



Iowa Department of Human Services

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Governor

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Director

INFORMATIONAL LETTER NO.1709-MC-FFS-D

DATE: August 15, 2016

TO: Iowa Medicaid Providers and Managed Care Organizations (MCOs)

APPLIES TO: Managed Care, Fee-for-Service, Dental

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

RE: Annual Provider Training 2016

EFFECTIVE: Upon Receipt

The 2016 Annual Provider Training will primarily focus on the IA Health Link transition to managed care. These training sessions will be facilitated by the IME and will have representatives from the three MCOs. These provider education sessions will be offered in 11 different communities throughout the state. In an effort to meet the anticipated demand for information, the IME will be dividing provider trainings into two provider sessions. Please plan to attend the session that best represents your provider type.

Provider Training Categories and Sessions:

Professional and Institutional- Morning Session (9:00 a.m. – 12:00 p.m.)

- Physicians
- Durable Medical Equipment (DME)
- Pharmacies providing DME
- Behavioral Health
- Acute Care Hospitals
- Maternal Health Clinics
- Family Planning Clinics

Long Term Care (LTC) and Home- and Community-Based Services (HCBS) Waiver- Afternoon Session (1:00 p.m. – 4:00 p.m.)

- Intermediate Care Facilities (ICF)
- Skilled Nursing
- Home Health (HH)
- Hospice
- Consumer Directed Attendant Care (CDAC)
- Support Community Living (SCL)
- Transportation
- Meal Delivery

Providers do not need to attend both sessions, as content will be similar, but will be specifically designed for the provider types in attendance, and MCO experts on each provider type will be in attendance at the appropriate session.

The MCOs will present useful information on subjects that have been identified as areas of interest based on provider feedback. Each session will include an update from the IME, followed by detailed presentations from each of the three MCOs. After the presentations, participants will be able to ask the MCOs and the IME questions. Additionally, each MCO will have staff available before and after to answer individual questions from providers.

MCO Topics:

- Claims Adjudication Process
 - Common Denial Reasons
 - Denial Resolutions
 - Timeliness
- Prior Authorizations
- Appeals
 - Informal
 - Formal
- Communication

IME Topics:

- MCO Assignment Process
- Fee-for-Service (FFS) Updates
 - Current Procedural Terminology (CPT) Codes
 - Healthcare Common Procedure (HCPS) Codes
- Cost Reports
- Communication
- Oversight

Registration Information:

The IME will use an online registration form to manage the training sessions scheduled for each of the 11 designated communities. The online registration will simplify the sign-in process at each venue.

- If you are unable to complete and submit the online registration form please contact the IME Provider Services Unit at 1-800-338-7909 and a representative will complete a form on your behalf.
- Please plan on attending the session you are registered for at the designated date and time. You will be notified immediately after submitting your online registration form if we are unable to accommodate your request. If you are unable to register because a session is fully booked, please review the schedule of sessions for a different location near your community.
- **Seating at all venues is limited, so please ensure all staff who register plan to attend.**

- Actual session end times may vary depending on attendee participation. The time frames provided are an estimate and we ask that you plan accordingly.
- There is no cost to attend these sessions.

How to Register:

Please go to the [DHS website¹](#) to complete the online Training Registration Form. Once you have reviewed the training sessions that are offered, you may complete and submit the online registration form. If you are unable to attend one of the sessions, similar information will be made available on the DHS website after the conclusion of the scheduled trainings. A Frequently Asked Questions (FAQ) document will also be developed and made available on the DHS website. You may also register for a training session by clicking on your chosen venue shown below.

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909 or email at imeproviderservices@dhs.state.ia.us.

Site Information: Listed below are the dates, times and locations of the Provider Education Sessions.

Schedule and Location Information

Venue	Date	Time	Address	Other Information
Des Moines	8/26/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Wallace Building 502 East 9 th Street Des Moines, IA 50309	Auditorium Free Parking Ramp West of the Building
Mason City	8/29/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Northern Iowa Area Community College 500 College Drive Mason City, IA 50401	Muse Norris Conference Center – MC 180
Storm Lake	8/30/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Buena Vista University 610 W. 4 th Street Storm Lake, IA 50588	Conference Center Free Parking

¹ <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/APT2016>

Venue	Date	Time	Address	Other Information
<u>Cedar Rapids</u>	8/31/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Kirkwood Community College 7725 Kirkwood Blvd SW Cedar Rapids, IA 52404	Kirkwood Center Ballroom D Visitor Parking
<u>Waterloo</u>	9/1/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Hawkeye Community College 501 East Orange Road Waterloo, IA 50704	Tama Hall Room 102 Visitor Parking
<u>Dubuque</u>	9/6/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Grand River Center 500 Bell Street Dubuque, IA 52001	Parking Ramp or Outside Parking
<u>Ottumwa</u>	9/7/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Bridge View Center 102 Church Street Ottumwa, IA 52501	Visitor Parking
<u>Burlington</u>	9/8/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Burlington Memorial Auditorium 200 Front Street Burlington IA, 52601	Visitor Parking
<u>Sioux City</u>	9/12/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Sioux City Convention Center 801 4 th Street Sioux City, IA 51101	Visitor Parking
<u>Council Bluffs</u>	9/13/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00	Iowa Western Community College 2700 College Road Council Bluffs, IA 51503	Looft Hall Auditorium Visitor Parking

Venue	Date	Time	Address	Other Information
		p.m. – 4:00 p.m.		
<u>Bettendorf</u>	9/14/2016	Professional/ Institutional: 9:00 a.m. – 12:00 p.m. LTC/HCBS: 1:00 p.m. – 4:00 p.m.	Scott Community College 500 Belmont Road Bettendorf, IA 52722	Student Life Center Visitor Parking