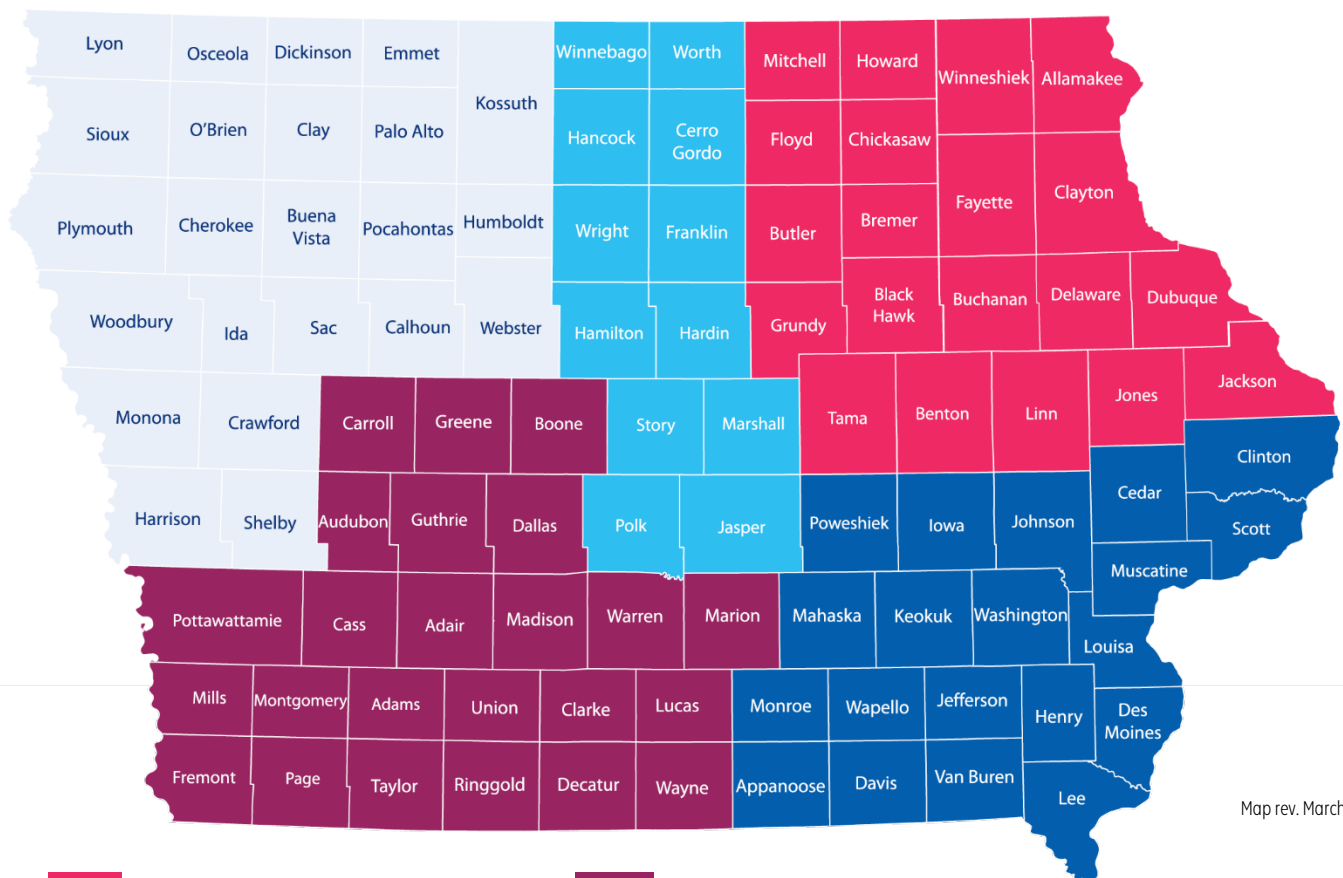


Long-Term Services and Supports (LTSS) Provider Relations team

Supporting the care providers in our LTSS network: home- and community-based services (HCBS) waivers, long-term care, intermediate care facility for people with intellectual disabilities (ICF/ID), residential care facility (RCF), and community-based neurobehavioral rehabilitation services (CNRS)



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Statewide resources and contact information

Public care provider website: <https://provider.wellpoint.com/ia>

Workforce Development email: ialtssworkforce@wellpoint.com

LTSS care provider training inquiries: iaprovidertraining@wellpoint.com

Manager, LTSS Provider Relations

Ben Kadolph

515-468-0218

ben.kadolph@wellpoint.com

LTSS provider educator and Workforce Development Manager

The provider educator is dedicated to ensuring the LTSS provider network has the resources, tools, and support necessary to deliver high-quality care to members. The workforce development manager is dedicated to fostering a skilled and robust workforce to ensure prompt and efficient service. By collaborating with providers and supporting their workforce initiatives, the workforce development manager plays an essential role in fortifying our network's capabilities.

Kelly Kratz

641-530-5468

kelly.kratz@wellpoint.com

Want to become a provider?

If you are interested in becoming a provider, adding services, or expanding the areas you serve — or if you have openings — contact Ben Kadolph at ben.kadolph@wellpoint.com or **515-468-0218** or contact Kelly Kratz at kelly.kratz@wellpoint.com or **641-530-5468**.

If you are having trouble locating a provider rep or for general inquiries, contact providerrelationsltssiowa@wellpoint.com.

<https://provider.wellpoint.com/ia>

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