



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1452

DATE: December 4, 2014

TO: Iowa Medicaid Home and Community Based Services (HCBS) Waiver Providers, Health Homes, Integrated Health Homes (IHH), Targeted Case Managers and Department of Human Services (DHS) Service Workers

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Coordination of Health Home and Integrated Health Home Enrollment

EFFECTIVE: Immediately

The purpose of this Informational Letter is to communicate the resources available to facilitate coordination of care for members enrolled in a Health Home or IHH and those members who may also be enrolled in a HCBS Waiver or Habilitation program. In addition, this letter includes clarification of member eligibility for either a Health Home or an IHH.

Health Home Enrollment

Health Home, also known as a medical home, is a Medicaid program designed to meet the needs of certain Medicaid members. The goal is to target members with chronic medical conditions, engage them in their health, coordinate their care, and show improvement in the health of this population.

Waiver members enrolled in the following HCBS waivers can also be enrolled in a medical Health Home: AIDS/HIV, Brain Injury, Elderly, Health and Disability, Intellectual Disability and Physical Disability waivers. The waiver case manager or service worker continues to coordinate the waiver and community based services, while the Health Home coordinates medical care for the member. The Health Home is responsible for reaching out to the waiver case manager/service worker at least quarterly to share information and further coordinate member care. [Informational Letter No. 1385](#)¹ addresses coordination between the Health Home and case manager/service worker. A map of enrolled [Iowa Medicaid Health Homes](#)² is located on the DHS website. This map includes contact information that can be used by members, providers, and others to locate and communicate with Health Homes.

IHH Enrollment

The IHHs are considered a Health Home, but are intended to serve a different population than the medical Health Home. An IHH is a team of professionals working together to provide whole-person, patient-centered coordinated care for adults with a serious mental illness and children with a serious emotional disturbance. Adults enrolled in the HCBS Habilitation program and children enrolled in the HCBS Children's Mental Health Waiver are also enrolled in the IHH, but cannot be enrolled in a medical Health Home. The IHH is responsible for medical care coordination in addition to mental health care coordination

¹ <http://dhs.iowa.gov/sites/default/files/1385Collaboration%20between%20Health%20Homes%20and%20TCM-CM-SW.pdf>

² https://dhs.iowa.gov/sites/default/files/Health%20Home_Map_Sept2014.pdf

Magellan of Iowa, the IHH contractor, maintains a map of IHH locations, as well as a list of IHH contacts, on the [Magellan website](#)³. This information can be used by members, providers and others to locate and communicate with the IHHs. This website also includes additional information regarding IHHs.

Coordination of IHH and Health Home Enrollment

The following conditions apply to Health Home or IHH enrollment:

1. A member enrolled in the AIDS/HIV, Brain Injury, Elderly, Health and Disability, Intellectual Disability and Physical Disability waivers cannot be enrolled in IHH, but are encouraged to enroll in a medical Health Home if they qualify for enrollment.
2. A member cannot be enrolled in both a Health Home and an IHH for the same month. A member must be disenrolled from one before they can be enrolled in the other. Enrollment and disenrollment into a medical Health Home or IHH must follow the IME protocols for processing enrollment change requests. An enrollment request processed on or after the 20th of the month may miss month-end processing. Requests processed after month-end processing will be considered for assignment in the following month. Enrollment and disenrollment requests are not instantaneous but may be effective in a future month, depending upon when the request is processed.
3. A member who qualifies for both types of Health Homes can choose which Health Home program they wish to enroll in. This decision is the member's choice and not that of the Health Home and IHH. The member can be guided by information provided during a joint meeting of the Health Home and IHH. All Health Homes and IHHs are expected to honor a member's decision to change to another agency or program

HCBS Program Information

The department has created a [HCBS Waiver Information Packet](#)⁴ for each of the HCBS Waivers. These brochures explain the member eligibility criteria and the descriptions of the services available under each waiver. This information can be used by members, providers, and others with an interest in the HCBS Waivers.

The HCBS Habilitation program and services are explained on the [Habilitation Services](#)⁵ DHS webpage which includes the purpose of the program and descriptions of services available.

Questions relating to Health Home and IHH enrollment can be addressed to Pam Lester at plester@dhs.state.ia.us. [Informational Letters](#)⁶ are located on the DHS website. Providers are encouraged to sign up to automatically receive the letters by going to the [Iowa Medicaid Portal Access](#)⁷ (IMPA) system to register.

³ <http://www.magellanofiaowa.com/for-providers-ia/integrated-health-home.aspx>

⁴ <http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers>

⁵ <http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/habilitation>

⁶ <http://dhs.iowa.gov/ime/providers/rulesandpolicies/bulletins>

⁷ [https://secureapp.dhs.state.ia.us/impa/\(S\(5z2dmc2bgpoigly15a3iobfy\)\)/unAuthSubscribe.aspx](https://secureapp.dhs.state.ia.us/impa/(S(5z2dmc2bgpoigly15a3iobfy))/unAuthSubscribe.aspx)