



## Medicaid e-News

### March Highlights



## **It's Developmental Disabilities Awareness Month**

Developmental Disabilities refer to impairments in a person's learning and behavior. This can include things like autism, attention deficit or hyperactivity disorder and impairments in physical and/or intellectual functioning; like cerebral palsy, spina bifida and Downs Syndrome. This month is all about raising awareness about including those with developmental disabilities in all facets of community life and removing barriers they may frequently come across.

Sometime this month, take the time to learn about how organizations are getting your community involved with accessibility for people with developmental disabilities.

Learn more at:

- [NACDD - National Association of Councils on Developmental Disabilities](#)
- [Iowa DD Council](#)

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## Longtime, Dedicated Medicaid Employee is Stepping into Retirement



A longtime Medicaid Management Analyst, Brian Wines, is leaving the Medicaid team after over 35 years of service in the Long-Term Services and Supports and Home and Community Services (HCBS) field. Brian has worked with LTSS in some capacity for his entire career, which started in 1983 as a live-in counselor in Iowa City. He has also worked as a Recreational Therapist, Case Manager, Activity Lead, a Grant and a Respite Coordinator, the latter at the Easter Seal Society of Iowa. In 1994, he began working for Iowa State University as a HCBS Waiver Specialist and was later promoted to a HCBS Waiver Supervisor.

Brian began his career with Iowa HHS and Iowa Medicaid in 2009 and has worked as a Management Analyst 3, providing program management for HCBS, Intellectual Disability (ID) and AIDS/HIV waiver program. During his career, Brian acted as a subject matter expert for the ID and AID/HIV waivers and coordinated all work activity for the development, implementation and amendment of these programs. Brian was the go-to expert for many different waiver programs and has a knowledge and understanding of the Medicaid program that has been extremely valuable over the years he has been at Iowa HHS.

“As a highly respected public servant, Brian has dedicated his career to improving the quality of life for Iowans with disabilities. His passion for his work and fierce advocacy for vulnerable populations has led to significant policy changes for Iowans,” said Paula Motsinger, LTSS Policy Bureau Chief. “In the last decade alone, Brian led efforts in Iowa to develop the Home and Community-Based Services (HCBS) self-direction program, the Money Follows the Person Program and committed to bringing Iowa through a statewide transition process to create meaningful opportunities for life in the community for Iowans with disabilities. Brian has spent more than 30 years being the voice for change and his legacy will live on in future policy leaders he has mentored. While we will miss Brian and the numerous contributions he has made, we congratulate him and wish him well in his retirement.”

“Brian has been an invaluable Medicaid team member for many years and he will be greatly missed. His passion and advocacy for individuals with disabilities has been apparent in all of his work,” said Elizabeth Matney, Iowa Medicaid Director. “This work can be incredibly challenging with layers of rules and federal regulations, but Brian has always come to the table with solutions. We thank him for the long hours and heart he poured into the Medicaid program and wish him all the best in his retirement adventures.”

All of the staff at Iowa Medicaid will miss Brian greatly, but we are happy to congratulate him on his retirement!

## Members



## Important: Member Mailings

Members, you will soon receive a few different mailings in your mailbox. It's important to notice the differences between these mailings and why each one is important to fill out send back to Iowa HHS.

- As a result of the COVID-19 Unwind, all Medicaid members will need to undergo a redetermination of their eligibility for Iowa Medicaid.
  1. You will receive a renewal form in the mail and members are encouraged to fill it out and send it back as quickly as possible in case Iowa HHS requests additional information from you.
  2. If you receive a notice that you are no longer eligible for Iowa Medicaid, you can find affordable health plans at [healthcare.gov](https://www.healthcare.gov).
- For Managed Care (MC) members, your open enrollment form will be mailed to you soon.
  1. This year, with a new MCO joining Iowa Medicaid, all MC members will have a chance to change MCOs if they wish.
  2. Some members will be redistributed to Molina, so it's important to read the whole letter.
  3. Respond as quickly as possible in case Iowa HHS needs to request additional information from you.
- Some members may receive a notice of action letter from Iowa HHS.
  1. This letter informs the member that Iowa Medicaid is stopping their normal eligibility renewal process and starting the unwind renewal process instead.
  2. Because of this switch in renewal processes, it may take a little longer for members find out if they are still eligible for Medicaid services.
- Fee-for -Service (FFS) members will receive a letter from Iowa HHS in the next 12-months.
  1. This letter will inform FFS members that the unwind renewal process will take place and different ways to submit their renewal.
  2. Managed Care members should have received a postcard from Iowa Medicaid in February or the beginning of March with similar information.

Make sure with all these mailings that Iowa HHS has your correct contact information so there is no lapse in your healthcare coverage.

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## Video About Eligibility Renewal is Now Posted to the Iowa HHS Website

The National Association of Medical Directors (NAMD) along with State Health and Value Strategies put together a video explaining member renewal and what the state needs from members and customized it to each state's Medicaid program. The video is available in both English and Spanish, and are cut into three different lengths: 60 seconds, 30 seconds and 15 seconds.

Find them in the [Unwind Resource Library](#).

[Watch Video](#)

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## Add Color and Texture to Your Yard this Spring



The Iowa Department of Natural Resources is providing trees for Iowa residents this spring. A mixture of hardwoods, low-growing ornamental and evergreen tree species are available for \$25 each.

**Alliant Energy customers** can purchase up to two trees to be picked up at the following locations:

- Thursday, April 13, 4:30-6:30 p.m., Pinicon Ridge Park (4729 Horseshoe Falls Rd, Central City)
- Thursday, April 27, 4:30-6:30 p.m., Calkins Nature Area (18335 135<sup>th</sup> St, Iowa Falls)
- Thursday, May 4, 4:30-6:30 p.m., Q Pond City Park (1111 West Clay St, Osceola)
- Thursday, May 25, 4:30-6:30 p.m., Lime Creek Nature Center (3501 Lime Creek Rd, Mason City)

**All Iowa residents** can purchase up to two trees for \$30 to be picked up at Harrah's Casino, (1 Harrah's Blvd., Council Bluffs) on Saturday, April 29 from 8:30 a.m.-10:30 a.m.

[Submit your order online today](#) to reserve your trees.

Learn more about the available tree species and order requirements on the [DNR webpage](#).

## Providers



## Thanking Our Dentists

On March 6, we celebrated National Dentist's Day. Dentists are doctors that specialize in oral health and prevent, diagnose and treat oral diseases, monitor the growth of our teeth and jaws and perform surgical procedures on teeth and mouths.

Oral health is a big part of whole-person health, which is why Iowa Medicaid is continually looking for ways to improve dental services for our members and providers. Stay tuned for dental program changes in the near future as we solicit feedback from our stakeholders!

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## Molina Healthcare Claims testing is Underway

Molina Healthcare's round 2 claims testing kickoff call will be held on **March 20, 2023**. Molina appreciates your partnership with ensuring successful claims adjudication.

**Claims testing timeline:** Providers will need to be contracted in order to test claims with Molina Healthcare. Second round testing begins **April 3, 2023**.

- 3/20/2023: Test members and claims date of service range to be used distributed
- 4/3/2023: Molina is ready to accept test claims
- 4/14/2023 – 5/31/2023: Weekly Office Hours, Results, Q&A sessions

If providers have questions pertaining to the agreement or your organization did not receive an agreement, please contact Molina [here](#). Executed agreements can be returned to the same email address.

Still in need of a *Molina Healthcare Provider Manual*? Get yours [here](#).

Molina Healthcare looks forward to working with providers to provide services to members starting July 1, 2023!

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# Sign-Up for Upcoming Provider Trainings

## Quality Assurance and Quality Improvement (Part 2)

April 11, 2023 | **\*TIME CHANGE\*** 10:30 a.m. – 12:00 p.m. | Virtual [Registration\[1\]](#)

\*In-Person attendance option added\*

Oskaloosa Public Library | 301 S. Market St., Oskaloosa, IA | [Registration\[2\]](#)

This is the second presentation on QA/QI initiatives. Viewing Part 1 (available on the archive page) prior to the training is recommended but not required. This session will expand upon ways to establish a continuous quality improvement program. Providers will learn how to collect and report on data, including evaluation of policy, procedure, and outcomes to ensure quality care. This training is a good fit for new providers, those interested in learning about the expectations of quality improvement, and those who may need to take their quality improvement processes to the next level.

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## Landlord/Tenant Laws in Iowa: Building an Understanding for the Home- and Community-Based Settings Rules

April 13, 2023 | 10 a.m. – 12 p.m. | Virtual [Registration\[3\]](#)

In-Person [Registration\[4\]](#)

Polk County Human Services Building (2309 Euclid Ave., Des Moines, Iowa)

Conference Room 1

The Home and Community-Based Services (HCBS) Settings Rule established minimum standards to ensure that Medicaid HCBS consumers live in settings that are non-institutional. States were originally expected to comply with the Rule in 2019, but extensions were granted. Providers are now expected to adhere to the Rule on March 17th, 2023 under the terms of the state’s “transition plan.” Under the Rule, HCBS consumers in “provider-owned or controlled” residential settings - e.g., assisted living facilities and homes owned by HCBS providers - must have protections that are at least as strong as the protections in the state’s landlord/tenant law. As the expected compliance date approaches and compliance reviews continue, we want to make sure you are informed and internally reviewing your policies and procedures, forms, and practices to achieve full compliance with the rules. To first view a national training on the settings rules before learning about the state, please see the upcoming Advancing States webinar on March 30, 2023 at 1 p.m. to 2 p.m. CST. [Implementing the Home and Community-Based Services Settings Rule: Protecting Consumers from Harmful Evictions | advancingstates.org\[5\]](#)

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These sessions will be recorded and stored in our training archive. The monthly training schedule and training archive can be found on the [Competency-Based Training and Technical Assistance Website\[6\]](#) and will be updated as training opportunities become available.

[1] Registration

link: <https://telligen.zoom.us/join/register/tZlpceutqDwiHtM4yV5h087HIJH72nWxTwyd>

[2] Registration

link: [https://docs.google.com/forms/d/e/1FAIpQLSeVQLINXxCOxyWMAo7vsYo4jtTWuOT\\_iUxKZdJby5E\\_KsRiQw/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSeVQLINXxCOxyWMAo7vsYo4jtTWuOT_iUxKZdJby5E_KsRiQw/viewform?usp=sf_link)

[3] Registration

link: <https://telligen.zoom.us/meeting/register/tZ0ucuqgpz4tEtSBLrvNIJTVxoMZIm7OPWnw>

[4] Registration

link: [https://docs.google.com/forms/d/e/1FAIpQLSeVQLINXxCOxyWMAo7vsYo4jtTWuOT\\_iUxKZdJby5E\\_KsRiQw/viewform?usp=sf\\_link](https://docs.google.com/forms/d/e/1FAIpQLSeVQLINXxCOxyWMAo7vsYo4jtTWuOT_iUxKZdJby5E_KsRiQw/viewform?usp=sf_link)

[5] Registration link: Implementing the Home and Community-Based Services Settings Rule: Protecting Consumers from Harmful Evictions | [advancingstates.org](http://advancingstates.org)

[6] Competency-Based Training and Technical Assistance for Long-Term Services and Supports | Iowa Department of Health and Human Services

## Stakeholders





## **HHS Budget Subcommittee Rate Review**

Historically, Iowa Medicaid has not had a regular process to review provider reimbursement schedules. The result is that Medicaid provider reimbursement lags with changes in the cost of providing the service. This also results in the reimbursement for services being misaligned with other services that have received a targeted increase.

This February, Director Elizabeth Matney presented the legislature with a series of rate review calculations at the Capitol. Legislators have expressed interest in learning more, and we believe this information will be considered during the budget process.

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## **Medical Assistance Advisory Council Meeting Scheduled for March 23**

The next Medical Assistance Advisory Council (MAAC) meeting is on March 23 before the Medicaid Town Halls. The purpose of the MAAC is to advise the Medicaid Director about health and medical care services under the medical assistance program. The council meets quarterly and is mandated by federal law and further established in Iowa Code.

If you are interested in attending the MAAC meeting, please find times and information on the [MAAC webpage](#).

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## **Sign up for the next Electronic Visit Verification Stakeholder Meeting**

The next Electronic Visit Verification (EVV) meeting for stakeholders & home-providers is now open for registration.

EVV is a federal requirement for states to implement. In December 2016, the 21st Century Cures Act was signed into law. This law requires EVV for personal care and home health services.

To sign up for the meeting, visit the [EVV Meetings & Trainings webpage](#).

## Managed Care Plan (MCP) Updates

## Stop by the Green to Go Health Fair on March 25

Iowa Total Care is hosting a community health fair at Corinthian Baptist Church in Des Moines on March 25.

The event is open to the public and will have upwards of 30 community partners, including Iowa HHS, Delta Dental of Iowa and MCNA Dental, that will be providing valuable community and health resources. The first 1,000 households at the event will receive free produce from Hy-Vee!

Along with Corinthian Baptist, Broadlawns Medical Center and Hy-Vee are supporting sponsors of the event.

We hope to see you there!

[Click here to view the full-size flyer.](#)



Three years ago, the federal government declared a Public Health Emergency (PHE) in response to COVID-19 that provided critical support and health care for Iowa residents and their families. During the PHE, nearly all existing and new Medicaid enrollees were able to enroll and stay covered regardless of changes in eligibility or status. Now, that is about to change.

Recent legislation passed by Congress separated Medicaid renewals from the PHE. So, what does this mean? Every state, including Iowa, will resume determinations on an individual's Medicaid eligibility beginning April 1, 2023. The Iowa Department of Health and Humans Services (HHS) estimates that thousands of current Medicaid enrollees will no longer be eligible as a result of Medicaid renewal, also known as Medicaid redetermination.

As Medicaid renewal resumes, now is the time to prepare. Here is a check list for all Medicaid beneficiaries to get ready for this process:

- Make sure Iowa HHS has your current contact information.
- Watch for and respond to mail from Iowa HHS.
- Visit [Amerigroup.com/staycovered](https://amerigroup.com/staycovered) to see if you are likely to qualify for Medicaid.
- If you don't qualify, you can find affordable health plans through your employer or the Health Care Marketplace.

Additional Iowa HHS tools and resources:

- Member Services can help Medicaid members with their questions about their healthcare during the renewal. They can also assist with helping apply for

Medicaid services.

- Hawki Member Services can help the guardians of Hawki members with their questions about their child's healthcare during the renewal. They can also assist with helping apply for Hawki services.
- Provider Services can help Medicaid medical providers of all types with their questions about the renewal and how it impacts their members and themselves. Provider Services can also help with a provider applying for Medicaid licensure.
- Visit [healthcare.gov](https://www.healthcare.gov) to find local help in applying for healthcare coverage in Iowa.

Need additional help with your Medicaid or Hawki renewal? Contact Iowa HHS Member services at 800-338-8366 toll free or 515-256-4606 in Des Moines and email at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us). Agents can help you walk through your renewal and direct you to the correct resources.

For those who will lose Medicaid coverage, there is still good news. New subsidies make health plans on the Marketplace more affordable than ever. In addition, many helpful resources are available to guide people to the coverage and support they need.

The pandemic brought years of uncertainty that has caused us to appreciate the importance of good health. Now our focus is on raising awareness about the available options so that people have healthcare coverage as we approach the end of the PHE.

## Amerigroup to launch “Meet Your MCO” events across Iowa

In April, Amerigroup Iowa will be launching our **Meet Your MCO: Community Roadshow** across the state of Iowa. We look forward to holding an open forum event to connect with our members, community partners, and providers in the Des Moines, Davenport, Cedar Rapids, Council Bluffs, Sioux City areas, and more! Staff from various departments will be available to answer questions and provide assistance. We look forward to:

- Addressing questions/concerns around the Unwind and member choice periods.
- Connecting you with local Amerigroup staff.
- Highlighting our extra benefits.
- Helping with Health Risk Assessment (HRA) completion.
- Assisting with any other questions you may have.

Keep an eye on [Amerigroup's Facebook](#) page for more details. We hope to see you there!





*From right to left: Jean McClurken, Behavioral Health Director; Christine Kayser, Manager, Healthcare Services; and Leah Martell, Manager, Healthcare Services.*

## **Molina Healthcare of Iowa Supports Brain Injury Awareness**

Molina sponsored and attended the 31<sup>st</sup> Annual Best Practices in Brain Injury Services Conference: When the Dust Settles. Our team spoke with attendees about Molina's approach to whole person healthcare. We understand that people are more than their brain injury and have implemented roles to help support future member's needs. Hosted by the Brain Injury Alliance of Iowa, the conference shared emerging, evidence-based, best and promising practices for brain injury treatment. They also shared expertise for navigating life after a brain injury.

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## **Tooth Fairy Tricks**

*From MCNA Dental*

Did you know that the Vitamin C in foods like kiwis, papaya and grapefruit helps your gums form blood vessels and tissues that support your teeth? Plus, it's a great way to support your whole-person health too!

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## **Marshalltown Health Center Receives \$150,000 Grant to Provide Urgent Care for Mental Health Crises**

At Delta Dental of Iowa, taking care of others has always been part of who we are — because we understand we're part of something greater than ourselves. We believe healthy smiles and healthy lives are closely connected. And we're driven to improve the health and wellness of the communities we serve.

That's why we're proud to support Center Associates in Marshalltown as they open a behavioral health urgent care clinic and focus on improved access to mental health for the benefit of Iowans' overall health and wellness. The clinic will provide emergency services for individuals 4 years and older experiencing acute mental health crises in the Marshalltown area. A \$150,000 grant from the Delta Dental of Iowa Foundation will support the project.

For 64 years, Center Associates has provided mental, emotional, behavioral and social care services to patients in Marshall, Hardin and Tama counties. Access to emergency mental health services is currently unavailable in the area, with the nearest behavioral health urgent care clinic located more than an hour away.

Grant funds will be put toward renovating space at Center Associates to accommodate the behavioral health urgent care clinic, purchasing additional equipment, coordinating care, and growing community awareness of the new urgent care services available. Leaders anticipate 2,000 patient visits in the first year of operation.

[Learn more](#) about the work Center Associates is doing to provide urgent care for mental health crises.

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## **Iowa Dentist Receives Loan Repayment Award from FIND Project to Provide Care for Underserved Populations in Polk County**

At Delta Dental of Iowa we believe healthy smiles and healthy lives are closely connected. As a not-for-profit insurance company, we aim to build stronger communities by investing in actions that promote and improve health — removing barriers, expanding access to resources and increasing equity. That's why we partner with others who share our commitment to making an impact.

Dr. Daniel Binkowski, a Polk County dentist who also practices in multiple locations throughout Iowa, has been selected as the 2023 recipient of an educational loan repayment award from Fulfilling Iowa's Need for Dentists (FIND), a collaborative public-private partnership.

The FIND program helps dentists establish dental practices in designated Iowa priority counties where access to dental care is limited. Recipients must devote a percentage of their practice to individuals who disproportionately face barriers to access care such as those enrolled in Medicaid, older adults, and other historically underserved populations.

Since Delta Dental of Iowa began the loan repayment program in 2022, 57 private-practice dentists have been awarded. These dentists have provided 326,000 patient visits and more than 878,000 dental services to underserved Iowans in priority counties. [Learn more.](#)

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## **Member Success Stories**



## Iowa Total Care Earns Provider Appreciation



The pride Iowa Total Care receives when work well done earns the appreciation of a provider ripples through the organization. That's what happened when one of ITC's community partners took the time to write a recommendation for an ITC staff member.

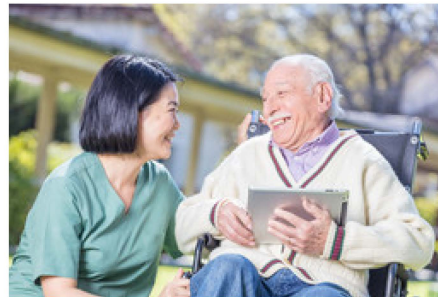
The letter praised enabling timely admission, conducting thorough review of prior authorization requests and paying special and personalized care to every patient. To this ITC employee, it was simply working by the Iowa Total Care standard of going above and beyond expectations.

The provider's praise also noted: "In a world where insurance companies have been utterly disconnected and impersonal, this ITC employee is appreciated as 'a true gem.'"

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## Follow-Up Completes a Circle of Care

When Iowa Total Care receives a referral to obtain a transfer of care following a member's hospitalization, it's usually a routine step in the circle of care for the member. However, when the member is unreachable, this step calls for persistence and a little detective work.



In the case of one ITC member, ITC could not get ahold of them even with trying with multiple phone numbers. The member was also not available when a staff person visited the member's listed residence.

Further search revealed the member recently had failed to keep a follow-up outpatient behavioral health appointment at Broadlawns. When Iowa Total Care requested a contact number, a link to a crisis stabilization facility eventually led to contact with the elusive member.

As a result, the follow-up after hospitalization was finalized and this circle of care completed. Credit goes to the cooperation between local healthcare partnerships and ITC staff dedication.

## Let's Discuss

Medicaid events and things to know





## Registration for the March 23, 2023 Town Halls is Now Open

March registration is now open for Iowa Medicaid's monthly Town Halls.

Providers and members may also sign up the Iowa Medicaid Town Halls through the Iowa Medicaid Facebook or sign up on our [Town Halls webpage](#).

The upcoming Town Halls Schedule is as follows:

- Thursday, March 23, 2023
- Thursday, April 13, 2023 - Members only
- Thursday, April 27, 2023
- Thursday, May 11, 2023 - Members only
- Thursday, May 25, 2023
- Thursday, June 15, 2023 - Members only
- Thursday, June 29, 2023

To register:

- **Providers** may sign up for the March 23 session online [here](#). Providers, please feel free to share this information with members.
- **Members** may sign up for the March Town Halls online [here](#). Members who need assistance in registering may contact Iowa Medicaid Member Services at 1-800-338-8366

**\*\*\*Please note that ZoomGov has changed its security settings and members will be in a virtual waiting room until the meeting host admits them.\*\*\***

Advance registration is encouraged but not required. Login credentials will be shared with those who have registered **on the day of the meeting**.





## Iowa Medicaid Staff Volunteers at the YMCA Supportive Housing Campus

On March 9, Iowa Medicaid staff planned, prepared and served a meal for the YMCA Supportive Housing Campus. The meal consisted of spaghetti with meat sauce, garlic bread, a salad bar and a homemade peach cobbler were big crowd pleasers! Iowa Medicaid is proud of our employees who volunteered to participate, and they are all excited to volunteer again come May!



## Iowa Medicaid Employees Enjoy an Appreciation Breakfast



Iowa Medicaid staff gathered on February 28 for a special employee appreciation breakfast. The Iowa Medicaid team has been very busy with the unwind renewals, onboarding our new MCO, preparing for the open enrollment period and working on other various projects to continue to improve the Iowa Medicaid program for our members and providers. The breakfast buffet was massive and it gave employees a chance to catch up with each other and have some fun!

A big shout out to our leadership team who worked to put this all together. We love working for Iowa Medicaid!

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## Recently Posted Public Notices

New public notices have recently been posted on the HHS website.

- [PUBLIC NOTICE: Changes To Nursing Facility \(NF\) Quality Assurance Assessment Fee \(QAAF\) and Medicaid Payment Rates For Nursing Facilities](#)
- [PUBLIC NOTICE: Medicaid Payment Rates for Multi-Systemic Therapy and Functional Family Therapy](#)
- [PUBLIC NOTICE: Public Comment Period for Iowa High Quality Healthcare Initiative 1915\(b\) Waiver Amendment](#)
- [PUBLIC NOTICE: Public Comment Period for SPA IA 23-0010 - Temporary Extension of Premium and Copayment Suspension](#)

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## Job Opportunities with Iowa Medicaid

HHS-Iowa Medicaid is seeking applicants for the following positions:

- [Data Engineer \(IT Specialist 5\) | Closes 3/20/2023](#)
- [Data Warehouse Analyst | Closes 3/20/2023](#)
- [Database Administrator | Closes 3/20/2023](#)
- [Activities Specialist 1: Leisure | Closes 3/26/23](#)
- [Medicaid Executive Officer 1 – Pharmacy Assistant | Closes 3/28/2023](#)
- [LTSS HCBS Waiver Policy Program Manager | Closes 5/1/23](#)
- [Reporting & Oversight Analyst Lead | Closes 5/1/23](#)
- [Reporting & Oversight Analyst | Closes 5/5/23](#)

MCO Contacts

**MEMBER SERVICES**

Amerigroup Iowa  
**1-800-600-4441**

Iowa Total Care  
**1-833-404-1061**

**PROVIDER SERVICES**

Amerigroup Iowa  
**1-800-454-3730**

Iowa Total Care  
**1-833-404-1061**

**Dental Plan Contacts**

**MEMBER SERVICES**

Delta Dental of Iowa  
**1-888-472-2793**

MCNA Dental  
**1-855-247-6262**

**PROVIDER SERVICES**

Delta Dental of Iowa  
**1-888-472-1205**

MCNA Dental  
**1-855-856-6262**

**Iowa Medicaid Contacts**

**MEMBER SERVICES**

Iowa Medicaid Member Services  
**1-800-338-8366**

**PROVIDER SERVICES**

Iowa Medicaid Provider Services  
**1-800-338-7909**

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