

**441—90.7(249A) Case management services provider requirements.**

**90.7(1)** This rule applies to all categories of case management and all populations covered by case management. Major or minor incidents shall be reported according to the case management incident reporting manual available on the department's website and as amended to July 1, 2026.

**90.7(2)** Quality assurance. Case management services providers shall cooperate with quality assurance activities conducted by Iowa Medicaid, as well as any other state or federal entity with oversight authority to ensure the health, safety, and welfare of Medicaid members. These activities may include but are not limited to:

- a.* Postpayment review of case management services;
- b.* Review of incident reports;
- c.* Review of reports of abuse or neglect; and
- d.* Technical assistance in determining the need for service.

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