



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1124

DATE: May 4, 2012

TO: Iowa Medicaid Targeted Case Managers (TCMs) and Case Managers (CMs)

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: New Document Submission Process for Children's Mental Health (CMH) Waiver and Habilitation Level of Care Reviews

EFFECTIVE: Immediately

Targeted Case Managers and Case Managers now have the ability to submit CMH and Habilitation review documentation to the IME Medical Services Unit via a secure upload process, in addition to the current methods of fax and mail. This should make the submission process more efficient and reduce faxing errors.

In order to use this process, TCMs and CMs must have accounts set up in both the Individualized Services Information System (ISIS) and the Iowa Medicaid Portal Access (IMPA) systems. All TCMs and CMs should already have an ISIS username and password. If you do not, your supervisor can request access for you. If you have not already registered in IMPA, please follow these instructions to register for a new account.

To register for IMPA:

- 1) Go to: <https://secureapp.dhs.state.ia.us/impa>.
- 2) Click on the "Register New Account" link at the top of the page.
- 3) Complete the registration form. Your password must be at least 8 characters and include 1 uppercase character, 1 lowercase character, 1 digit, and one special character (!@#\$%^&+=). Enter the verification words and click the "Create" link.
- 4) When you receive the Congratulations message, click "OK".

To upload documents:

- 1) Login to IMPA. When you login for the first time, you will be required to answer three security questions before proceeding.
- 2) Under the main menu, click on Manage>My Account
- 3) From the menu on the left, click on the "External Application Authorization" link.
- 4) Enter your ISIS username and password.
- 5) Click on "File" on the main menu. After the page refreshes, click "File" again. There should now be a menu item called "Upload Document to IME" under the File menu.
- 6) Click on "Upload Document to IME"
- 7) From the dropdown menu, select "CMH Waiver" or "Habilitation".

- 8) Click on the "Select File" link. 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.)
- 9) Click the "Upload File" link to begin the upload.

When using this process, please use the following practices to assure your documents can be received as intended:

- An uploaded document should not contain information for more than one member. If you have CMH Waiver and/or Habilitation reviews to be done for more than one member, you must upload separate documents for each member.
- If you have multiple documents for a single member's review please label each document with the member's name, State ID#, and identify which document you are sending in relation to the total number of documents, such as "1 of 3", "2 of 3", and "3 of 3".
- Document size is limited to 10 MB. If you are scanning documents, be sure to scan at a resolution that will not result in a large file size. If your file is larger than 10 MB and cannot be split into smaller parts, it will have to be submitted by fax.

The existing fax lines will remain operable if you are unable to use the new process as described above. To fax CMH Waiver and/or Habilitation documents to the IME Medical Services Unit, please use the following number:

- CMH Waiver and Habilitation Review Documents: (515)725-0931

This process can continue to be used for submission of Home and Community Based Services (HCBS) Waiver Level of Care documents, HCBS Waiver Prior Authorization documents and Habilitation Level of Care documents. Any other documents that are submitted through this process will be discarded and will not reach the intended destination.

Please note, level of care documents may not be submitted by email. They must be sent via fax, mail or uploaded through the IMPA system.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909, or locally at 515-256-4609, or by e-mail at imeproviderservices@dhs.state.ia.us.