



INFORMATIONAL LETTER NO. 2368-MC-FFS

DATE: August 29, 2022

TO: All Iowa Medicaid Providers

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

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

RE: 2022 Iowa Medicaid Annual Provider Training

EFFECTIVE: Upon Receipt

2022 Iowa Medicaid Annual Provider Training sessions will be held in-person and via Zoom live broadcast. There will be six 4-hour sessions. Each session will cover the same material; providers need only sign up for one session. Iowa Medicaid will record the sessions and post the recordings to the DHHS website for providers who are unable to attend.

To join a provider training session please register using one of the linked registration forms below. If you register for a Zoom session, a link, dial-in, and login information will be sent to you via email once you have completed your registration form.

Session Agenda:

IME Presentation – Key Points:

- Claims and Billing
- Electronic Visit Verification (EVV)
- Provider Enrollment/Reenrollment
- Prior Authorizations
- Home- and Community-based Services (HCBS)/Waiver Services
- Ground Emergency Medical Transportation (GEMT)
- Member Assistance
- Provider Manual
- American Rescue Plan Act (ARPA) Grant
- Provider Services Standard Operating Procedures (SOP) for H-8291 – Senate Amendment to HF 736
- Public Health Emergency (PHE)
- Workforce Expansion

Iowa Total Care Presentation – Key Points:

Contracts and Credentialing
Provider Education
Authorizations
Billing
Long-term Services and Supports (LTSS)/HCBS

Amerigroup Presentation – Key Points:

Our new Contact Us Feature
Digital Provider Enrollment
COVID-19 updates
Availity tools and new features
FAQs on claims, payments, Electronic Funds Transfer
Utilization Management

Locations, Dates and Times:

Session 1:

When: Tuesday, September 13, 2022
Where: The Hotel at Kirkwood Center
7725 Kirkwood Boulevard SW, Cedar Rapids, Iowa 52404
319-848-8700
Time: 8:00 AM – 12 noon
[Register for Session 1](#)¹

Session 2:

When: Tuesday, September 13, 2022
Where: The Hotel at Kirkwood Center
7725 Kirkwood Boulevard SW, Cedar Rapids, Iowa 52404
319-848-8700
Time: 1:00 PM – 5:00 PM
[Register for Session 2](#)²

¹ [Register for Session 1](#)

² [Register for Session 2](#)

Session 3:

When: Wednesday, September 14, 2022

Where: Zoom

Time: 8:00 AM – 12 noon

[Register for Session 3](#)³

Session 4:

When: Wednesday, September 14, 2022

Where: Zoom

Time: 1:00 PM – 5:00 PM

[Register for Session 4](#)⁴

Session 5:

When: Thursday, September 15, 2022

Where: North Iowa Area Community College NIACC

Muse Norris Conference Center I80ABC

500 College Drive, Mason City, Iowa 50401

Time: 8:00 AM – 12 noon

[Register for Session 5](#)⁵

Session 6:

When: Thursday, September 15, 2022

Where: North Iowa Area Community College (NIACC)

Muse Norris Conference Center I80ABC

500 College Drive, Mason City, Iowa 50401

Please refer to this [campus map](#)⁶.

Time: 1:00 PM – 5:00 PM

[Register for Session 6](#)⁷

³ [Register for Session 3](#)

⁴ [Register for Session 4](#)

⁵ [Register for Session 5](#)

⁶ [NIACC campus map](#)

⁷ [Register for Session 6](#)

Session 7:

When: Tuesday, September 20, 2022

Where: Sioux City Convention Center

801 4th Street, Sioux City, Iowa 51101

Time: 8:00 AM – 12 noon

[Register for Session 7](#)⁸

Session 8:

When: Tuesday, September 20, 2022

Where: Sioux City Convention Center

801 4th Street, Sioux City, Iowa 51101

Time: 1:00 PM – 5:00 PM

[Register for Session 8](#)⁹

Session 9:

When: Wednesday, September 21, 2022

Where: Wallace State Office Building

502 East 9th Street, Des Moines, Iowa 50319

Time: 8:00 AM – 12 noon

Parking: Street parking or Parking in the State parking garage, located west of the Wallace Building, please see this [map of the Iowa Capitol Complex](#)¹⁰.

[Register for Session 9](#)¹¹

Session 10:

When: Wednesday, September 21, 2022

Where: Wallace State Office Building

502 East 9th Street, Des Moines, Iowa 50319

Time: 1:00 PM – 5:00 PM

Parking: Street parking or parking in the state parking garage located west of the Wallace Building. Please refer to this [map of the Iowa Capitol complex](#).

[Register for Session 10](#)¹²

⁸ [Register for Session 7](#)

⁹ [Register for Session 8](#)

¹⁰ [Map of Iowa Capitol complex](#)

¹¹ [Register for Session 9](#)

¹² [Register for Session 10](#)

Session 11:

When: Thursday, September 22, 2022

Where: Zoom

Time: 8:00 AM – 12 noon

[Register for Session 11](#)¹³

Session 12:

When: Thursday, September 22, 2022

Where: Zoom

Time: 1:00 PM – 5:00 PM

[Register for Session 12](#)¹⁴

If you have questions, please contact Iowa Medicaid Provider Services at 1-800-338-7909 or by email at imeproviderservices@dhs.state.ia.us.

¹³ [Register for Session 11](#)

¹⁴ [Register for Session 12](#)