



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1186

DATE: October 26, 2012

TO: Iowa Medicaid Case Managers, Targeted Case Managers, Department of Human Services (DHS) Service Workers, Home and Community Based Services (HCBS) and Habilitation Providers (excluding individual CDAC providers)

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

RE: Home and Community Based Services (HCBS) Quality Oversight Documentation Submission and Updated Contact Information
Updated Link shown as Highlighted Below

EFFECTIVE: Immediately

As part of the Iowa Medicaid Enterprise (IME) HCBS Quality Oversight Management process, enrolled HCBS providers are required to submit correspondence to the HCBS Quality Oversight unit. Effective immediately, all HCBS Quality Oversight correspondence must be submitted via fax, mail or compact disk (CD) to the contact information provided below. All correspondence sent from the HCBS Quality oversight program will be sent by mail. Some examples of HCBS Quality Oversight correspondence may include the following:

- Documentation requests
- Notifications of onsite reviews
- Notifications of Money Follows the Person (MFP) and Individual Participant Experience Surveys (IPES)
- Self-assessment documents
- Pre-onsite review information requests
- Review findings
- Corrective Action Plans and associated correspondence

The preferred method to submit correspondence to the HCBS Quality Oversight program is by fax. Regardless of the method chosen to submit correspondence please include the name of the staff member it should be directed to, such as the HCBS Specialist who requested documentation. The name of the staff member will always be included in correspondence from the HCBS Quality Oversight unit when documentation is being requested. When choosing to submit correspondence by mail, please submit documents in the order requested, **do not** include staples or paper clips and do not submit documents with highlighting.

When choosing to submit documentation on CD, the file on the CD must be **one** PDF, Word, or Image document. Do not submit more than one file on a CD.

HCBS Quality Oversight Program Contact Information:

**Iowa Medicaid Enterprise
HCBS Quality Oversight Unit
P.O. Box 36330
Des Moines, Iowa 50315
Fax: 515-725-3536 (preferred)**

For a complete list of HCBS Quality Oversight Unit contacts and a list of HCBS Specialists by region, please visit <http://www.ime.state.ia.us/HCBS/HCBSContacts.html> and click on “HCBS Specialists Regions.”

Due to contract transition, **2012 Provider Quality Management Self-Assessment** has not yet been posted. Anticipated release will occur November 1, 2012, with a submission due date of January 1, 2013. An informational letter will be distributed at a later date to announce tool publication and directions for submission.

If you have any questions, please contact the IME HCBS Quality Oversight Unit by email at HCBSwaivers@dhs.state.ia.us.