

INFORMATIONAL LETTER NO. 2011-MC-FFS

DATE: April 16, 2019

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS),

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

RE: Annual Provider Training 2019

EFFECTIVE: Upon Receipt

The 2019 training sessions will be facilitated by the IME and will have representatives from the Managed Care Organizations (MCOs) to provide updates. Sessions will be offered in nine different communities throughout the state. In each location, we will offer two provider sessions. These sessions will contain the same content so please attend the session that works for your schedule.

Provider Training Sessions:

Morning Sessions (9:00 a.m. – 12:00 p.m.)

- 9:00-9:45 IME Updates
- 9:45-10:30 MCO Updates
- 10:30-11:15 Panel Question/Answer (Q/A)
- 11:15-12:00 Breakout (MCOs and the IME available at tables for specific questions)

Afternoon Sessions (1:00 p.m. – 4:00 p.m.)

- 1:00-1:45 IME Updates
- 1:45-2:30 MCO Updates
- 2:30-3:15 Panel Question/Answer (Q/A)
- 3:15-4:00 Breakout (MCOs and the IME available at tables for specific questions)

IME Topics

- Electronic Billing
- Secondary Billing
- IA Health Link Open Choice
- UnitedHealthcare Plan of the River Valley, Inc. Withdrawal
- Future Quarterly Meetings

MCO Topics

- Appeals and Grievances
- Prior Authorizations
- Top Reasons for Claim Denials

Registration Information:

The IME will use an online registration form to manage the training sessions scheduled for each of the nine 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 are registered plan to attend.**
- Actual session end times may vary depending on attendance 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 website](https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/APT-2019/schedule)¹ 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](https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/APT-2019)².

¹ <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/APT-2019/schedule>

² <https://dhs.iowa.gov/ime/Providers/tools-trainings-and-services/ATRegistration/APT-2019>

Schedule and Location Information

Venue	Date	Time	Location
Sioux City	Monday 5/13/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	Sioux City Convention Center 801 4 th Street Rooms 6-10 Sioux City, IA 51101
Council Bluffs	Tuesday 5/14/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	Iowa Western Community College Looft Hall Auditorium 2700 College Road Council Bluffs, IA 51503
Des Moines	Wednesday 5/15/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	Wallace Building 502 E. 9 th Street Des Moines, IA 50309
Cedar Rapids	Tuesday 5/21/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	Kirkwood Community College Kirkwood Center Ballroom A, B, and C 7725 Kirkwood Blvd SW Cedar Rapids, IA 52404
Waterloo	Wednesday 5/22/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	Hawkeye Community College Tama Hall, Room 102 1501 East Orange Road Waterloo, IA 50704
Mason City	Thursday 5/23/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	North Iowa Area Community College Room BC 200 500 College Drive Mason City, IA 50401
Dubuque	Tuesday 5/28/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	Grand River Center Meeting Room 1 500 Bell Street Dubuque, IA 52001
Bettendorf	Wednesday 5/29/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	Isle Casino Hotel Bettendorf Isle Center Banquet Facility Salon A 1800 Isle Parkway Bettendorf, IA 52722
Burlington	Thursday 5/30/2019	9:00 a.m. – 12:00 p.m. 1:00 p.m. – 4:00 p.m.	Burlington Memorial Auditorium 200 Front Street Burlington, IA 52601

For any questions, please contact the IME Provider Outreach Unit at 1-800-338-7909 or send an email to IMEProviderOutreach@dhs.state.is.us.