



Welcome to the Iowa Total Care Provider Newsletter, where we share news, training opportunities and more with our provider network!

As your partner in health, we want to support YOU in delivering the highest quality of patient care. Together, we will continue to **transform the health of the community, one person at a time.**

Breast Cancer Screening: Improve HEDIS Measure

The year end is fast approaching. Remember, when scheduling well-women exams, verify that Iowa Total Care female members ages 40-74 have had their mammogram or give the member a referral to go and complete a mammogram.

This HEDIS Measure evaluates the percentage of women 50-74 years of age who had a mammogram to screen for breast cancer anytime on or between October 1, two years prior to the measurement year, through December 31 of the measurement year.

To Improve HEDIS Measure:

- Ensure that an order or prescription for a mammogram is given at well-woman exams for women 50-74 years old.
- Consider adopting a Standing Order and/or automated referrals for mammography for eligible women.
- Consider doing a reminder call for service.
- Ensure proper documentation of mammography and exclusions in the patient's medical record:
 - Provide results or findings to indicate test was performed.
 - Document screening in the "medical history" section of the record and update the section annually/biannually.

Iowa Total Care female members ages 40-74, can earn \$20 in [My Health Pays® rewards](#) once per calendar year, by completing an annual breast cancer screening. Visit our [website](#) for rewards for healthy behaviors and preventive screenings that may be available to our members.

Description	Codes
CPT® I CAT-II	77061-77063, 77065-77067
HCPCS	G0202, G0204, G0206
ICD-10 (bilateral mastectomy)	Z90.13
LOINC	24604-1, 24605-8, 24606-6, 24610-8, 26175-0, 26176-8, 26-177-6, 26287-3, 26289-9, 26291-5, 26346-7, 26347-5, 26348-3, 26349-1, 26350-9, 26351-7, 36319-2, 36625-2, 36626-0, 36627-8, 36642-7, 36962-9, 37005-6, 37006-4, 37016-3, 37017-1, 37028-8, 37029-6, 37030-4, 37037-9, 37038-7, 37052-8, 37053-6, 37539-4, 37542-8, 37543-6, 37551-9, 37552-7, 37553-5, 37554-3, 37768-9, 37769-7, 37770-5, 37771-3, 37772-1, 37773-9, 37774-7, 37775-4, 38070-9, 38071-7, 38072-5, 38090-7, 38091-5, 38807-4, 38820-7, 38854-6, 38855-3, 42415-0, 42416-8, 46335-6, 46336-4, 46337-2, 46338-0, 46339-8, 46350-5, 46351-3, 46356-2, 46380-2, 48475-8, 48492-3, 69150-1, 69251-7, 69259-0

Safe Opioid Prescribing Saves Lives



Opioids can play an important role in treating pain. But providers need to use care when prescribing them to treat chronic pain and explore other treatment options first. The CDC offers [guidelines](#) for providers on how to safely prescribe painkillers for chronic pain.

Opioid misuse can be prevented through safe opioid prescribing, alternate pain management, and patient education. The best treatment for opioid misuse is prevention. A patient with undiagnosed and untreated Opioid Use Disorder (OUD) is at high risk for morbidity and mortality including overdose, readmissions, emergency department visits, bacterial endocarditis, HIV, Hepatitis C, and mental health disorders. OUD is a chronic disease and relapse is common.

There are several HEDIS quality measures linked to OUD including:

- **Use of Opioids at High Dosage:** The proportion of members 18 years and older who received prescription opioids at a high dosage (average morphine milligram equivalent dose MME ≥ 90) for greater than 15 days during the measurement year.
- **Risk of Continued Opioid Use:** The percentage of members 18 years and older who have a new episode of opioid use that puts them at risk for continued opioid use.
 - The percentage of members with at least 15 days of prescription opioids in a 30-day period.
 - The percentage of members with at least 31 days of prescription opioids in a 62-day period.
- **Use of Opioids from Multiple Providers:** The proportion of members 18 years and older, receiving prescription opioids for greater than 15 days during the measurement year from multiple providers. Three rates are reported.
 - **Multiple Prescribers:** The proportion of members receiving prescriptions for opioids from four or more different prescribers during the measurement year.
 - **Multiple Pharmacies:** The proportion of members receiving prescriptions for opioids from four or more different pharmacies during the measurement year.
 - **Multiple Prescribers and Multiple Pharmacies:** The proportion of members receiving prescriptions for opioids from four or more different prescribers and four or more different pharmacies during the measurement year (i.e., the proportion of members who are numerator compliant for both the Multiple Prescribers and Multiple Pharmacies rates).

Iowa Total Care is committed to working with you to address treatments for pain management and provide the most effective and safest possible care. As your partner, we can help to identify potential issues before they become problems and offer successful solutions that lead to better outcomes.

Spread the Word!

If Iowa Total Care members are pregnant or thinking about becoming pregnant, they should follow these steps:

- Go before you show! Go to your doctor as soon as you think you are pregnant. Early and routine care will help and protect you and your baby.
- Complete an Iowa Total Care Notification of Pregnancy (NOP) form [online](#).
- Join our [Start Smart for Your Baby](#)® program for care and support throughout pregnancy.
- Keep healthy lifestyle habits! This involves exercising, eating healthy meals and resting for 8-10 hours each night.

Iowa Total Care members can earn up to \$60 in [My Health Pays](#)® rewards by going to the doctor and completing an NOP form in the first 12 weeks of pregnancy.

Consumer Assessment of Healthcare Providers and Systems (CAHPS®)



Iowa Total Care participates in CAHPS satisfaction surveys each spring for the adult and child membership served. CAHPS survey questions ask members about their healthcare experience over the past six months.

The [2022 CAHPS Provider Resource](#)

[Guide](#) offers strategies on

how providers can influence their CAHPS scores with every interaction they have with their patients. Visit the [CAHPS Corner](#) page on Iowa Total Care's website to learn more.



Upcoming Training Opportunities

Iowa Total Care offers trainings for both behavioral health and physical health providers in our network at no cost. Trainings are completed through virtual instructor-led webinars. Visit our [Provider Trainings & Webinars page](#) to register for a training session!

Here are a few of the newly added educational opportunities:

- Behavioral Health 101: Bipolar Disorder
- Behavioral Health 101: Depression
- Behavioral Health 101: Schizophrenia
- Behavioral Health Screening Tools for Providers
- Integrated Health Care
- Behavioral Health: Experience of Care & Health Outcomes (ECHO) Survey



Coming in April of 2023: Pre-Pay Review of Claims

Iowa Total Care is committed to continuously improving its overall payment integrity solutions to prevent overpayments due to waste or abuse. Iowa Total Care will begin performing additional prepayment claim reviews starting April of 2023 using Optum’s Comprehensive Payment Integrity (CPI) tool. As a result of these prepayment claim reviews, providers may be asked for medical records and billing documents that support the charges billed.

Iowa Total Care utilizes widely acknowledged national guidelines for billing practices and supports the concept of uniform billing for all payers. These prepayment claim reviews will look for overutilization of services or other practices that directly or indirectly result in unnecessary costs. A provider’s order must be present in the medical record to support all charges, along with clinical documentation to support the diagnosis and services or supplies billed.

The provider will receive detailed instructions about how to submit the requested documentation. Providers who do not submit the requested documentation may receive a technical denial, which will result in the claim being denied until the information required to adjudicate the claim is received.

If it is determined that a coding and/or payment adjustment is applicable, the provider will receive the appropriate claim adjudication. Providers retain their right to dispute results of reviews.

Teach-Back: Check for Member Understanding

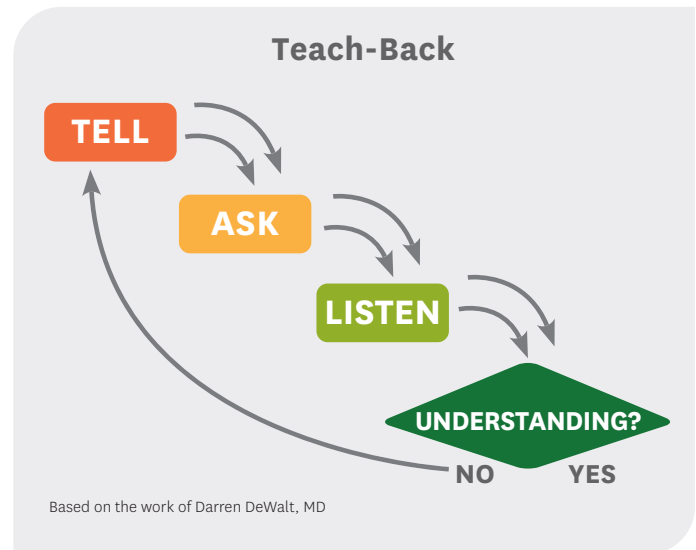
The purpose of teach-back is to remind all health care providers and those front-line workers to learn, practice and use teach-back to support families throughout the care continuum.

The teach-back concept consists of health literacy principles which include **plain language** to confirm patient and member understanding.

What Is Teach-back?

- A way to make sure you—the health care provider—explain information clearly; it is not a test or quiz.
- Asking a patient (or family member) to explain—in their own words—what they need to know or do, in a caring way.
- A way to check for understanding and, if needed, re-explain, and check again.
- A research-based health literacy intervention that promotes adherence, quality, and safety.

Click here for [10 Elements of Competence for Using Teach-Back Effectively \(PDF\)](#).



Language Access Services

Check out the New Online Language Access Services Request Form:

Providers now have the option to submit a request for interpretation online!

- The [Provider Language Access Services Request Form](#) is located on the Provider Resources page and has also been added as a “New Resource Available” on the provider home page. Once completed, email the request form to: ITC-memberservices@iowatotalcare.com
- Providers can also submit a request for interpretation by calling Member Services: **1-833-404-1061 (TTY: 711)**

Concerns and questions regarding interpretation and translation can be directed to: C&L@iowatotalcare.com

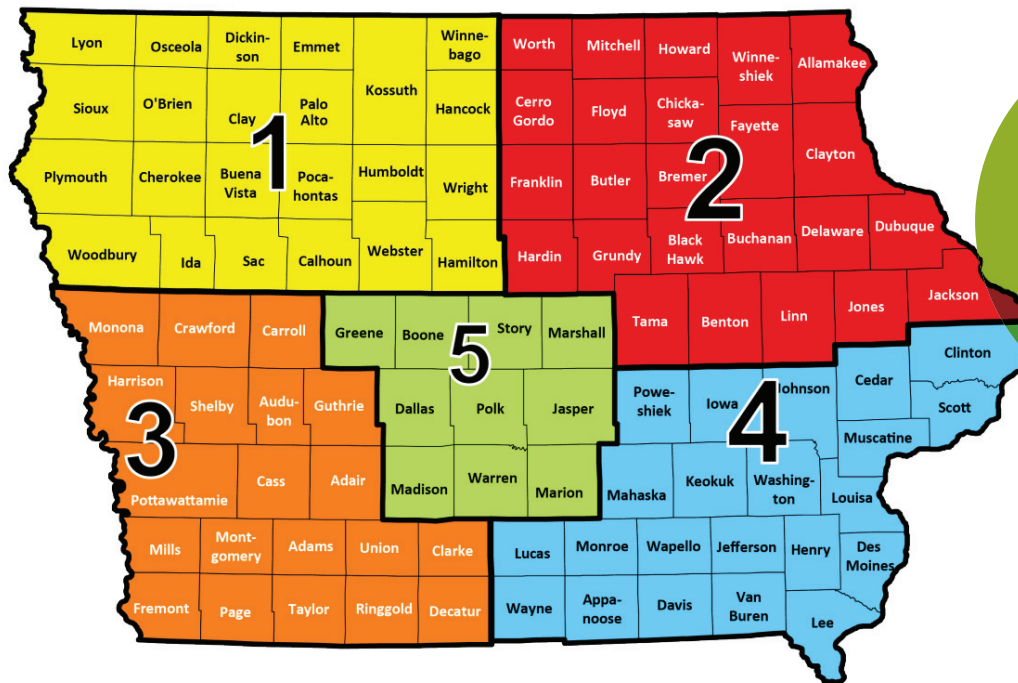



Policy Review

New, Revised, Retired: A Clinical & Payment Policy Review

Iowa Total Care continually reviews and updates our payment and utilization policies to ensure they are designed to comply with industry standards while delivering the best patient experience to our members. As a part of that review, some policies were revised or changed. For more detailed information about these policies, please refer to the [Clinical & Payment Policies page](#) on our website.

Provider Relations Specialist Territory Map




View the [Provider Relations Territory Map](#) to find the Provider Relations Specialists assigned to each region.

Iowa Total Care evaluated the structure of the Provider Relations department and subsequently created a new Provider Engagement Model. This new approach will better align staff skill sets to support our many provider types. We believe this new Provider Engagement Model will better serve our providers end to end.

Provider onboarding, training and education will align with the appropriate Subject Matter Experts (SMEs) within the health plan. That way, Iowa Total Care can better assist providers and improve their experience once onboarded. This will also allow staff to broaden their knowledge base by provider type, support the needs of our providers in a more in-depth way and provide comprehensive support to providers across the state.



Stay Connected

Visit our [Provider Website!](#)

Want to hear how Iowa Total Care is making a difference in the community? Sign up for our [Community Outreach Newsletter](#).



Contact Us

Provider Services is available by phone at

1-833-404-1061 (TTY: 711)

Monday through Friday

from 7:30 a.m. – 6 p.m.