
TITLE 1.	GENERAL DEPARTMENTAL PROCEDURES
Chapter A	Organization
Chapter B	Policy Development
B	Appendix
Chapter C	Confidentiality and Records
C	Appendix
Chapter D	Nondiscrimination
D	Appendix
Chapter E	Appeals and Hearings
E	Appendix
Chapter F	Volunteer Services
F	Appendix
Chapter J	Protection of Clients from Harm
J	Appendix
Chapter K	Emergency Social Services Plan
TITLE 3.	STATE FACILITIES
Chapter A	Mental Health Institutes
A	Appendix
Chapter B	State Resource Centers
B	Appendix
Chapter C	State Juvenile Facilities
Chapter G	Medicaid False Claim Policy
Chapter I	Outpatient Charges
TITLE 4.	FAMILY INVESTMENT PROGRAM
Chapter A	Administration
Chapter B	Application Processing
Chapter C	Nonfinancial Eligibility
Chapter D	Resources
Chapter E	Income
Chapter F	Budgeting
Chapter G	Case Maintenance
Chapter H	Payments and Adjustments
Chapter J	PROMISE JOBS
Chapter L	Aliens and Migrants
Appendix	PROMISE JOBS Provider Manual

TITLE 5. CENTRALLY ADMINISTERED PROGRAMS

- Chapter A Interim Assistance Reimbursement
- Chapter A Appendix
- Chapter B Health Insurance Premium Payment Program
- Chapter C AIDS/HIV Health Insurance Premium Payment Program
- Chapter D Quality Control
- Chapter D Appendix
- Chapter E Healthy and Well Kids in Iowa (*hawk-i*)

TITLE 6. OTHER INCOME MAINTENANCE PROGRAMS

- Chapter A Social Security Programs
- Chapter B State Supplementary Assistance
- Chapter B Appendix: Handbook for Residential Care, Comm. 47
- Chapter D Refugee Cash Assistance
- Chapter D(1) Refugee Medical Assistance
- Chapter E Extra Help for Medicare Prescription Drug Costs
- Chapter G Recovery of Overpayments
- Chapter I Emergency Assistance
- Appendix Income Maintenance Programs Forms

TITLE 7. FOOD ASSISTANCE

- Chapter A Administration
- Chapter B Application Processing
- Chapter C Nonfinancial Eligibility
- Chapter D Resources
- Chapter E Income
- Chapter F Budgeting
- Chapter G Case Maintenance
- Chapter H Adjustments
- Chapter I Specific Households and Participants
- Chapter J Intentional Program Violation
- Chapter M Food Stamp Employment and Training Program

TITLE 8. MEDICAID

- Chapter A Administration
- Chapter B Application Processing
- Chapter C Nonfinancial Eligibility
- Chapter D Resources
- Chapter E Income
- Chapter F Coverage Groups
- Chapter G Case Maintenance

Chapter H	Foster Care, Adoption and Guardianship Subsidy
Chapter I	Medical Institutions
I	Appendix: Medicaid Provider Manual for Intermediate Care Facilities for the Mentally Retarded, Comm. 46
Chapter J	Medically Needy
Chapter K	Psychiatric Institutions
Chapter L	Aliens
Chapter M	Medicaid Services
Chapter N	Home-and Community-Based Waivers
Chapter O	IowaCare
Appendix	Medicaid Provider Manuals
	All Providers: General Program Policies
	All Providers: Member Eligibility
	Acute Hospital Services
	Advanced Registered Nurse Practitioners
	Ambulance Services
	Ambulatory Surgical Center
	Area Education Agency
	Audiologist and Hearing Aid Dispenser
	Behavioral Health Services
	Birth Center Services
	MR/CMI/DD Case Management
	Chiropractic Services
	Community Mental-Health Center
	Dental Services
	Family Planning Services
	Federally Qualified Health Center
	HCBS AID/HIV Waiver Services
	HCBS Brain Injury Waiver
	HCBS Elderly Waiver Services
	HCBS Habilitation Services
	HCBS III and Handicapped Waiver
	HCBS Mental Retardation Waiver
	HCBS Physical Disability Waiver
	Home Health Services
	Hospice Services
	Independent Laboratory Services
	Independently Practicing Physical Therapists
	Infant and Toddler Program
	Lead Investigation Agency
	Local Education Agency
	Maternal Health Center
	Medical Equipment and Supply Dealer

Nursing Facility
Optometrist and Optician Services
Orthopedic Shoe Dealer
Physician Services
Podiatric Services
Prescribed Drugs
Psychiatric Medical Institutions for Children Services
Psychologist Services
Rehabilitation Agency
Remedial Services
Rural Health Clinic
Screening Center
Skilled Nursing Facility Services
All Providers: Appendix

TITLE 9. CHILD SUPPORT ADMINISTRATION AND LOCATION

Chapter A General Program Information
Chapter B General Computer Information and ICAR Security
B Appendix
Chapter E Case Setup
E Appendix
Chapter H Serving Qualified Customers
H Appendix
Chapter I Case Closure
I Appendix
Chapter J Child Support Enforcement Network-CSENET
J Appendix
Chapter K Interstate Case Processing
K Appendix

TITLE 10. SUPPORT ESTABLISHMENT AND MODIFICATION

Chapter A Administrative Paternity Establishment
A Appendix
B Eligibility for Child Support Services Appendix
Chapter C Paternity by Affidavit
C Appendix
Chapter C(1) Enforcement of Support Obligations
Chapter C(3) Foster Care Parental Liability
Chapter D Disestablishment of Paternity
D Appendix
Chapter H Determining Child Support Obligations
H Appendix
Chapter I Administrative Establishment of Support
I Appendix
Chapter Q Administrative Review and Adjustment
Q Appendix

Chapter S	Suspension and Satisfaction of Support
S	Appendix
Chapter T	Reinstatement of Support
T	Appendix
Appendix	Child Support Recovery

TITLE 11. ENFORCEMENT AND DISTRIBUTION

Chapter A	Administrative Levy
A	Appendix
Chapter C	Credit Reporting
C	Appendix
Chapter F	Income Withholding
F	Appendix
Chapter G	License Sanction
G	Appendix
Chapter I	Medical Support
I	Appendix
Chapter J	Federal Offsets and Passport Sanctions
Chapter K	State Offsets
Chapter L	Seek Employment
L	Appendix
Chapter T	Distribution
T	Appendix
Chapter U	Appeals Based on Date of Collection
U	Appendix
Chapter V	Quarterly Notice of Support Collected
V	Appendix
Chapter W	Special Abstracts and Refunds

TITLE 12. LICENSING AND APPROVAL STANDARDS

Chapter A	Approval of Juvenile Detention and Shelter Care Homes
A	Appendix
Chapter B	Foster Family Home Licensing
B	Appendix
Chapter C	Foster Group Care Licensing
C	Appendix
Chapter E	Child Care Center
E	Appendix
Chapter F	Child Development Home Registration
F	Appendix
Chapter H	Certification of Adoption Investigators
H	Appendix

TITLE 13. SOCIAL SERVICE RESOURCES

Chapter A	General Provisions
A	Appendix
Chapter B	Determining Title IV-E Eligibility
B	Appendix
Chapter D	Guardianship
Chapter D(1)	Guardianship Subsidy
D	Appendix
Chapter E(1)	Stolen Children
Chapter G	Child Care Assistance
Chapter J	Foster Care Services
Chapter J(1)	Foster Care Payment
Chapter J(3)	Medical Coverage for Children in Foster Care
Chapter N	Interstate Compacts
N	Appendix

TITLE 14. MANAGEMENT INFORMATION

Chapter A	Services Reporting System
Chapter A(1)	Error Codes for the Service Reporting System
Chapter B	Automated Benefit Calculation System
Chapter B(4)	System Screen Instructions
Chapter B(5)	Food Assistance Case Actions
Chapter B(6)	FIP Case Actions
Chapter B(7)	FMAP-Related Medicaid Case Actions
Chapter B(8)	COLA Processing
Chapter B(9)	SSI-Related Medicaid and Facility Case Actions
Chapter B(10)	IowaCare Case Actions
B	Appendix
Chapter C	Medical Systems
Chapter C(1)	Family Planning Waiver System
Chapter C(2)	Birth Certificate Verification (BCV) System
Chapter D	Iowa Collection and Reporting System
Chapter D(1)	ICAR/IABC Referral
Chapter D(2)	General Case Maintenance Screens
Chapter D(4)	Location
Chapter E	SSI State Data Exchange
Chapter F	Automated Child Abuse and Neglect System
Chapter G	Exchange of Data with Other Agencies
G	Appendix

Chapter H	Child Care Provider Display (DCPD) System
Chapter I	MMIS Medically Needy Subsystem
Chapter I(1)	Medically Needy Case Actions
Chapter J	EPPIC™ Electronic Benefit Transfer System
Chapter K	Scratch Pad System
Chapter L	Purchase of Service Data System
Chapter M	ISIS User Guide
Chapter N	Eligibility Tracking System (ETS)
Chapter O	PJCASE System

TITLE 15. GRANT AND CONTRACT ADMINISTRATION

Chapter A	Purchase of Service
Chapter A(1)	Iowa Purchase of Social Service Agency Contract
A	Appendix
Chapter B	Social Services Block Grant
B	Appendix
Chapter D(1)	KACT System Screen Instructions
Chapter G	Reimbursement of Approved County and Multicounty Juvenile Detention and Shelter Care Homes
G	Appendix

TITLE 16. INDIVIDUAL AND FAMILY SUPPORT AND PROTECTIVE SERVICES

Chapter E(1)	Child Abuse Information
Chapter F	Comprehensive Family Support
F	Appendix
Chapter G	Dependent Adult Protective Services
Chapter G(1)	Dependent Adult Abuse Intake
G	Appendix
Chapter I	Family-Life Home Services
I	Appendix
Chapter J	In-Home Health-Related Care Services
J	Appendix
Chapter K	Medicaid Waiver Services
K	Appendix

TITLE 17. CHILD WELFARE

Chapter A	Intake Policy
Chapter A(1)	CPS Intake Procedures
Chapter A(2)	CINA Intake Procedures
Chapter A(3)	Intake Practice Guidance
Chapter A(4)	Additional Intake Information
Chapter B	Assessment Policy
Chapter B(1)	CPS Assessment Procedures
Chapter B(2)	CINA Assessment Procedures
Chapter B(3)	Assessment Practice Guidance
Chapter B(4)	Additional Assessment Information
Chapter C	Case Planning Policy
Chapter C(1)	Case Planning Procedures
Chapter C(2)	Case Planning Guidance
Chapter C(3)	Additional Case Planning Information
Chapter D	Case Management Policy
Chapter D(1)	Case Management Procedures
Chapter D(2)	Case Management Practice Guidance
Chapter D(3)	Additional Case Management Information
Chapter F	Permanent Placement Policy
Chapter F(1)	Permanent Placement Procedures
Chapter F(2)	Permanent Placement Practice Guidance
Chapter F(3)	Additional Permanent Placement Information
Appendix	Child Welfare

TITLE 18. CHILD WELFARE SERVICES

Chapter D	Family Foster Care
Chapter E	Group Care
Chapter F	Supervised Apartment Living Foster Care
Chapter G	Foster Care Recovery
Appendix	Child Welfare Forms



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

May 22, 2009

GENERAL LETTER NO. EM-CN-19

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: *Employees' Manual*, Table of Contents, pages 1 through 8 revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Upon receipt.

Material Superseded

Remove the entire Table of Contents from the *Employees' Manual* and destroy it. This includes pages 1 through 8, dated April 3, 2001.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, service area manager or your regional collections administrator.



STATE OF IOWA

CHESTER J. CULVER, GOVERNOR
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES
CHARLES J. KROGMEIER, DIRECTOR

July 17, 2009

GENERAL LETTER NO. EM-CN-20

ISSUED BY: Bureau of Policy Analysis and Appeals

SUBJECT: *Employees' Manual*, Table of Contents, pages 2, 6, and 7, revised.

Summary

This letter transmits updates to the Table of Contents for the *Employees' Manual*.

The following chapters are now obsolete:

- ◆ 6-C, FIP DIVERSION
- ◆ 13-H, TARGETED CASE MANAGEMENT SERVICES
- ◆ 13-H AP, TARGETED CASE MANAGEMENT SERVICES APPENDIX
- ◆ 15-C, RTSS CONTRACTING
- ◆ 15-C-AP, RTSS CONTRACTING APPENDIX: Rehabilitative Treatment and Support Services Provider Handbook
- ◆ 15-E, RTSS BILLING AUDITS
- ◆ 15-E-AP, RTSS BILLING AUDITS APENDIX
- ◆ 16-C, Adult Support Program

The Table of Contents is now available on line using a link found on the DHS Manuals Home page at the following Internet address:

<http://www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm>

Effective Date

Upon receipt.

Material Superseded

Remove from the Table of Contents from the *Employees' Manual* pages 2, 6, and 7 all dated May 22, 2009 and destroy them.

Additional Information

Refer questions about this general letter to your area income maintenance administrator, service area manager or your regional collections administrator.