



# Expanding Horizons

**Bridging the Gap Through Home- & Community-Based (HCBS) and Expanded Mental Health and Substance Services (B3) Diversification**

# Learning Objectives

- Identify at least one service expansion opportunity that could increase access for underserved populations and enhance community well-being.
- Articulate at least two ways expanding services benefits providers.
- Differentiate between current service offerings and identified system gaps to uncover areas for service expansion.
- Summarize the steps needed to become credentialed to offer new HCBS and B3 services with the state and Iowa Total Care.



# Why Expanding Services Matters



**Increased Growth  
and Visibility**



**Support Closing Gaps  
in Care**



**Better Patient Outcomes  
and Satisfaction**



**Enhanced Success in  
Value-Based Care**

# Stronger Care, Stronger Communities



**Increased Access  
to Services**



**Reduced  
Waitlists**



**Improve Health and  
Well-Being for All**



# Key HCBS Waiver & Habilitation Services Expansion Opportunities



# HCBS Waiver & Habilitation Services



## HCBS Waivers

- Seven programs for specific groups with **disabilities** or **age-related** needs.
- Allows more **individualized** support in homes/communities.<sup>1</sup>



## Habilitation Services

- Supports **long-term** mental health needs.
- Builds **community living** skills.<sup>2</sup>

# Attendant Care: S5125



## Purpose:

Supports members with self-care tasks in home/community.<sup>3</sup>



## Details:

- Skilled tasks require registered nurse/therapist supervision.
- Billed in 15-minute units.
- Certain activities (supervision, reminders, parental responsibilities) not billable.<sup>4</sup>



## Available Under:

- AIDS/HIV Waiver
- Brain Injury Waiver
- Elderly Waiver
- Health & Disability Waiver
- Intellectual Disability Waiver
- Physical Disability Waiver<sup>4</sup>



**Note:** Daily dollar cap applies for all waivers.<sup>5</sup>

## Supported Community Living (SCL): H2015



### Purpose:

Hourly support for skills and independence at home /community<sup>3</sup>



### Details:

- 15-minute billing
- Cap of 52 hours/month for members under 20 years old<sup>3</sup>



### Available Under:

- Brain Injury Waiver
- Intellectual Disability Waiver<sup>3</sup>



**Note:** High demand for children's SCL providers

## Individual Respite: S5150/S5150:UC



### Purpose:

Provides one-on-one care to give caregiver temporary relief.<sup>3</sup>



### Details:

- 15-minute billing; U3 modifier for specialized
- Restrictions: not during caregiver's work/commute; not if caregiver is CDAC or CCO provider<sup>6</sup>



### Available Under:

- AIDS/HIV Waiver
- Brain Injury Waiver
- Elderly Waiver
- Health & Disability Waiver
- Intellectual Disability Waiver
- Children's Mental Health Waiver<sup>6</sup>



**Note:** Annual and daily caps (especially under ID Waiver).

## Group Respite: T1005



### Purpose:

Provides care in a group setting to give caregiver temporary relief.<sup>3</sup>



### Details:

- 15-minute billing; U3 modifier for specialized
- Restrictions: not during caregiver's work/commute; not if caregiver is CDAC or CCO provider<sup>6</sup>



### Available Under:

- AIDS/HIV Waiver
- Brain Injury Waiver
- Elderly Waiver
- Health & Disability Waiver
- Intellectual Disability Waiver
- Children's Mental Health Waiver<sup>6</sup>



**Note:** Annual and daily caps (especially under ID Waiver).

# Day Habilitation: T2020



## Purpose:

Builds skills, fosters independence and develops social roles.<sup>3</sup>



## Details:

- Available for age 16 and older
- Billing per day; U1–U6 modifiers (tiered)
- Immediate family cannot provide<sup>3</sup>



## Available Under:

- Intellectual Disability Waiver
- Habilitation State Plan<sup>3</sup>



**Note:** Staff requirements vary by supervision level.

# Supported Employment: H2025



## Purpose:

Job coaching for integrated, competitive or customized employment.<sup>3</sup>



## Details:

- Staff: associate degree/high school diploma and 6 months experience
- Tiered billing (Tiers 1–4 = monthly; Tier 5 = hourly).
- Members must earn minimum wage; services reauthorized every 90 days.<sup>3</sup>



## Available Under:

- Brain Injury Waiver
- Intellectual Disability Waiver
- Habilitation State Plan<sup>3</sup>



**Note:** Monthly dollar cap applies.<sup>3</sup>

# Family & Community Supports Services (FCS): H2021



## Purpose:

Reduce stress and depression; build resilience for member and family.<sup>3</sup>



## Details:

- Guided by a mental health professional.
- Staff training required before independent service delivery.
- Billed in 15-minute units.<sup>3</sup>



## Available Under:

- Children's Mental Health Waiver<sup>3</sup>



**Note:** High demand for providers in this area.



## Discussion #1

- ❓ Where do you think your agency could **expand** services?
- ❓ What are the **benefits** of offering additional services?

# Requesting HCBS Waiver Services for the Member

- 1 Contact the community-based care manager (CBCM).
- 2 CBCM coordinates a meeting to review member needs.
- 3 CBCM submits requests through the person-centered service planning (PCSP) process.<sup>13</sup>



**Note:** Providers **do not** submit requests directly to Iowa Total Care.<sup>13</sup>





# Key B3 Services Expansion Opportunities



## B3 Services



Expanded **mental health** and **substance use** services offered by contracted providers to Medicaid members through the **1915(b) waiver**.<sup>7</sup>



### Available Under:

- B3 Services
- Full Medicaid managed care organization (MCO) enrollees<sup>7</sup>

## Integrated Services & Supports (Wraparound Services): H2022



### **Purpose:**

Flexible, member/family-led supports tailored to unique needs.<sup>7</sup>



### **Details:**

- Billed per diem; Modifiers X1–X5 define service type/ duration.
- Services include mentoring, supervision, transportation and hotel stays.
- Provided by MCO-credentialed network; some require single case agreement (SCA).<sup>7</sup>



**Note:** Flexible, individualized supports driven by member needs.

## B3 Respite: H0045



### **Purpose:**

Short-term relief in safe environment for mental health needs.<sup>7</sup>



### **Details:**

- In-home or community-based; billed per diem.
- Waiver respite is used first if eligible.
- Modifiers U4 and U5 for Therapeutic Foster Care (by age).
- Providers: hospitals, agencies, Community Mental Health Centers (CMHC), waiver respite agencies with accreditation.<sup>7</sup>



**Note:** Crisis or planned respite can be used up to 72 hours.

# Peer Support & Parent Peer Support: H0038



## Purpose:

Lived-experience support for mental health or substance use disorders (SUD); parent support for caregivers.<sup>7</sup>



## Details:

- Billed in 15-minute units; U4 and U5 for therapeutic foster care (TFC) providers (by age).
- Provider agencies: MCO credentialed.
- Training requirements:
  - Appalachian Consulting Group Model (mental health).
  - Connecticut Community for Addiction Recovery (SUD).
  - Iowa Peer Workforce Collaborative (family peer support).<sup>7</sup>



**Note:** For peer support training, visit the [Iowa Peer Workforce Collaborative Peer Support Specialists](https://iowapeersupport.sites.uiowa.edu/peer-support) site (iowapeersupport.sites.uiowa.edu/peer-support)<sup>8</sup>

**Community  
Support Services  
(CSS):  
H0037 (Low) or  
H0037: TF (High)**



**Purpose:**

Help adults with severe and persistent mental illness (SPMI) live and work in the community.<sup>7</sup>



**Details:**

- Monthly billing; low vs. high-intensity (TF modifier).
- Contact requirements: 2–4 (low) vs. 5–12 (high) per month.
- Providers: CMHC and accredited Chapter 24 organizations.<sup>7</sup>



**Note:** Requires specific contact and psychiatrist involvement.

# Intensive Psychiatric Rehabilitation: H2017 U1-U5



## Purpose:

Comprehensive rehab to improve functioning for those with severe mental disorders.<sup>7</sup>



## Details:

- Delivered home or community; billed per diem.
- Modifiers U1–U5 apply.
- Providers: CMHCs, mental health agencies and accredited Chapter 24 organizations.<sup>7</sup>



**Note:** Requires specific contact and psychiatrist involvement.

# Low Intensity Residential SUD Treatment

(Level III.1):  
H2034



## Purpose:

Low-intensity, 24/7 residential substance use disorder treatment.<sup>7</sup>



## Details:

- Billed per diem.
- Eligible providers: licensed by the Iowa Department of Public Health under Iowa Code Chapter 125.<sup>7</sup>



**Note:** Requires at least 5 hours of treatment per week.<sup>7</sup>

# Clinically Managed Medium/High Intensity Residential SUD Treatment

(Level III.3 & III.5):  
H0018:TF &  
H0017:TF



## Purpose:

Medium-high intensity residential substance use disorder treatment.<sup>7</sup>



## Details:

- H0018: TF is for community-based.
- H0017: TF is for hospital-based.
- Structured recovery environment with clinical services.
- Billed per diem.<sup>7</sup>
- Eligible providers: licensed by the Iowa Department of Public Health under Iowa Code Chapter 125.<sup>7</sup>



**Note:** Designed for those with significant cognitive, social or psychological challenges.<sup>7</sup>

# Community-Based SUD Treatment

(Level III.7):  
H0018:TG



## Purpose:

High-intensity residential substance use disorder treatment.<sup>7</sup>



## Details:

- Provided in a licensed facility.
- Billed per diem.
- Eligible providers: licensed by the Iowa Department of Public Health under Iowa Code Chapter 125.<sup>7</sup>



**Note:** Includes 24-hour medical monitoring and treatment.<sup>7</sup>

## Discussion #2

- ① Where do you think your agency could **expand** services?
- ② What are the **benefits** of offering additional services?





## Requesting B3 Services for the Member

- 1 Complete the prior authorization form.
- 2 Provide clinical details.
- 3 Justify the service.
- 4 Outline the treatment plan.
- 5 Address contracting (if needed).
- 6 Submit materials.<sup>12</sup>



# How to Enroll to Provide Waiver, Habilitation & B3 Services

# Benefits of Being Credentialed With Iowa Total Care

- ✓ Comprehensive care programs.
- ✓ Education and training.
- ✓ Prompt and accurate claim processing.
- ✓ Streamlined administration.
- ✓ Dedicated provider support.
- ✓ Easy online portal.
- ✓ Patient education tools.<sup>11</sup>



# How to Enroll for Waivers and Habilitation: Step 1

Complete **Sections I and III** of Iowa HHS's [Iowa Medicaid Universal Home- and Community-Based \(HCBS\) Waiver Provider Application](https://hhs.iowa.gov/media/4874/download?inline) (hhs.iowa.gov/media/4874/download?inline) and submit to the state.<sup>9</sup>



# How to Enroll for Waivers and Habilitation: Step 2

Once you receive your approval letter, **submit a copy** to Iowa Total Care's Network Management team:  
[NetworkManagement@IowaTotalCare.com](mailto:NetworkManagement@IowaTotalCare.com)<sup>10</sup>



# How to Enroll for B3 Services

If you are interested in providing B3 services\*, please contact the Network Management team by emailing:  
[NetworkManagement@IowaTotalCare.com](mailto:NetworkManagement@IowaTotalCare.com)

*\*Note: B3 is a service category, not a provider type.*



# Resources

- [Conditions of Participation for Providers of Medical and Remedial Care](https://www.legis.iowa.gov/docs/iac/chapter/441.77.pdf)  
(<https://www.legis.iowa.gov/docs/iac/chapter/441.77.pdf>)<sup>13</sup>
- [Home- and Community-Based Services \(HCBS\) State Provider Manual](https://hhs.iowa.gov/media/7751/download?inline)  
([hhs.iowa.gov/media/7751/download?inline](https://hhs.iowa.gov/media/7751/download?inline))<sup>3</sup>
- [Habilitation Services State Provider Manual](https://hhs.iowa.gov/media/4322/download?inline)  
([hhs.iowa.gov/media/4322/download?inline](https://hhs.iowa.gov/media/4322/download?inline))<sup>14</sup>
- [Medicaid LTSS Program Comparison Chart](https://hhs.iowa.gov/media/10676/download?inline)  
([hhs.iowa.gov/media/10676/download?inline](https://hhs.iowa.gov/media/10676/download?inline))<sup>15</sup>
- [Form 470-2917 – Medicaid HCBS Waiver Provider Application](https://hhs.iowa.gov/media/4874/download?inline)  
([hhs.iowa.gov/media/4874/download?inline](https://hhs.iowa.gov/media/4874/download?inline))<sup>16</sup>

# Resources (Cont'd)

- Iowa Total Care [LTSS Case Management/Provider Relations Map\(s\)](http://iowatotalcare.com/territory-maps) (iowatotalcare.com/territory-maps)<sup>17</sup>
- [Iowa Medicaid B3 Provider Manual \(Guide\)](https://hhs.iowa.gov/media/17242/download?inline) (hhs.iowa.gov/media/17242/download?inline)<sup>7</sup>
- [Iowa Department of Health and Human Services Provider Enrollment](https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-enrollment) webpage (hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services/provider-enrollment)<sup>18</sup>
- Iowa Total Care [Contracting and Credentialing Forms](http://iowatotalcare.com/providers/contracting---credentialing/contracting---credentialing-forms.html) webpage (iowatotalcare.com/providers/contracting---credentialing/contracting---credentialing-forms.html)<sup>19</sup>
- Iowa Total Care Network Management email address: [NetworkManagement@IowaTotalCare.com](mailto:NetworkManagement@IowaTotalCare.com)



***What new  
or additional  
services can  
you offer?***



# Call to Action

***Diversifying services leads to long-term, positive outcomes for our communities.***



**Questions?**

# Learning Objectives Revisited

- Identify at least one service expansion opportunity that could increase access for underserved populations and enhance community well-being.
- Articulate at least two ways expanding services benefits providers.
- Differentiate between current service offerings and identified system gaps to uncover areas for service expansion.
- Summarize the steps needed to become credentialed to offer new HCBS and B3 services with the state and Iowa Total Care.



# References (Part 1)

1. Iowa Department of Health and Human Services. (n.d.a). *Waiver programs*. Retrieved on September 12, 2025 from <https://hhs.iowa.gov/medicaid/services-care/home-and-community-based-services/waiver-programs>
2. Iowa Department of Health and Human Services. (n.d.b). *Habilitation services*. Retrieved on September 12, 2025 from <https://hhs.iowa.gov/medicaid/services-care/habilitation-services>
3. Iowa Department of Health and Human Services. (2022a, June 24). *Home- and community-based services (HCBS) provider manual: Chapter III. Provider-specific policies*. <https://hhs.iowa.gov/media/7751/download?inline>
4. Iowa Department of Health and Human Services. (2025a, August). *Medicaid fee schedules*. <https://hhs.iowa.gov/medicaid/provider-services/covered-services-rates-and-payments/fee-schedules>
5. Iowa Department of Health and Human Services. (2025b, August). *HCBS habilitation and waiver upper rate limits*. <https://hhs.iowa.gov/media/14411/download?inline>
6. Iowa Department of Health and Human Services. (n.d.c.). *Home and community-based services (HCBS)*. Retrieved on August 22, 2025 from <https://hhs.iowa.gov/medicaid/services-care/home-and-community-based-services/waiver-programs>
7. Iowa Department of Health and Human Services. (n.d.d.). *Iowa Medicaid B3 provider manual (guide)*. Retrieved on November 3, 2025 from <https://hhs.iowa.gov/media/17242/download?inline>

# References (Part 2)

8. Iowa Peer Workforce Collaborative. (n.d.). *Peer support specialists*. The University of Iowa. Retrieved on August 22, 2025, from <https://iowapeersupport.sites.uiowa.edu/peer-support>
9. Iowa Department of Health and Human Services. (2025d, July). *Iowa Medicaid universal home- and community-based (HCBS) waiver provider application*. <https://hhs.iowa.gov/media/4874/download?inline>
10. Iowa Total Care. (n.d.a.). *Become a provider*. Retrieved on August 22, 2025 from <https://www.iowatotalcare.com/providers/become-a-provider.html>
11. Iowa Total Care. (n.d.b.). *Home page*. Retrieved on August 25, 2025 from <https://www.iowatotalcare.com/>
12. Iowa Department of Health and Human Services. (n.d.e). *Iowa's disability services system*. Retrieved on September 17, 2025 from <https://hhs.iowa.gov/initiatives/system-alignment/iowas-disability-services-system>
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14. Iowa Department of Health and Human Services. (2014, June 1). *Habilitation services provider manual*. <https://hhs.iowa.gov/media/4322/download?inline>
15. Iowa Department of Health and Human Services. (n.d.f.). *Medicaid LTSS program comparison chart (Comm. 178)*. Retrieved on September 17, 2025 from <https://hhs.iowa.gov/media/16897/download?inline>

# References (Part 3)

16. Iowa Department of Health and Human Services. (n.d.g.). *Iowa Medicaid HCBS waiver provider application (Form 470-2917)*. Retrieved on September 17, 2025 from <https://hhs.iowa.gov/media/4874/download?inline>
17. Iowa Total Care. (n.d.c.). *Territory maps: LTSS case management and provider relations*. Retrieved on September 17, 2025 from <https://www.iowatotalcare.com/territory-maps.html>
18. Iowa Department of Health and Human Services. (n.d.h.). *Provider enrollment*. Retrieved on September 17, 2025 from <https://hhs.iowa.gov/medicaid/provider-services/provider-enrollment>
19. Iowa Total Care. (n.d.d.). *Contracting and credentialing forms*. Retrieved on September 17, 2025 from <https://www.iowatotalcare.com/providers/contracting---credentialing/contracting---credentialing-forms.html>



**Thank You!**