



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.**

HEALTH EQUITY

Teach-back Method: Making Sure Members Understand and Comprehend

The purpose of teach-back is to remind all healthcare 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 healthcare 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.
- Teach-back is even more crucial with non-English speaking patients.

Example:

“I want to make sure I explained how to take this medicine clearly. Can you please explain it back to me so I can be sure I did.”

Wellness Visits

It is the start of a new year and a great time to visit with members (adults, teenagers, and children) and encourage them to get their wellness checks completed this year.

Members are more inclined to receive preventive services and vaccinations when it is recommended by their provider. Healthcare providers serve as a central health information source by assessing member screening, negotiating a course of action, and helping to coordinate screening tests and follow-up care.

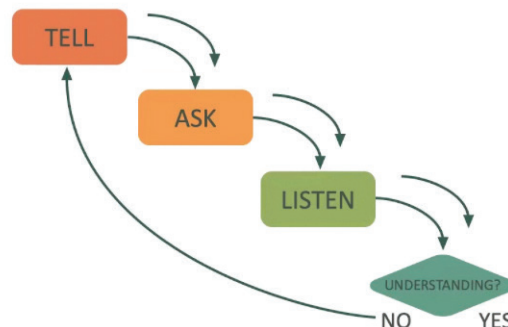
Some of the annual screening services include:

- Cancer screenings (e.g., mammogram, cervical cancer, colorectal cancer).
- Blood pressure checks.
- Vaccinations (e.g., HPV, flu, hepatitis B).
- Eye exams for diabetic members.

When members complete health activities such as wellness exams and annual screenings, they can earn rewards through our My Health Pays® program. Members have an option to use their rewards at Walmart and Hy-Vee for everyday items. Each activity has a dollar amount assigned to it. When an activity is completed, the reward is added to the member’s balance on their card. To learn more on how members can earn more, visit IowaTotalCare.com/MyHealthPays.

Closing preventive care gaps is our goal. Together, we can transform the health of the community, one person at a time. We appreciate your partnership in this endeavor to improve and maintain the health of our community members.

Teach-Back



Based on the work of Darren DeWalt, MD

To learn more about other language resources, visit our [Language Services page](#).

Spread the Word!

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

- Go before they show! Encourage members to go to their doctor as soon as they think they are pregnant. Early and routine care will help and 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](#)® program for care and support throughout pregnancy.
- Keep healthy lifestyle habits! This includes 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.*

Trainings

Iowa Total Care is excited to offer behavioral health (BH), physical health, and long-term services and supports (LTSS) trainings for all Iowa providers – at no cost!

LTSS: Behavior Management 101

Behavior management theory believes improved understanding of human behavior leads to better treatment and care plans. The purpose of this training is for attendees to learn theory analysis and strategies, prevention and intervention, and managing behavior types in the LTSS population.

Providers will be able to:

- Define behavior management.
- Identify the benefits of behavior management.
- List three categories of behaviors.
- List the A, B, C's of behavior management.
- List three techniques to manage challenging behaviors of adults served in LTSS.



Session Information

April 11, 2024 | 11 a.m.-12 p.m.

Session Length: 1 hour

[View session & register](#)

100 Providers Literacy Program

We are dedicated to improving the health of the community, one person at a time. 100 Providers will be one of Iowa Total Care's biggest literacy initiatives for 2024. Studies show that people with higher levels of education tend to live longer, healthier lives. This means access to educational and literacy tools is a social determinant of health.

Through the 100 Providers Literacy Program, we can help bring literacy to life. To support these efforts, we plan to distribute donations and literacy kits to 100 providers across the state to help support patients' and members' literacy needs. Providers will have the flexibility to purchase children's books for their waiting areas, distribute books to patients, enhance any library initiatives, etc. to support readers' literacy advancement.

For questions, please contact Peggy Mongar: Peggy.Mongar@iowatotalcare.com.



In the Community

Master Gardener Program & Growing Together Iowa

Know a member looking for a community garden? Find a community garden near them on our [Be Well. Eat Well.](#) webpage.

Be Well. Eat Well. is one of our biggest initiatives, created to address food insecurity. Food insecurity is on the rise, and Iowa Total Care is here to help. That's why we have partnered with community gardens throughout the state — to provide Iowans with greater access to healthy, local food. Through our Be Well. Eat Well initiative, Iowa Total Care has awarded funding to two Iowa State University programs: Growing Together Iowa and the Master Gardener Program, projects run by Iowa State University Extension and Outreach. Funds will be dispersed as mini grants to different counties across Iowa.

Growing Together Iowa addresses food insecurity. A [Driftless Journal article](#) showcases how Growing Together Iowa has helped and highlights Winneshiek County as one of the 32 mini grant recipients.

What is the Master Gardener Program?

The Iowa Master Gardener Program equips community members to use research-based horticulture and gardening practices to educate people and coordinate projects that promote healthy communities.

What is Growing Together Iowa?

Growing Together Iowa brings together community food pantries and Master Gardener volunteers to create custom gardens that supply fruits and vegetables throughout Iowa's growing season. Fresh fruits and vegetables are grown, harvested, and donated to local food pantries.

For more information on Growing Together Iowa and the mini grant recipients, visit the [Growing Together Iowa webpage](#).

Health Pays at Hy-Vee

Iowa Total Care members can now use their My Health Pays® card at their local Hy-Vee to purchase* everyday items.

- Hy-Vee Grocery Stores.
- Hy-Vee HealthMarket Rx.
- Dollar Fresh Markets.



Members can learn more to earn more. Visit IowaTotalCare.com/MyHealthPays.

*Members may not use their card to purchase alcohol, firearm products, lottery tickets, gift cards, or for cash.

Transportation Services

Know a member who needs a ride to their medical appointment? Iowa Total Care members are eligible for rides to non-emergency medical appointments. We also offer a mileage reimbursement program in advance of their appointment. To schedule a ride, members can call Access2Care at 1-877-271-4819. Learn more on our [Non-Emergency Medical Transportation \(NEMT\) webpage](#).

Green to Go – Giving Back to Four Communities in Iowa in 2023, Many More to Come in 2024

Be Well. Eat Well. is an Iowa Total Care initiative that promotes healthy living through healthy eating. As a health plan, our goal is to make communities throughout Iowa healthier.

Finding access to affordable, healthy food can be hard. We educate Iowans on where and why they should access affordable, nutritious food. Through our Be Well. Eat Well. initiative, we connect to our members through Green to Go, an event series where Iowa Total Care provides fresh, free produce for Iowa communities.

During our 2023 Green to Go events, Iowa Total Care was able to serve the communities of Des Moines, Cedar Rapids, Sioux City, and Corning.

Iowa Total Care served 2,000+ attendees through these four events, giving out fresh, free produce including peppers, potatoes, bananas, apples, and pears.

Iowa Total Care will continue our Green to Go outreach in 2024 to continue promoting healthy living through healthy eating.

Check out our upcoming 2024 Green to Go events below:

EveryStep's Baby Bloom Community Baby Shower event

Date: Saturday, April 20, 2024

Time: 11 a.m. – 2 p.m.

Location: Valley West Mall, West Des Moines

Des Moines Public Library's Day of the Child event

Date: Saturday, April 27, 2024

Time: 10 a.m. – 12 p.m.

Location: Union Park, 715 Guthrie Ave, Des Moines

For additional resources on how members can access healthy food and save money while eating healthy, visit our [Be Well. Eat Well. webpage](#).



Iowa Total Care is now a 4-star NCQA plan.



Iowa Total Care was recently named a 4-star NCQA health plan. The overall rating is the weighted average of a plan's HEDIS® and CAHPS® measure ratings. This award is thanks to You, our provider partners, to Iowa Total Care staff and a collective commitment to transforming the health of our community, one person at a time.



New/Ongoing Initiatives

Provider and Billing Manual Combined into One

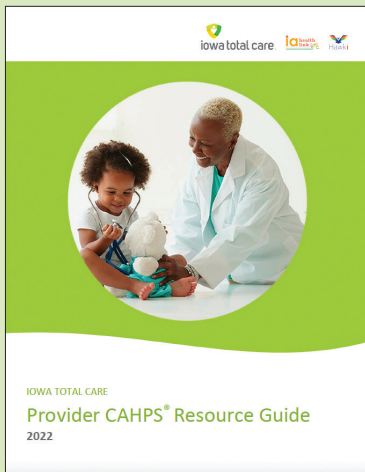
Iowa Total Care has combined both the provider manual and billing manual into one document for quick and easy access for providers. The updated Provider Manual will include information on, but not limited to:

- Program benefits and limitations,
- Prior authorizations,
- Urgent and emergency care,
- Member and provider rights,
- Cultural Competence,
- Grievance and appeals,
- Key contacts,
- Billing guidelines,
- Cost sharing requirements,
- Policies and procedures for third party liability, and
- Much more!



For the 2024 Provider Manual, visit our [Manuals, Forms and Resources webpage](#).

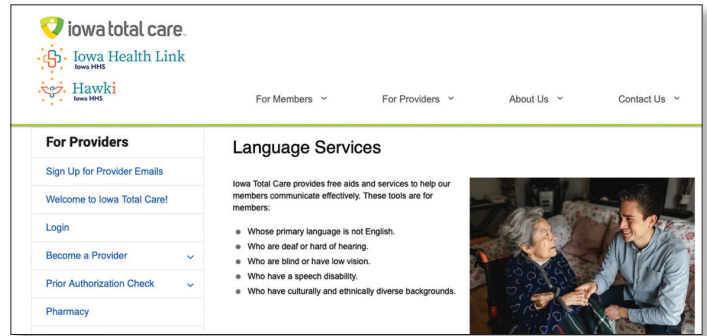
2024 CAHPS® Survey Coming Soon: How Members Evaluate the Care They Receive



Each spring, a sample of Iowa Total Care members receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey by mail. By completing the survey, members can evaluate the aspects of care delivery that matter most to them.

Interested in learning more about the annual CAHPS survey? Visit the [CAHPS Corner](#) on Iowa Total Care's provider website for

access to additional resources. For insight to how our members are evaluating the care they receive, review Iowa Total Care's ['Provider CAHPS Resource Guide'](#) on our CAHPS Corner webpage.



Language Resources on IowaTotalCare.com

Need help finding language resources for members? Iowa Total Care provides free aids and services to help our members communicate effectively. Our [Language Services page](#) provides access to:

- Language services forms.
 - Provider request.
 - Member request.
 - New: Provider language services complaint form.
- Interpretation services.
- Translation services.
- Resources and toolkits.
 - Community organizations.
 - Cultural competency and health equity toolkits.
- Grievances & appeals information.

For easy access, language resources can also be found on our [Manuals, Forms, and Resources](#) and [For Providers](#) webpages.

Member (Pre-Service) Appeals: Authorized Representative Designation Form

The State of Iowa requires an Authorized Representative Designation form (ARD), when submitting an appeal on behalf of a member. The form is two pages with the member's information and signature line on the first page, as well as the representative's information and signature line on the second page.

A representative for a member can be anyone in the provider office willing to represent the member during the appeal process, the physician does not have to be the representative for the member.

To ensure a smooth appeal process please:

- Ensure the entire form is filled out.
- A handwritten signature must be on the form (typed or stamped signatures cannot be accepted).
- Ensure the member signs the form. We cannot accept verbal approval for the representative to sign for the member.

For a blank copy of the ARD form, visit [Manuals, Forms and Resources webpage](#).



Social Determinants of Health



Social Determinant of Health: Z-Codes

Social determinants of health (SDOH) are non-clinical societal and environmental conditions that prevent individuals from accessing proper healthcare.

Screening with Z-codes allows providers to:

- Identify SDOH barriers.
- Connect members with resources.
- Collect data.
- Identify solution that align with the member's needs.

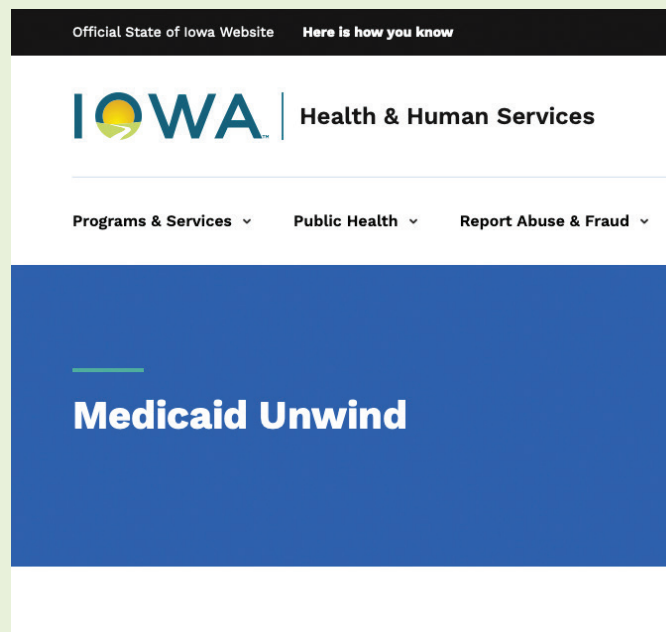
SDOH have major impacts on people's health, well-being, and quality of life. Examples of SDOH include:

- Safe housing, transportation, and neighborhoods.
- Racism, discrimination, and violence.
- Education, job opportunities, and income.
- Access to nutritious foods and physical activity opportunities.
- Polluted air and water.
- Language and literacy skills.

For more information, visit the Office of Disease Prevention and Health Promotion [Social Determinants of Health webpage](#).

Iowa Total Care has a dedicated resource team that can assist you. If you would like to refer a member, please email us: ITC_Resource_Referral@IowaTotalCare.com.

Find additional resources and information on IowaTotalCare.com.



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 the 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) 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 who 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. Members should also call Iowa HHS to update their contact information to ensure they receive their renewal materials at their current address.

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

Clinical Practice Guidelines

Iowa Total Care clinical and quality programs are based on evidence-based preventive and clinical practice guidelines. Whenever possible, Iowa Total Care adopts guidelines that are published by nationally recognized organizations or government institutions, as well as state-wide collaborative and/or a consensus of healthcare professionals in the applicable field.

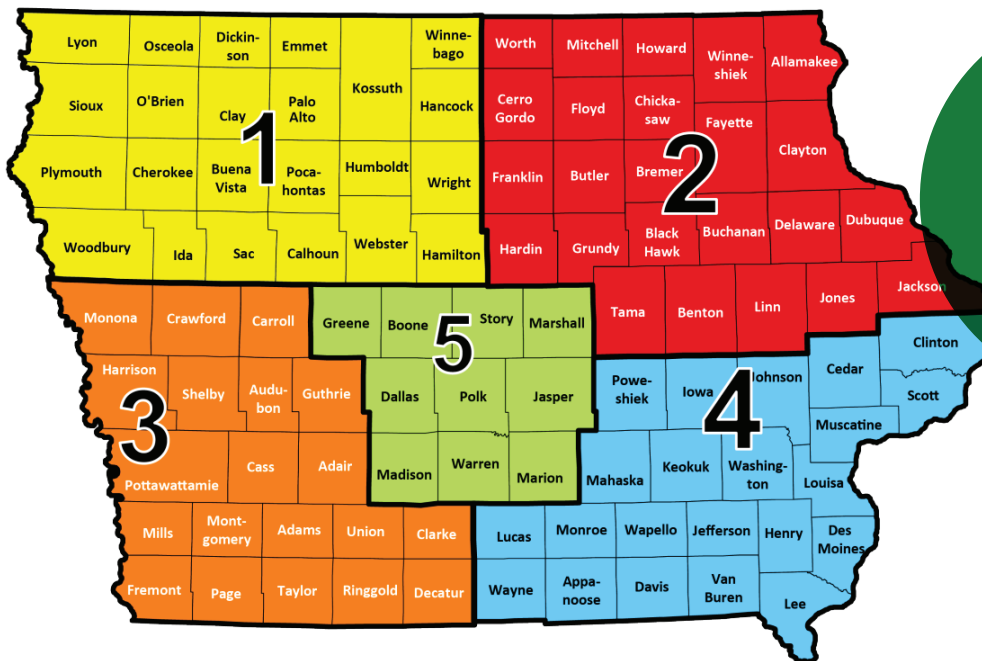
[Clinical Practice & Preventative Health Guidelines \(PDF\)](#) provides the most current version of the guidelines adopted by Iowa Total Care. A paper copy of the practice guidelines can be requested by calling Provider Services 1-833-404-1061 (TTY: 711).


Policy Review

New, Revised, Retired: Clinical, Payment & Pharmacy Policies

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 & Pharmacy 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.