



May 6, 2024

Mr. Adam Steen, Director  
Department of Administrative Services  
Hoover State Office Building  
1305 East Walnut Street  
Des Moines, IA 50319

Dear Mr. Steen:

The Department of Health and Human Services (HHS) currently contracts with Maximus to perform Provider Services functions and other related activities for the Iowa Medicaid and Hawk-i programs. This contract has a current end date of June 30, 2024. These services are crucial to ensure that Medicaid providers are enrolled, credentialed, and onboarded timely to provide services to Medicaid recipients. Enrollment activities ensure that providers are able to bill claims accurately and adhere to all state and federal regulations.

Iowa HHS is finalizing contract negotiations for a Provider Services solution tool and takeover of the Provider enrollment professional services. The Provider Services system will support provider enrollment, re-validation, and maintenance. The Provider Services vendor will provide a configurable, web based, self-service solution that allows providers to enroll electronically with Medicaid programs and provide an option for provider self-service updates. This agreement requires approval from the Centers for Medicaid and Medicare Services (CMS).

In order to ensure continuity of provider enrollment services to support the Medicaid program and the Medicaid delivery system for providers and members receiving health care and community-based services, Iowa HHS requests a six-month extension to the current contract to finalize negotiations and provide sufficient timeframe for system testing, training, and deployment. Extending the current Maximus contract by six months will allow our providers to be properly served while a new contractor is successfully onboarded and ready to serve at optimal performance.

With these concerns in mind, HHS requests a waiver of Iowa Administrative Code rule 118.11(3) to extend the current Provider Services contract through December 31, 2024.

Sincerely,

Kelly Garcia

Director

cc: Elizabeth Matney, Medicaid Director

Approved based on the justification provided.

  
Adam Steen, Director, DAS

5/28/24  
Date