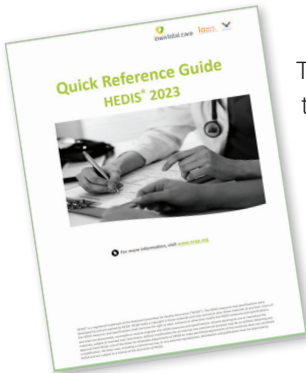




Welcome to the Iowa Total Care Provider Newsletter, where we share news, training opportunities and more with our provider network!

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.**

## 2023 HEDIS Guide



The [2023 HEDIS Guide](#) is now available by visiting the [Manuals, Forms and Resources page](#). Use Iowa Total Care's Quick Reference Guide to answer all your HEDIS-related questions.

This guide will cover topics such as controlling high blood pressure, lead screening in children, and more.

## 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. Starting April 1, 2023, this rule will be ending. 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 ELVS system 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 the HHS Contact Center at 1-855-889-7985.

For the latest information about the end of Continuous Coverage and the eligibility process, visit [Continuous Coverage Requirement Unwind page](#) found on the HHS 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 mailed renewal materials are sent to their current address.



## End of COVID-19 Public Health Emergency (PHE) Pharmacy Allowances

Effective May 12, 2023, the following pharmacy allowances will revert to Iowa Medicaid pharmacy policies and benefits in effect prior to the PHE per INFORMATIONAL LETTER NO. 2426-MC-FFS-CVD.

### Override for Early Refill/Refill Too Soon

Overrides can no longer be processed by the pharmacy with a submission clarification code for Fee-for-Service (FFS) or Managed Care (MC). The pharmacy must contact the appropriate help desk for consideration of an allowance for an early refill for circumstances such as: change in dose, travel, or lost, stolen, or destroyed medication.

### Days' Supply

The maximum days' supply permitted to be dispensed at a time will revert to a 31-day supply of covered prescription and nonprescription medication. Contraceptives may be dispensed in quantities up to three-month supply. This applies to FFS and MC.

Iowa Total Care recognizes that it is important for members to take their maintenance medications regularly and consistently. Currently, we encourage prescribers to write for three-month supply of medication for their patients that are stable. However, effective May 12, 2023, our members will only be able to fill a 31-day supply of covered prescription and nonprescription medication.

# Iowa Total Care's Incentive Programs

Iowa Total Care appreciates and acknowledges the challenging work that you do. There are several programs that have been developed to incentivize you for your successes in providing preventative and screening services to members. Below is a brief explanation of Iowa Total Care's current incentive programs.

## Provider Pregnancy Incentive Program (NOP Form):

This program is an incentive program that offers an incentive for timely submission of the Notification of Pregnancy form, which is used to identify high-risk pregnancies, reduce the number of preterm births, and increase the number of healthier babies born. This automatically enrolls the member into the Start Smart for Your Baby® program. Both members and providers receive an incentive for this program.

## Iowa Total Care Quality Pay-for-Performance (ITC P4P):

This program enhances quality of care by focusing on preventative and screening services and promotes engagement with the member. Providers are incentivized by closing certain care gaps chosen by the health plan. Members also receive incentives through the My Health Pays® program. Payout is based on meeting designated target for selected measures.

## Continuity of Care (CoC):

CoC is a prospective program designed to support our outreach to members for annual visits and condition management. By increasing primary care physician visibility into members' existing medical conditions, we can better identify members who are eligible for case management programs.

## 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.

- Incentive for coding an appropriate CPT Category II code identifying the initial prenatal visit.
- This incentive payment is in addition to your current contract rate. Incentive payments are made at the time of claims payment.
- Claims submitted with the CPT-II code will be incentivized \$10.

## Quality Coding Accuracy Program (ICAP):

ICAP is a retrospective interval program that rewards providers for assessing medical records and resubmitting claims with suspected and/or predicted chronic conditions. Receiving a Coding Accuracy Report with a Risk Gap Condition means a claim has been provided with a suspected or coded chronic condition that has not been identified.

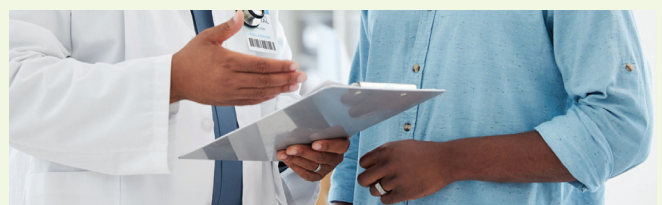
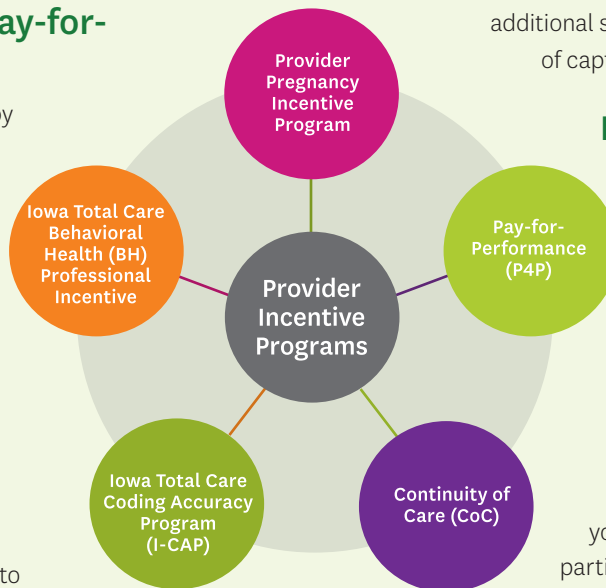
- Iowa Total Care Clinical Quality Consultants (CQC) staff are all certified risk adjustment coders and are additional sources of information on the importance of capturing chronic conditions.

## Health Home Pay-for-Performance (HH P4P):

This program enhances quality of care through a focus on preventative and screening services while promoting engagement with our members. Based on program performance, as a health home participating provider, you are eligible to earn compensation in addition to what you are paid through your Participating Provider Agreement. To participate in this P4P Program, Home Health must sign a participating contract.

## Behavioral Health Pay-for-Performance (BH P4P):

BH P4P is designed to support high quality of care by focusing on follow-up care, preventative care, and screening services, while promoting engagement and care coordination with our members. BH professionals are incentivized by timely and thorough completion of quality care metrics for attributed members. Qualified BH professionals must submit a claim/ encounter containing the requisite diagnosis and/or procedure codes to receive the incentivization for eligible members.





## What is meant by equity in mental health care?

Health equity is possible when ALL community members have ACCESS to opportunities to thrive both physically and mentally, WITHOUT barriers.

As providers we must strive to provide effective, equitable, understandable, and respectful quality of care and services that address the diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs to our members. These include:

- Mental health educational materials available to all patients during their appointments, via patient portals, and in waiting rooms.
- Make efforts to recruit mental healthcare providers that reflect the race and ethnicity of the populations they serve.
- Provide cultural humility training to mental healthcare providers.
  - Visit the National Center for Biotechnology Information website for additional information on [cultural humility](#).
- Ensure mental healthcare services are culturally and linguistically appropriate.
  - Visit the U.S. Department of Health and Human Services Office of Minority Health website for additional information on [National CLAS Standards](#).



*For additional information please refer to the following resource websites:*

[National CLAS Standards](#)  
(CLAS stands for Cultural and Linguistical Appropriate Services)

[SAMHSA](#) (Substance abuse and Mental Health Services Administration)



### Location of Clinical, Payment, and Pharmacy Polices

Need a policy for how to obtain prior authorization for a certain medication? Visit the [Clinical, Payment, and Pharmacy webpage](#) for available polices to review for either Clinical, Payment, or Pharmacy needs.

## GREEN TO GO

### Free Community Health Fair

Green to Go Community Health Fair is a free community outreach event that is part of Iowa Total Care's **Be Well. Eat Well.** initiative. In partnership with Hy-Vee, this event will provide households with free, fresh produce.

Local community-based organizations will provide valuable resources and support that address the many social determinants of health (SDoH). Iowa residents can attend the upcoming Green to Go Community Health Fair at no cost!

Date: Saturday, March 25, 2023

Time: 11 a.m. to 3 p.m.

Place: **Corinthian Baptist Church**  
814 School Street  
Des Moines, Iowa

# 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.*



## HCBS & LTSS Provider Satisfaction Survey 2023

Iowa Total Care is excited to announce that we will be conducting a Provider Satisfaction Survey of our Home and Community-Based Services (HCBS) and Long-Term Services and Support Services (LTSS) providers in 2023.

The survey will be administered via Qualtrics and distributed to these provider types by either a Provider Relations or LTSS team member. HCBS and LTSS providers will receive an e-mail request from an Iowa Total Care partner and will be given a link to access the survey.

The results of the survey will be confidential; however, Iowa Total Care will be happy to connect with HCBS and LTSS providers if they provide their contact information and need additional training, education, or support.

## Long-Term Services and Supports (LTSS) Training

Trainings are now available for LTSS providers to support them in delivering care to our members. There are a variety of dates and times available.

Please visit the [Provider Trainings & Webinars page](#) to register for the trainings listed below:

- An Overview of Trauma-Informed Care When Working with Older Adults
- Behavior Management 101/102
- Cultural Competency
- Culturally Competent Care for LGBT Older Adult Community
- De-Escalation Techniques
- Depression in the Elderly
- Stress Management for Caregivers
- Substance Use Disorders: An Overview for Health Care Professionals
- The Keys of Fall Prevention
- Understanding the Basics of Dementia

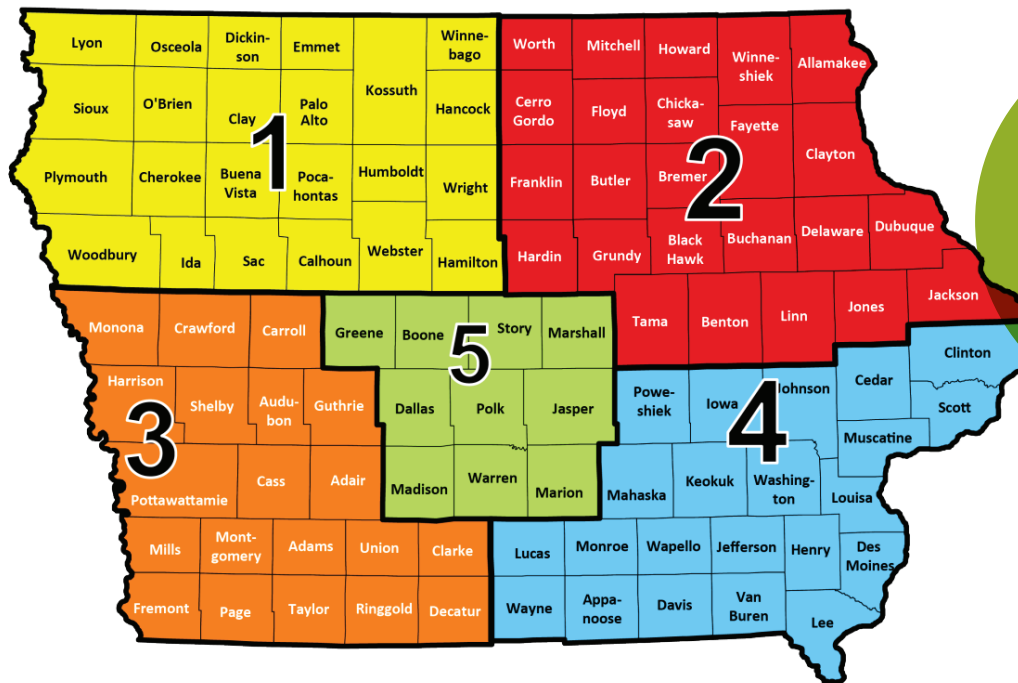
Visit our [Provider Trainings & Webinars page](#) for additional trainings available for you and your staff.


# 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 that aligns staff skill sets to support our many provider types. 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 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.