter in your organization’s NPI, the applicable year and month.
Available Reports (continued)

**Billing Report**

Note: This report does not account for rare events where Medicaid eligibility is removed retroactively, indicating a member assigned to your health home, who would not be eligible for a PMPM claim.
Available Reports
(continued)

Assessments Coming Due

- The assessment coming due report will provide the state IDs that are currently enrolled in Medicaid and have an assessment coming due within the next 3 months.

- Enter your organization’s NPI number and click continue.
Available Reports (continued)

Assessments Coming Due

![Assessments Coming Due Report]

- **National Provider Identifier**: [Redacted]
  - **Continue**
  - **Clear**

**Export to CSV**  **Print Assessments Coming Due List**

**NPI**: [Redacted]
**Status**: Enrolled and Assigned

**Total Number of State IDs**: 1

<table>
<thead>
<tr>
<th>State ID</th>
<th>Member Name</th>
<th>Assessment Date</th>
<th>Tier</th>
<th>Diagnosis 1-10</th>
</tr>
</thead>
<tbody>
<tr>
<td>[Redacted]</td>
<td>[Redacted]</td>
<td>3/22/2022</td>
<td>6</td>
<td>[Redacted]</td>
</tr>
</tbody>
</table>
Available Reports (continued)

**Member Roster Report**

- **IMPORTANT**: This report is not the source of truth for your member enrollment (see Billing Report for member enrollment)
- This report has 3 different options for selection.
- Using the radio button at the top choose Integrated Health Home
- Choose address – click tab or enter
- Enter the start and ending dates for the report.
- Using the radio buttons choose “Assigned”, “Unassigned”, or “Not Processed”
Available Reports (continued)

**Assigned Member Roster Report**
- Provides a listing of members currently assigned to a health home or an integrated health home.
- The information provided on this report are:
  - State ID
  - Name
  - Assessment Date
  - Tier
  - Assigned
  - Last Action Date
Available Reports (continued)

**Assigned Member Roster Report**

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**IOWA DEPARTMENT OF HUMAN SERVICES**

**Member Roster Report**

Date of Report: 04/12/2023

NPI: 

Address: 

Date Range: 03/12/2022 - 04/12/2023

*The Assigned report provides a listing of members assigned to a health home or an integrated health home.*

**Total Number of State IDs: 12**

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<thead>
<tr>
<th>StateID</th>
<th>Name</th>
<th>Assessment Date</th>
<th>Tier</th>
<th>Assigned</th>
<th>Last Action Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>03/28/2023</td>
<td>5</td>
<td>Y</td>
<td>04/07/2023</td>
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<td></td>
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<td>12/21/2022</td>
<td>8</td>
<td>Y</td>
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<td></td>
<td></td>
<td>09/15/2022</td>
<td>5</td>
<td>Y</td>
<td>10/31/2022</td>
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<tr>
<td></td>
<td></td>
<td>07/22/2022</td>
<td>8</td>
<td>Y</td>
<td>10/28/2022</td>
</tr>
<tr>
<td></td>
<td></td>
<td>09/30/2022</td>
<td>7</td>
<td>Y</td>
<td>10/06/2022</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12/28/2022</td>
<td>8</td>
<td>Y</td>
<td>01/25/2023</td>
</tr>
</tbody>
</table>
Available Reports (continued)

**Unassigned Member Roster Report**
Provides a listing of members that are no longer assigned or have never been assigned to a health home or an integrated health home.

- The information provided on this report are:
  - State ID
  - Name
  - Assessment Date
  - Tier
  - Assigned
  - Last Action Date
  - Reason
Available Reports (continued)

**Unassigned Member Roster Report**

The Unassigned report provides a listing of members that are no longer assigned or have never been assigned to a health home or an integrated health home.

**Total Number of State IDs: 11**

<table>
<thead>
<tr>
<th>State ID</th>
<th>Name</th>
<th>Assessment Date</th>
<th>Tier</th>
<th>Assigned</th>
<th>Last Action Date</th>
<th>Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/22/2022</td>
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<td>N</td>
<td>04/04/2022</td>
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<td></td>
</tr>
<tr>
<td>01/01/1900</td>
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<td>IHAWP Participation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>01/01/1900</td>
<td>4</td>
<td>N</td>
<td>10/27/2022</td>
<td>Assigned to MCO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11/30/2021</td>
<td>6</td>
<td>N</td>
<td>06/27/2022</td>
<td>Assigned to MCO</td>
<td></td>
<td></td>
</tr>
<tr>
<td>07/15/2021</td>
<td>6</td>
<td>N</td>
<td>03/31/2022</td>
<td>System Disenroll</td>
<td></td>
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</tr>
</tbody>
</table>
Available Reports
(continued)

Not Processed Member Roster Report
Provides a listing of members that have requested enrollment into a health home or an integrated health home and will be processed at month end processing. Approximately 6 business days before the end of each month.

- The information provided on this report are:
  - State ID
  - Name
  - Assessment Date
  - Tier
  - Assigned
  - Last Action Date
Available Reports
(continued)

Not Processed Member Roster Report

IOWA DEPARTMENT OF HUMAN SERVICES
Member Roster Report

Date of Report: 04/12/2023
NPI: 
Address: 
Date Range: 03/12/2022 - 04/12/2023

*The Not Processed report provides a listing of members that have requested enrollment into a health home or an integrated health home and will be processed at month end processing.

Total Number of State IDs: 13

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<thead>
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<th>StateID</th>
<th>Name</th>
<th>Assessment Date</th>
<th>Tier</th>
<th>Assigned</th>
<th>Last Action Date</th>
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<tbody>
<tr>
<td>12/21/2022</td>
<td>8</td>
<td>12/21/2022</td>
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Available Reports (continued)

**Participating Waiver Members Report**

This report provides users with a listing of eligible and enrolled members that are also participating in an active waiver program along with their case manager contact information. The information provided in this report is for the current month only.

Use the radio button to select “Integrated Health Home”

- Enter: NPI
- Select: Address
- Click: Continue
Available Reports
(continued)

**Participating Waiver Members Report**

![Image of Participating Waiver Members Report]

This report provides users with a listing of eligible and enrolled members that are also participating in an active waiver program along with their case manager contact information. The information provided in this report is for the current month only.

<table>
<thead>
<tr>
<th>State ID</th>
<th>Name</th>
<th>Waiver</th>
<th>Case Manager</th>
<th>Email</th>
<th>Phone</th>
<th>Address</th>
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**IOWA DEPARTMENT OF HUMAN SERVICES**

**Participating Waiver Members**

- **Date of Report:** 04/12/2023
- **NPI:** [Redacted]
- **Address:** [Redacted]
- **Date Range:** 04/01/2023 - 04/30/2023

**Legend:**
- HS = Habilitation Services
- ID = Intellectual Disability
- PD = Physical Disability
- HD = Health & Disability
- IHS = Iowa Plan Habilitation Services
Contact Information

For questions, contact:

- Iowa Medicaid Health Home program specific questions: Healthhomes@dhs.state.ia.us
- IMPA access questions/issues: impasupport@dhs.state.ia.us