



# STATE OF IOWA

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

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

## INFORMATIONAL LETTER NO. 854

**DATE:** November 12, 2009

**TO:** Iowa Medicaid Providers of Targeted Case Management, Elderly Waiver Case Management, BI Waiver Case Management, Habilitation Case Management

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

**RE:** Case Management Emergency Coverage

As you are likely aware, revisions to Iowa Administrative Code Chapter 90 that were effective on October 1, 2009 require case management agencies to have an on-call emergency coverage system.

The IME has already informed case management providers of our agreement to contract with Iowa State University to provide after hours phone coverage. We are making this coverage available to case management agencies that do not already have an on-call system in place. The service will screen calls and those that require intervention by the case management agency will be forwarded to the on-call staff for each agency or group of agencies.

Case management providers who intend to use this service will be considered in compliance with the rule during the period in which the contract and procedures are being developed.

**You must send confirmation of your agency's intent to participate in the use of this service to the IME by the close of business on November 20, 2009.** Even if you do not intend to use the service, please reply with a brief statement of how you will comply with the rule and the current status of your effort.

Responses should be sent via email to Don Gookin at [dgookin@dhs.state.ia.us](mailto:dgookin@dhs.state.ia.us).