



INFORMATIONAL LETTER NO. 2493-MC-FFS-D

DATE: August 9, 2023

TO: All Iowa Medicaid Providers

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

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Hope and Opportunity in Many Environments (HOME)

EFFECTIVE: Upon Receipt

HHS is working to ensure that Iowa Medicaid members have access to high-quality behavioral health, disability, and aging services in their communities.

A new initiative, called HOME, began with a collaboration between community partners at Mathematica and the Harkin Institute who evaluated community-based services and published a [final evaluation report](#)¹ outlining recommendations for how HHS can improve available services. Based on these recommendations, the team created a [transformation plan](#)² to guide next steps and implement suggested improvements.

Through HOME, HHS recognizes the hope that comes with individuals being able to choose where they live and the services they receive. This makes maintaining health, social connection, and quality of life possible.

HHS is committed to bringing hope in the knowledge that seniors, individuals with disabilities, and individuals with behavioral health needs are connecting with the people they love in their homes and communities.

The voices of those receiving community-based services (CBS), their caregivers, and providers are vital in helping to guide a better system for everyone.

HOME will be implemented in phases through the end of 2024. Community members, caregivers, and providers are encouraged to share their thoughts during virtual and in-person

¹ <https://hhs.iowa.gov/sites/default/files/Iowa-CBSE-Final-Evaluation-Report.pdf>

² <https://hhs.iowa.gov/sites/default/files/IA-CBS-Transformation-Plan-Compliant%20%286%29.pdf>

feedback sessions, which will be announced in the coming months. Prior to attending these sessions, please fill out this [interest form](#)³. To learn more about HOME and upcoming feedback opportunities, visit the Iowa Medicaid [Community-Based Services Redesign Project webpage](#)⁴.

We appreciate your support with this project and look forward to our continued collaboration.

If you have questions, please contact the Iowa Medicaid Provider Services Unit or the appropriate MCP:

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@dhs.state.ia.us

Amerigroup Iowa, Inc.:

- Phone: 1-800-454-3730
- Email: iowamedicaid@amerigroup.com
- Website: <https://providers.amerigroup.com/ia>

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: iaproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider portal: <https://www.availity.com/molinahealthcare>

Delta Dental of Iowa (DDIA):

- Telephone: 1-800-544-0718
- Email: provrelations@deltadentalia.com
- Website: <https://www.deltadentalia.com/dentists/resources/forms/>

³ <https://docs.google.com/forms/d/e/1FAIpQLSfQhIpRpRu6WYduWaeSrLpdtlbExKGu52F6tr8ugg8Yh4QM0w/viewform>

⁴ <https://hhs.iowa.gov/CBS-Redesign>

Managed Care of North America (MCNA):

- Telephone: 1-855-856-6262
- Email: Network_Development@MCNA.net
- Website: <https://www.mcna.net/en/providers-overview>