

PRV – Outreach Processing Informational Letters

Purpose:

Inform providers of the policies and procedures for participation in the Iowa Medicaid program and notify providers of any changes in Medicaid program policies and procedures. Provider Services is responsible for uploading the provider newsletters, bulletins, inserts or other special documents approved by the State to the Iowa Medicaid Portal Application (IMPA). Provider Services interfaces with other component contractors within the IME to identify and obtain information to be addressed in provider publications. The Iowa Medicaid Director or Assistant Director must approve all letters before publication.

Identification of Roles:

Provider Services Associate Analyst
Provider Services Business Analyst

Performance Standards:

Submit for publication within three business days of written approval by the state.

Path of Business Procedure:

Step 1: The Associate Analyst receives the Informational Letter (IL)

- a. The letter may come from any Unit within the IME

Step 2: Assign an IL

- a. The Associate Analyst assigns an IL number by going to the IMEUNIVERSAL Share Drive and clicking on the folder titled "Informational Letter Log Listing" The expected issue date is usually within five business days.

Step 3: Save the IL to the PROVSRV drive

- a. The Associate Analyst saves the IL to the PROVSRV drive
- b. Click on the folder titled Bulletins 2 (Begin with # 900) in the PROVSRV drive
- c. Save the IL under the IL number

Step 4: Proof the IL

- a. The Associate Analyst is responsible for proofing the IL one last time
- b. IL must be on the correct letterhead with the IME address
- c. Type the IL number on the letter
- d. Type the date on the letter. The date to be used is the expected upload day to IMPA (usually five days). The letter is addressed to the providers who are to receive the notification. Refer to the Iowa Medicaid Guide for provider types
- e. Review spelling and grammar
- f. Accept Changes by clicking on the Review tab; click on "Accept All Changes in Document", Click on "Final" and Save

Step 5: Send IL Pre-announcement to IME Units

- a. Send an email to the following IME staff advising of an IL Pre-announcement. Attach the IL advising that if no additional comments or concerns are received within the specified time (2 full days) the letter will be sent to the Assistant Medicaid Director for approval.
- b. IME Account Managers and other staff specified by Account Managers (Associate Analyst has an IME Pre-announcement distribution list)
- c. IME Unit Managers

Step 6: Were comments received from other units within the IME?

- a. Yes: Proceed to Step 7
- b. No: Proceed to Step 8

Step 7: Return the IL to author

- a. If comments are received that may change the content of the letter, the Associate Analyst forwards the comments to the author for consideration and updates.
- b. If minor comments are received that do not change the content, the Associate Analyst makes the changes and forwards to the Assistant Medicaid Director for final approval.

Step 8: Obtain Final Approval to mail the IL

The Associate Analyst forwards the IL via e-mail to the Assistant Medicaid Director and copies the Medicaid Director, Provider Services Unit Manager, Account Manager, and Operations Manager for final approval before uploading the IL to IMPA. The subject line of the e-mail is:
Please Approve Info Letter XXX

Step 9: Did Assistant Medicaid Director approve the IL?

- a. Yes: Proceed to Step 11
- b. No: Go back to Step 7

Step 10: Return IL to Associate Analyst

Step 11: Upload the IL to IMPA

- a. Place the approved IL in PDF format
- b. Go to the IMPA website, <https://secureapp.dhs.state.ia.us/imp/>
- c. Enter your User Name and Password (must have document manager role access rights assigned by the Data Warehouse Unit)
- d. Click "*I accept*"
- e. Hover the mouse over the tab titled Manage
- f. Click on ListServ Document Management
 1. Select a Category (Provider Information Letters-Provider Types)
 2. Enter a Document Identifier (Such as an Information Letter Number, etc. no greater than 10 digits)
 3. Enter an Issue Date
 4. Enter an Effective Date (If a specific date does not apply, choose one of the options from the drop down list)

5. Enter a Description to that document (subject of the IL)
6. Enter an E-mail Subject (IL # followed by subject line of IL)
7. Enter an E-mail Content (subject line of the IL)
8. Click the Browse button to select the file that you want to upload
9. If you need to add any additional files that are related to the main file, click on the **Add File(s)** button
10. Select all of the category topics that the document applies towards (provider types). If the IL is being sent to all providers; select only half of the group and once the IL is uploaded, it will need to be uploaded again to send to the other half of the group. The document identifier will need to be different by simply adding a "D" to the IL number
11. Click on the **Upload** button

Step 12: Verify that IL is uploaded on IMPA

- a. Hover mouse over the tab titled Information
- b. Click on ListServ Documents
- c. Click on View File of the IL uploaded
 1. Document must open (upload) before proceeding to step 13

Step 13: Send E-mail notification to IMPA Subscribers

- a. Log on to:
<https://listmgmt.ia.gov/utilities/login/login/?DocPost=9af52c92c8fbb9fcb402d20b1ec96551>
- b. Click on one of the List Names (provider type) that the IL was addressed to
- c. From the drop down box field labeled *Show* choose *All*
- d. Click Mailings shown on the left of the screen
- e. Hover mouse over Approval and click *Need Approval*
- f. Click Test
- g. Click "OK" shown on bottom right
- h. Click "OK" again
- i. Go to Outlook and check your personal mailbox
 1. Open the test e-mail
 2. Click on the link shown in the e-mail. If link opens then go back to List Manager and click *Send*
 3. Click "OK" when the box appears asking "are you sure you want to send this mailing now?"
- j. Once the email has been sent, go back to Outlook and delete the email notifications that appear in the Mailbox-DHS, IMEinformation

Step 14: Request the IL to be added to the DHS website

- a. Send an e-mail to the Business Analyst (lcabrer@dhs.state.ia.us) requesting that the IL be added to the website under the current year's bulletins. If the Business Analyst is out of the office, send the request to IMECommunications@dhs.state.ia.us. Attach the IL in PDF format. The e-mail should provide the following information:

1. Description – Subject of the IL
2. Issue Date – Date on the IL
3. Effective Date – If an effective is shown on the IL use that, otherwise use the same date as the issue date

Step 15: Inform IME staff that an IL was mailed

- a. Send an e-mail to the following IME staff advising that an IL has been uploaded to IMPA.
Attach the IL in PDF format
- b. Provider Services staff
- c. IME Account Managers and other staff specified by Account Managers (Associate Analyst has an IME Pre-announcement distribution list)
- d. IME Unit Managers
- e. The individual in the Policy Unit taking care of MAAC (Stephanie Clark and Maggie Reilly)

Forms/Reports:

RFP References:

6.4.4.3. a

Interfaces:

Assistant Medicaid Director or Medicaid Director

Attachments:

Process Map

Attachment 1
Process Map

