

INFORMATIONAL LETTER NO. 2283-MC-FFS-D

DATE: November 3, 2021

TO: All Iowa Medicaid Providers

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

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

RE: Medicaid Virtual Town Hall Meetings Update

EFFECTIVE: Upon Receipt

As noted in [Informational Letter \(IL\) 2261-MC-FFS-D¹](#), Iowa Medicaid began holding monthly virtual town hall meetings in August 2021, for both providers and members.

Registration is now open for the November 2021, December 2021, and January 2022, town halls. Please note the November and December meeting dates are different because of the holidays. Beginning in January 2022, the monthly virtual town halls will be held on the fourth Thursday of each month.

Upcoming virtual town hall schedule:

Wednesday, November 17, 2021

4:00 to 5:00 PM: Providers

5:00 to 6:00 PM: Members

Thursday, December 16, 2021

4:00 to 5:00 PM: Providers

5:00 to 6:00 PM: Members

Thursday, January 27, 2022

4:00 to 5:00 PM: Providers

5:00 to 6:00 PM: Members

Providers interested in attending any session may register [online²](#). Advance registration is encouraged but not required. Login credentials for the virtual meeting will be shared

¹ https://dhs.iowa.gov/sites/default/files/2261-MC-FFS-D_Medicaid_Virtual_Town_Hall_Meetings.pdf?102020211529

² <https://www.tfaforms.com/4926750>

via email on the day of the event with those who have registered. Credentials will also be posted on the DHS website.

Members interested in attending any session may also register [online](#)³. Advance registration is encouraged but not required. Login credentials for the virtual meeting will be shared on the day of the event with those who have registered and will be posted on the DHS website. Members who need assistance in registering may contact IME Member Services at **1-800-338-8366**.

Providers should share this information with members that may be interested in attending a town hall meeting.

If unable to attend, member and provider meeting agendas and town hall recordings can be found [here](#)⁴.

If you have questions, please contact the IME Provider Services Unit at **1-800-338-7909**, locally at 515-256-4609, or by email at imeproviderservices@dhs.state.ia.us.

³ <https://www.tfaforms.com/4926751>

⁴ [Medicaid Town Halls | Iowa Department of Human Services](#)cfvd