



INFORMATIONAL LETTER NO. 2503–MC–FFS

DATE: September 15, 2023

TO: All Iowa Medicaid Providers

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

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

RE: 2023 Annual Provider Training

EFFECTIVE: Immediately

HHS and the three managed care organizations (MCOs) - Amerigroup, Iowa Total Care and Molina Healthcare - will be hosting a series of in-person and virtual presentations throughout the month of October. Each entity will provide a variety of presentation topics. Topics will include but not be limited to the following:

- The NEW [Iowa Medicaid Dashboard](#)¹
- Electronic Visit Verification (EVV)
- Public Health Emergency (PHE) Unwind – Enrollment and Reenrollment
- Electronic Data Interchange Support Services (EDISS) Registration
- Medicare Savings Program – Qualified Medicare Beneficiary (QMB), Specified Low Income Medicare Beneficiary (SLMB) and Expanded Specified Low Income Medicare Beneficiary (E–SLMB)
- Presumptive Eligibility
- Claims and Recoupments
- Availity
- Long Term Support Services (LTSS) and Case Management

Please choose and register for **ONE** of the below in-person or virtual training sessions between October 9 and October 19. All sessions will cover the same presentation topics. **To register for a session, please fill out this [registration form](#)². The deadline to register is Thursday, October 5, 2023.**

¹ <https://hhs.iowa.gov/iowa-Medicaid-dashboard>

² <https://forms.office.com/g/fAV8rgGybl>

Training Sessions: Virtual Sessions

- Session 1
 - Day: Monday, October 9
 - Time: 8:00 AM – 12:00 PM
 - Location: [Zoom Gov Meeting](#)³
 - Meeting ID: 160 411 9332
 - [Registration Form](#)⁴
- Session 4
 - Day: Wednesday, October 11
 - Time: 1:00 PM – 5:00 PM
 - Location: [Zoom Gov Meeting](#)⁵
 - Meeting ID: 161 571 7486
 - [Registration Form](#)⁶
- Session 9
 - Day: Tuesday, October 17
 - Time: 8:00 AM – 12:00 PM
 - Location: [Zoom Gov Meeting](#)⁷
 - Meeting ID: 160 411 9332
 - [Registration Form](#)⁸
- Session 10
 - Day: Wednesday, October 18
 - Time: 1:00 PM – 5:00 PM
 - Location: [Zoom Gov Meeting](#)⁹
 - Meeting ID: 161 571 7486
 - [Registration Form](#)¹⁰

In-Person Sessions

- Session 2
 - Day: Tuesday, October 10
 - Time: 8:00 AM – 12:00 PM

³ <https://www.zoomgov.com/j/1604119332>

⁴ <https://forms.office.com/g/fAV8rgGyb1>

⁵ <https://www.zoomgov.com/j/1615717486>

⁶ <https://forms.office.com/g/fAV8rgGyb1>

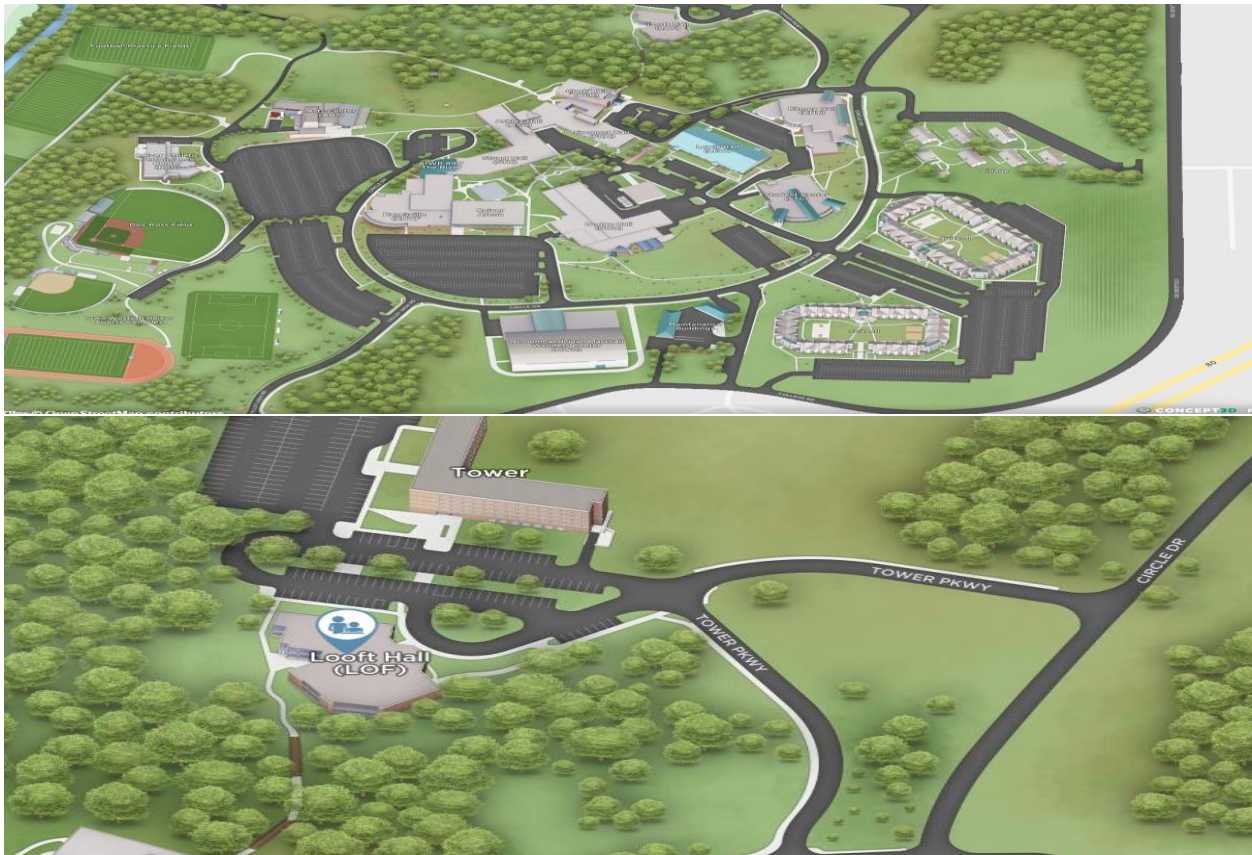
⁷ <https://www.zoomgov.com/j/1604119332>

⁸ <https://forms.office.com/g/fAV8rgGyb1>

⁹ <https://www.zoomgov.com/j/1615717486>

¹⁰ <https://forms.office.com/g/fAV8rgGyb1>

- Location: [Iowa Western Community College, 2700 College Road, Council Bluffs, IA 51503](#)¹¹
 - Room: Looft Hall, Room 018
- [Registration Form](#)¹²
- Session 3
 - Day: Tuesday, October 10
 - Time: 1:00 PM – 5:00 PM
 - Location: [Iowa Western Community College, 2700 College Road, Council Bluffs, IA 51503](#)¹³
 - Room: Looft Hall, Room 018
 - [Registration Form](#)¹⁴



Figs. 1 and 2 Maps of Iowa Western Community College and Looft Hall¹⁵

¹¹ <https://www.iwcc.edu/map/>

¹² <https://forms.office.com/g/fAV8rgGyb1>

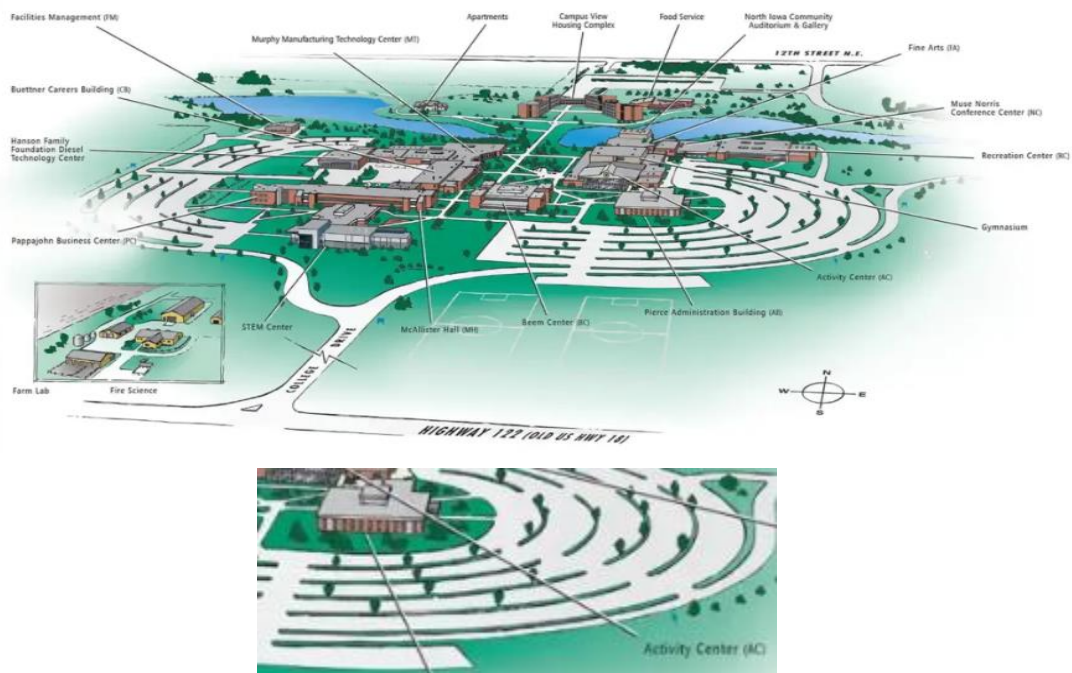
¹³ <https://www.iwcc.edu/map/>

¹⁴ <https://forms.office.com/g/fAV8rgGyb1>

¹⁵ <https://www.iwcc.edu/map/>

- Session 5
 - Day: Thursday, October 12
 - Time: 8:00 AM – 12:00 PM
 - Location: [North Iowa Area Community College, 500 College Drive, Mason City, IA 50401](#)¹⁶
 - Room: Activity Center, Room 101
 - [Registration Form](#)¹⁷
- Session 6
 - Day: Thursday, October 12
 - Time: 1:00 PM – 5:00 PM
 - Location: [North Iowa Area Community College, 500 College Drive, Mason City, IA 50401](#)¹⁸
 - Room: Activity Center, Room 101
 - [Registration Form](#)¹⁹

Campus Map



¹⁶ <https://www.niacc.edu/about/campus-map/>

¹⁷ <https://forms.office.com/g/fAV8rgGyb1>

¹⁸ <https://www.niacc.edu/about/campus-map/>

¹⁹ <https://forms.office.com/g/fAV8rgGyb1>

Figs. 3 and 4 Maps of North Iowa Area Community College and the Activity Center building²⁰

- Session 7
 - Day: Monday, October 16
 - Time: 8:00 AM – 12:00 PM
 - Location: [Wallace State Office Building, 502 E 9th St, Des Moines, IA 50319](#)²¹
 - Parking: In ramp or behind the Wallace Building on the street
 - [Registration Form](#)²²
- Session 8
 - Day: Monday, October 16
 - Time: 1:00 PM – 5:00 PM
 - Location: [Wallace State Office Building, 502 E 9th St, Des Moines, IA 50319](#)²³
 - Parking: In ramp or behind the Wallace Building on the street
 - [Registration Form](#)²⁴

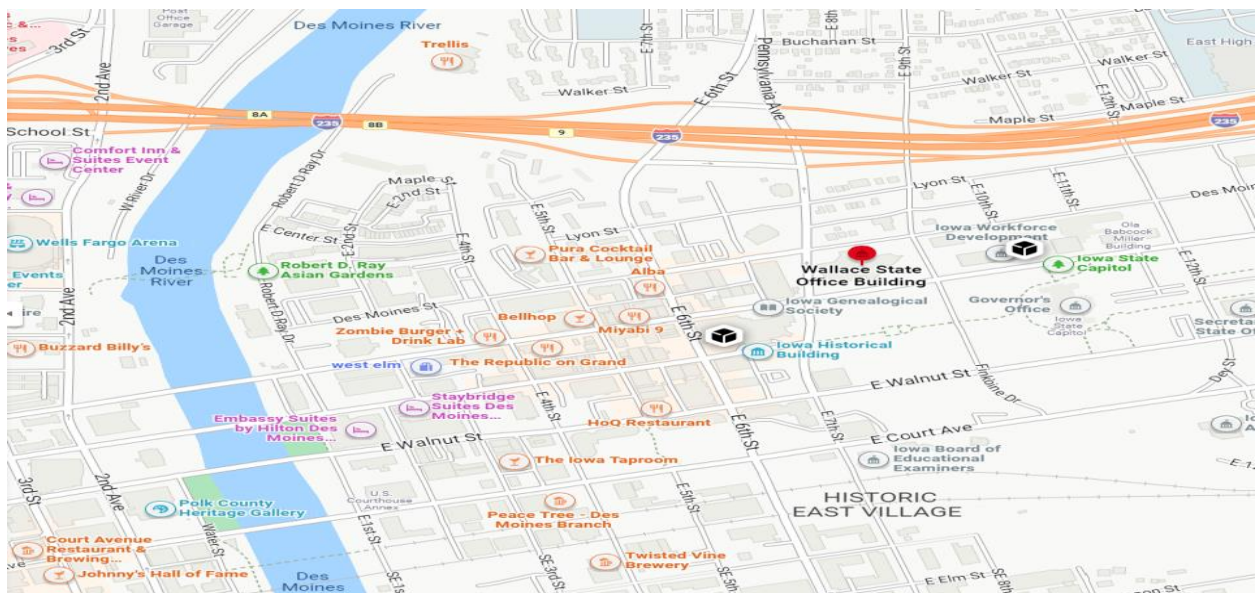


Fig. 5 Directions to Wallace State Office Building²⁵

- Session 11
 - Day: Thursday, October 19
 - Time: 8:00 AM – 12:00 PM

²⁰ <https://www.niacc.edu/about/campus-map/>

²¹ <https://tinyurl.com/9d45zthk>

²² <https://forms.office.com/g/fAV8rgGyb1>

²³ <https://tinyurl.com/9d45zthk>

²⁴ <https://forms.office.com/g/fAV8rgGyb1>

²⁵ <https://tinyurl.com/9d45zthk>

- Location: [Northeast Iowa Community College, 8342 NICC Drive, Peosta, IA 52068](#)²⁶ (15 minutes from Dubuque, right off from Highway 20)
- Room: Main Campus, Room 104D
- Parking: As you drive in on NICC Dr. from the roundabout, please park in the South Lot as this will put the group right outside of the conference room that you'll be using. Your group will be in classroom **#104D**. The white arrow wrapped in the red dot nearest to that classroom - [see map](#)²⁷ - are the doors that you would come in from the parking lot. Walk straight down that short hall to the left of the entrance doors and the classroom is right there.
- [Registration Form](#)²⁸
- Session 12
 - Day: Thursday, October 19
 - Time: 8:00 AM – 12:00 PM
 - Location: [Northeast Iowa Community College, 8342 NICC Drive, Peosta, IA 52068](#)²⁹ (15 minutes from Dubuque, right off from Highway 20)
 - Room: Main Campus, Room 104D
 - Parking: As you drive in on NICC Dr. from the roundabout, please park in the South Lot as this will put the group right outside of the conference room that you'll be using. Your group will be in classroom **#104D**. The white arrow wrapped in the red dot nearest to that classroom - [see map](#)³⁰ - are the doors that you would come in from the parking lot. Walk straight down that short hall to the left of the entrance doors and the classroom is right there.
 - [Registration Form](#)³¹

²⁶ https://www.nicc.edu/media/nicc/documents/campus-maps/PeostaCampus_Map.pdf

²⁷ <https://www.nicc.edu/media/nicc/documents/campus-maps/Peosta.MAIN.BLDG.Map.pdf>

²⁸ <https://forms.office.com/g/fAV8rgGyb1>

²⁹ https://www.nicc.edu/media/nicc/documents/campus-maps/PeostaCampus_Map.pdf

³⁰ <https://www.nicc.edu/media/nicc/documents/campus-maps/Peosta.MAIN.BLDG.Map.pdf>

³¹ <https://forms.office.com/g/fAV8rgGyb1>



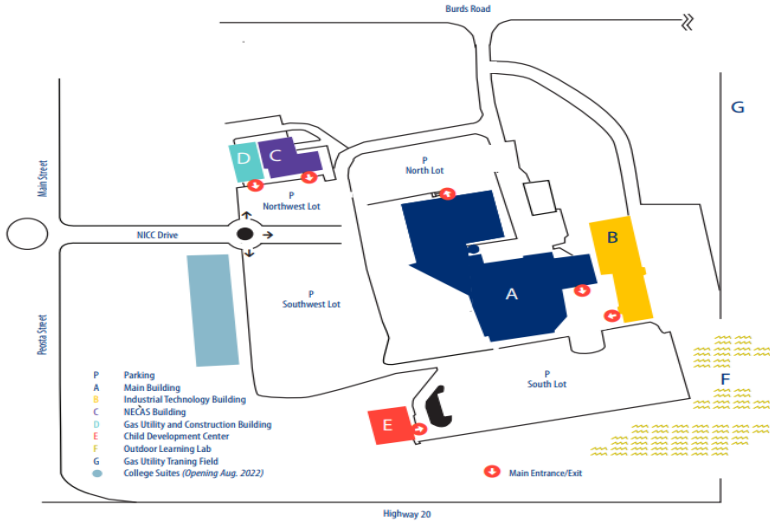
www.nicc.edu



CAMPUS BUILDINGS MAP



NORTHEAST IOWA COMMUNITY COLLEGE PEOSTA CAMPUS BUILDINGS





**PEOSTA
CAMPUS**

www.nicc.edu



MAIN BUILDING

UPPER & LOWER LEVEL



**PEOSTA
CAMPUS**

www.nicc.edu



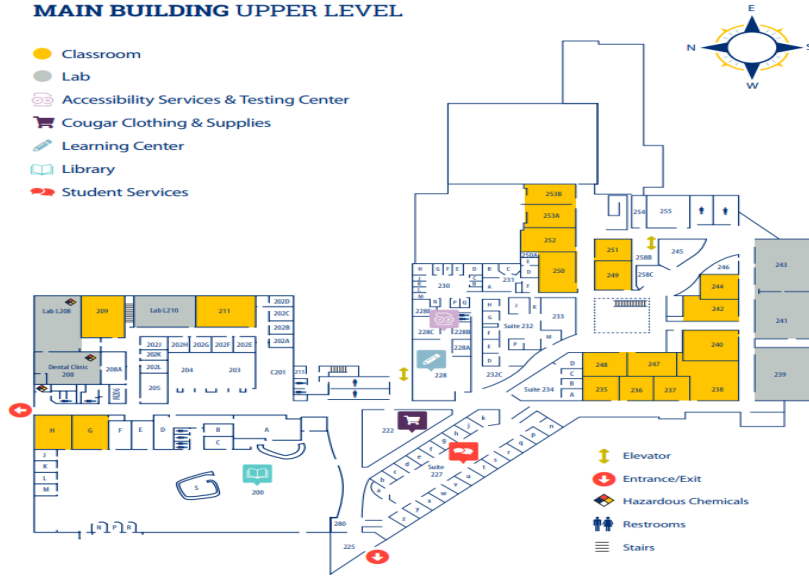
MAIN BUILDING

UPPER & LOWER LEVEL



MAIN BUILDING UPPER LEVEL

- Classroom
- Lab
- 🚶 Accessibility Services & Testing Center
- 🛒 Cougar Clothing & Supplies
- 📖 Learning Center
- 📖 Library
- 👉 Student Services



MAIN BUILDING LOWER LEVEL

- Classroom
- Lab
- 👤 Faculty Offices
- 🍽️ Food Service



Figs. 6-8 Maps of Northeast Iowa Community College³² and the Main Building³³

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

³² https://www.nicc.edu/media/nicc/documents/campus-maps/PeostaCampus_Map.pdf

³³ <https://www.nicc.edu/media/nicc/documents/campus-maps/Peosta.MAIN.BLDG.Map.pdf>

Iowa Medicaid Provider Services:

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

Amerigroup Iowa, Inc.:

- Phone: 1-800-454-3730
- Email: ProvidersolutionsIA@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>