



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.**

## Provider Coding Incentive

Timely prenatal care plays a vital role in the health of mothers and their babies. Pregnant individuals who do not receive early and adequate prenatal care run the risk of complications that may either be undetected or treated too late in pregnancy. This increases the possibility of adverse outcomes for both parent and baby.

### New for 2023: Iowa Total Care offers a \$10 provider coding incentive for an initial prenatal visit (within the first trimester).

- To receive the incentive, claims must be submitted with the appropriate CPT® Category II code identifying the initial prenatal visit date: CPT® code 0500F (initial prenatal care visit) or CPT® code 0501F (prenatal flow sheet documented in medical record by first prenatal visit).
- This incentive payment is in addition to your current contract rate. Incentive payments are made at the time of claims payment.
- In addition to billing with the appropriate global maternity services, please report the initial prenatal visit with the appropriate CPT® Category II code and date of service for the initial prenatal visit. This can be done on a separate claim on the date of the first prenatal visit or on the same claim as the global maternity billing, based on what works best for your billing system.

Generating better health outcomes and improving HEDIS® scores mean positive results for everyone. For additional information, review the [Provider Coding Incentive: Initial Prenatal Visit flyer](#) on the [Manuals, Forms, and Resources page](#) on our website.

CPT® Category II Code	CPT® Category II Code Description	Billable E/M Code or Revenue Code
0500F	<p><b>Initial prenatal care visit:</b></p> <ul style="list-style-type: none"> <li>Report at first prenatal encounter with health-care professional providing obstetrical care.</li> <li>Also report date of visit and, in a separate field, the date of the last menstrual period (LMP).</li> </ul>	<p><b>CPT®:</b> 99201–99205, 99211–99215, 99381–99387, 99391–99397, 59425*, 59426*</p> <p><b>Revenue Code:</b> 0514</p>
0501F	<p><b>Prenatal flow sheet documented in medical record by first prenatal visit:</b></p> <ul style="list-style-type: none"> <li>At minimum, documentation includes: blood pressure, weight, urine protein, uterine size, fetal heart tones, and estimated date of delivery.</li> <li>Also report date of visit and, if in a separate field, the date of the LMP.</li> <li><b>Note: If reporting 0501F (prenatal flow sheet), it is not necessary to report 0500F (initial prenatal care visit).</b></li> </ul>	<p><b>CPT®:</b> 99201–99205, 99211–99215, 99381–99387, 99391–99397, 59425*, 59426*</p> <p><b>Revenue Code:</b> 0514</p>

## Behavioral Health ECHO Survey

This summer, Iowa Total Care members will receive the Behavioral Health Experience of Care and Health Outcomes (BH ECHO) survey by mail. The BH ECHO survey measures our members' experiences with behavioral health services over the past year.

Interested in learning more about the BH ECHO survey? Access this on-demand learning by selecting the Behavioral Health: Experience of Care & Health Outcomes (ECHO) Survey training anytime on the [Provider Trainings and Webinars page](#). This 20-minute training provides strategies for enhancement of Iowa Total Care members' experiences with mental health and substance use services.

For this and more free training opportunities, visit our [Provider Trainings and Webinars page](#). CME credit is available for select trainings.

\* For providers that bill the global OB antepartum package CPT® codes 59425 or 59426, CPT® Category II codes 0500F or 0501F will be required in addition to the global codes.



## Cultural Sensitivity and Health Equity

Sensitivity to cultural beliefs and background is the first step to building rapport and trust between you and your patients.

Trust and sensitivity will help to develop better health routines and understanding among those individuals whose first language is not English, communities of color, refugees, and those who lack trust in the healthcare system.

Taking the time to learn about different cultures will lead to more positive outcomes, compliance, trust, adherence to taking medications, and an overall understanding of why health maintenance is important.

Visit Iowa Total Care's [Language Services page](#) for cultural and clinical provider toolkits, along with additional resources and trainings that are available.



### Save the Date: Provider Seminar

Iowa Total Care is hosting a seminar for providers on July 13, 2023, from 3 p.m. to 5 p.m. We'll share resources on social determinants of health and health equity and impact on patient care. You will also learn the benefits of using Z codes in your practice. Community partners will be onsite for open discussion and resource training. Enjoy refreshments and giveaways while you learn. Save the date and look for an invite in your inbox soon.

**Date:** July 13, 2023  
**Time:** 3 p.m. to 5 p.m.

**Place:** Iowa Total Care  
1080 Jordan Creek Parkway  
First Floor Atrium  
West Des Moines, IA 50266



### Advocating for Member Needs

An Iowa Total Care member's medically exempt status was about to expire. The member asked their Iowa Total Care review nurse whether their current health plan would cover their anticipated bariatric (weight-loss) surgery. The review nurse confirmed the health plan would cover the procedure if it took place before the end of the member's medically exempt status. Another option: have the primary care provider (PCP) approve an extension of the member's medical exemption.

The Iowa Total Care review nurse advocated for the member and contacted the member's Iowa Total Care case manager, PCP, surgeon, and case nurses. As a result, the member was able to receive the extension to their medically exempt status and undergo their surgery while covered by their health plan. The extra effort by Iowa Total Care's review nurse not only made the member healthier, but reportedly "ecstatic."

# Spread the Word!

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

- Go before they show! We encourage members to see their doctor as soon as they think they are pregnant. Early and routine care will help protect them and their baby.
- Complete an Iowa Total Care Notification of Pregnancy (NOP) form online in [our member portal](#).
- Join our [Start Smart for Your Baby](#)<sup>®</sup> 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**<sup>®</sup> rewards by going to the doctor and completing an NOP form in the first 12 weeks of pregnancy.*



## Trainings

Iowa Total Care is excited to offer behavioral health, physical health, and long-term services and supports (LTSS) trainings for all Iowa providers – at no cost! For the month of May, we are spotlighting the following LTSS training:

### Substance Use Disorders: Overview for Healthcare Providers

The purpose of this training is to educate various healthcare providers on substance use disorders (SUDs) and to encourage screening of these disorders in all populations. In this training, providers will learn about common symptoms, risk factors, screening tools, and evidence-based treatment options for SUDs. This training will also provide additional considerations for older adults.

#### Session Information

May 22, 2023 | 10 a.m. to 11 a.m. CST

[View sessions & register](#)

Visit our [Provider Trainings & Webinars page](#) to view more educational opportunities for you and your staff.

## Iowa Medicaid Preferred Drug List: Pharmaceutical and Therapeutics Committee

The Pharmaceutical and Therapeutics (P&T) Committee meets three times per year and develops the Iowa Medicaid Preferred Drug List (PDL). The P&T Committee makes recommendations for the preferred drug list and whether those drugs need to be listed as preferred or non-preferred agents. All Iowa Medicaid managed care organizations must follow and adhere to the limits of the Preferred Drug List.

A tentative agenda and proposed changes to the PDL are posted ahead of each meeting on the Iowa Medicaid PDL [P&T Committee Info page](#). Providers may submit written comments ahead of the meetings as described on the [Guidelines for Providing Public Comment to the Iowa Medicaid Pharmaceutical and Therapeutics \(P&T\) Committee page](#), and the P&T Committee will review the submitted comments for consideration.

For additional information visit the [Iowa Medicaid PDL website](#) or access the PDL from our Iowa Total Care [Pharmacy page](#).



### Check your Inbox: Social Determinants of Health & Health Equity Provider Survey

Iowa Total Care would like your feedback. Look in your inbox during the month of May for a short survey on your clinic's best practices for social determinants of health and health equity. Participation helps Iowa Total Care effectively partner with you in supporting our members and communities.



## End of Medicaid Continuous Coverage

When COVID-19 first began, there was a rule put in place to make sure all of Iowa Medicaid members received healthcare coverage, no matter if they were eligible for the program or not. This rule is known as Continuous Coverage Requirement. As of April 1, 2023, this rule has ended. This means your patients will now go through a review process to see if they qualify for Iowa Medicaid coverage.

To verify if a patient is still enrolled in Medicaid, view the eligibility and verification information system (ELVS) at the time of service. Eligibility requirements will continue to take place on the first of the month, so members who are no longer eligible will not lose coverage mid-month.

If you see a patient no longer has Medicaid coverage, you can direct them to reapply. They should call Iowa Department of Health and Human Services (Iowa HHS) Contact Center at 1-855-889-7985.

The latest information about the end of continuous coverage and the eligibility process is available on the Iowa HHS [Continuous Coverage Requirement Unwind website](#).



Encourage Medicaid members to call Iowa Total Care Member Services at **1-833-404-1061 (TTY: 711)** to update their contact information. This will ensure their renewal materials are mailed to their current address.



## Code G0155 Coverage Change Effective as of 5/12/2023

**As of May 12, 2023, G0155 (Clinical Social Worker) has returned to a non-covered benefit.**

With the end of the COVID-19 public health emergency (PHE), Iowa Total Care has reinstated the previous policy and procedure under Iowa Administrative Code, as directed by Iowa Medicaid. After May 11, 2023, services with code G0155 will not be approvable.

## Pre-Pay Review of Claims: Available as of April 4, 2023

Iowa Total Care is committed to continuously improving its overall payment integrity solutions to prevent overpayments due to waste or abuse. On April 4, 2023, Iowa Total Care began performing additional prepayment claim reviews using Optum's Comprehensive Payment Integrity (CPI) tool. As a result of these prepayment claim reviews, providers may need to provide 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.

## Make Sure You Receive Important Faxes from Iowa Total Care

Please ensure you are receiving faxes from Iowa Total Care. Due to the volume of faxes we send on a regular basis, some fax/phone companies have inadvertently identified our fax number as spam. To ensure you receive important faxes from us, please contact your fax/phone company and request to add fax numbers **1-833-959-0215** and **1-833-959-0031** to your allowlist. Make sure you receive provider communication emails from Iowa Total Care as well. These messages may get blocked or sent to spam/junk folders if Iowa Total Care addresses are not on your company's email allowlist. If this is an issue for you, please ask your company's IT department to add [ITC\\_marcomm@IowaTotalCare.com](mailto:ITC_marcomm@IowaTotalCare.com) to the allowlist.

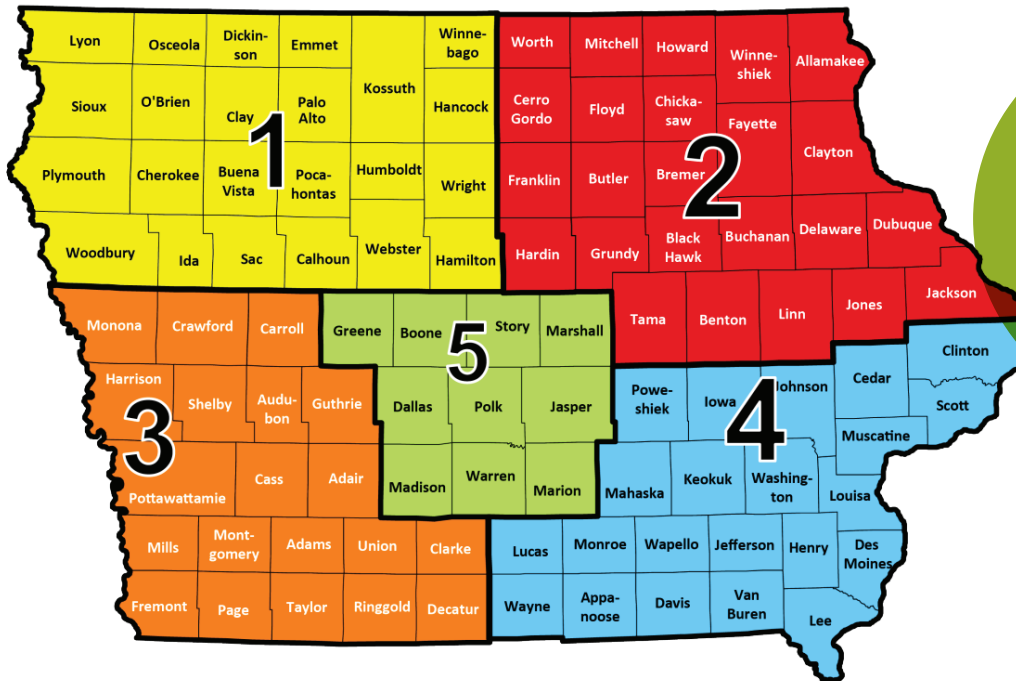



# Policy Review

## 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’s Provider Relations department uses the Provider Engagement Model approach, aligning staff skillsets to support our diverse providers. We believe the 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 of provider types and offer more comprehensive, in-depth support to our valued provider partners 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.