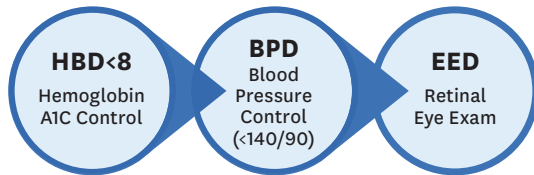




Welcome to the Iowa Total Care Provider Newsletter, where we share news, training opportunities and more with our provider network!

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.**



Diabetes Health

More than **37 million Americans** have diabetes, and another 96 million American adults have prediabetes¹. Preventing complications from diabetes is essential for saving lives and money.

These three HEDIS[®] diabetes measures are used to assess members 18-75 years of age with types 1 and 2 diabetes who have:

- Hemoglobin A1C Control for Patients with Diabetes (**HBD**) – HbA1c control (<8.0%).
- Blood Pressure Control for Patients with Diabetes (**BPD**) – Blood pressure adequately controlled (<140/90).
- Eye Exam for Patients with Diabetes (**EED**) – had a retinal eye exam.
 - Retinal or dilated eye exam by an eye care professional in the measurement year (2023).
 - Negative retinal or dilated eye exam by an eye care professional in the prior year (2022).
 - Bilateral eye enucleation any time during the member's history through December 31 of the measurement year (2023).

To prevent complications, it is recommended that you:

- **Schedule visits with our Iowa Total Care members.** Developing a relationship and having regular contact with members will make them more apt to comply with instructions.
- **Complete an A1C test at least annually.** Use **CPT[®] II coding** to capture all A1Cs on claim submissions.

- **Measure and manage member's blood pressure.** Recheck a blood pressure reading if it is elevated the first time. The lowest systolic and lowest diastolic reading are counted towards this measure. The **Controlling High Blood Pressure** (CBP) measure also considers control at < 140/90.
- **Diabetic members should have an annual dilated retinal eye exam.** Blindness is a serious consequence of uncontrolled diabetes. Send a [Diabetic Eye Exam Report form](#) with the member to their optometric appointment, and if necessary, help them schedule the appointment before leaving your office. The eye exam report form and others are found on our Provider Manuals, Forms & Resources page at [IowaTotalCare.com](#).
- **Ensure members are taking their diabetic medications.**

Below are some tools to help with monitoring A1C, BP, and for retinal disease:

- Order a **diabetes screening test every year** and build care gap "alerts" in your electronic medical record.
- In the medical record, document the date of the most recent diabetic eye exam, including results **and** name and title/credentials of the eye care provider.
- Document BP readings at every visit.
 - BP readings that are 140/90 or greater should be re-taken.
 - Ensure the proper cuff size is used.
 - Ensure members have their feet flat on the floor during the reading (no crossed legs).
- Use **CPT[®] II codes** to capture blood pressure and A1C results minimizing the need for medical record review.

¹Centers for Disease Control and Prevention. National Diabetes Statistics Report website. <https://www.cdc.gov/diabetes/data/statistics-report/index.html>.

Health Equity and Service Animals



The American Disabilities Act (ADA) explains what businesses and state/local governments must do to make sure that they do not discriminate against a member of the public with a disability who uses a service animal.

Generally, businesses and non-profits that are open to the public as well as state/local governments must allow service animals to go most places where the public can go. This is true even if they have a “no pets” policy.

If it is unclear to you whether someone’s dog is a service dog, **you may ask for certain information using two questions.**

You may ask:

1. Is the dog a service animal required because of a disability?
2. What work or task has the dog been trained to perform?

You are not allowed to:

- Request any documentation that the dog is registered, licensed, or certified as a service animal.
- Require that the dog demonstrate its task or inquire about the nature of the person’s disability.
- Isolate people with disabilities who use a service animal from other patrons.

For additional information and guidelines, please refer to the [ADA website](#).

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, physical health, and long-term services and supports (LTSS) trainings for all Iowa providers – at no cost!

Mental Health First Aid for Youth

The virtual Youth Mental Health First Aid (YMHFA) course focuses on recognizing the patterns of thoughts, feelings, behaviors, and appearance that show there might be a mental health challenge. Participants are taught an action plan they can apply to non-crisis and crisis situations. Providers will gain a better understanding of:

- The purpose of YMHFA and the role of the youth mental health first aider.
- The signs and symptoms of mental health challenges that may impact youth.
- The impact of traumatic experiences and the role of resilience on adolescent development.
- The appropriate steps of the MHFA Action Plan (ALGEE) in crisis or non-crisis situations.
- How to choose the appropriate methods for self-care following the application of YMHFA in a crisis or non-crisis situation.

Session Length

This course includes two components: a self-paced portion (2 hours) and an instructor-led portion (4.5 hours). Both will be virtual. The course will be taught using MHFA Connect and Zoom.

[View session & register](#)

Once you register, you will receive a link to join MHFA Connect. You must create an account in MHFA Connect to complete the self-paced introduction. You will not be able to attend the virtual instructor led portion prior to completing the self-paced introduction.

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



Ottumwa-Area Provider Summit

Iowa Total Care will host a provider summit on Sept. 20 in Ottumwa, Iowa. Join Iowa Total Care and our community partners for updates, educational presentations, exhibits, and an open forum. Save the date and look for an invite in your inbox soon.

Date: Sept. 20, 2023

Time: Doors open: 9 a.m.

Presentations: 9:30 a.m. – 11:30 a.m.

Lunch: 11:30 a.m. – 12:30 p.m.

Exhibits: 11:30 a.m. – 2 p.m.

Place: Bridge View Center

102 Church St.

Ottumwa, IA 52501

For questions or to RSVP reach out to:
ProviderRelations@IowaTotalCare.com or
directly contact your Provider Relations Specialist.



COMING IN OCTOBER:

Iowa Medicaid Annual Training

Iowa Medicaid Annual Provider Training sessions will be held this October. Providers will have the options to attend the training sessions in-person or attend virtually. Details on dates, times, and locations will be provided by Iowa Medicaid through an Informational Letter at a later date.



Spravato (Esketamine) Member Care Management Program

The drug Spravato, in conjunction with an oral antidepressant, is indicated for the treatment of treatment-resistant depression (TRD) in adults. When indicated for TRD, a prior authorization is required.

Members are referred by their primary behavioral healthcare provider to a certified Risk Evaluation and Mitigation Strategies (REMS) center to receive this treatment. Once a member has been granted approval to begin therapy, the Care Management team at Iowa Total Care will contact the member to assist with appointment reminders, transportation needs, and follow up with their regular behavioral health provider. We believe that this approach will give our members the best chance to have this treatment be successful and ask for your partnership by encouraging members who need Spravato therapy to engage with the Care Management team when they are contacted.

The drug Spravato, in conjunction with an oral antidepressant, is also indicated for the treatment of depressive symptoms in adults with major depressive disorder (MDD) with acute suicidal ideation or behavior. No prior authorization is required for this indication.

For questions, please contact the Iowa Total Care Pharmacy team at ITC-Pharmacy@IowaTotalCare.com, or contact Provider Services at 1-833-404-1061.

Iowa Medicaid Drug Utilization Review (DUR) Commission

The Iowa Medicaid Drug Utilization Review (DUR) Commission considers prospective and retrospective edits on the Iowa Medicaid Pharmacy Benefit, including the development of prior authorization criteria, and provides an educational program. All managed care organizations in Iowa must adopt the DUR edits agreed to by the DUR Commission. The goal is to ensure appropriate medication therapy while permitting appropriate professional judgment to individualize medication therapy.

The DUR Commission meets four times yearly, on the first Wednesday of the month in August, November, February, and May. Starting this August, the meetings are going to return to an in-person format. These meetings are open to the public and individuals who would like to address the DUR Commission may do so. Providers may also send in written comments if preferred.

Iowa Total Care encourages providers to participate in the drug utilization review process. For the DUR Commission agenda, meeting information, and additional information visit the [DUR Commission website](#).



COMING IN AUGUST:

Provider Satisfaction Survey

Iowa Total Care will be conducting our annual provider satisfaction surveys. The questionnaires will be mailed in late August to a random sample of contracted providers. Both English and Spanish versions will be provided. We take our provider input seriously; Iowa Total Care uses the results to guide improvement efforts throughout the company.

How can you assist?

Please complete the survey by mail, online, or with a designated representative. You are welcome to share specific feedback on what we can do to make your practices and programs work more efficiently. We value your partnership and appreciate your assistance ensuring you and your staff have the best possible experience. Thank you for your participation and engagement!



Babylon Health's Telehealth Services No Longer Available

Babylon Health's telehealth services are no longer available as of August 7, 2023. Due to this change, you may receive new requests for both virtual and in-person services from Iowa Total Care members as you are currently in our network. As always, please verify each member's eligibility, benefits, and referral requirements before rendering care.

Please contact Provider Services at 1-833-404-1061 with any questions.

Clarification on Prior Authorization Requirements for Bevacizumab

Bevacizumab, when used for ophthalmology (Avastin®) **does not require** prior authorization. Please use Healthcare Common Procedure Coding System (HCPCS) code J7999, as detailed in Iowa Medicaid Informational Letter 2491-MC-FFS.

When used to treat cancer, these HCPCS codes **do require** prior authorization.

J9035
Q5107
Q5118
Q5129

A newer biosimilar, Q5129, is not yet listed on the Iowa Medicaid fee schedule, but if it is later listed, this code will also require prior authorization. Q5107 (Mvasi) and Q5118 (Zirabev) are the preferred biosimilars for oncology indications. This updated guidance, includes all bevacizumab products for cancer treatment, will go into effect by Dec. 1, 2023.



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) 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.



Coming in 2024: 100 Providers in Iowa Literacy Program

100 Providers will be one of Iowa Total Care's biggest 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.

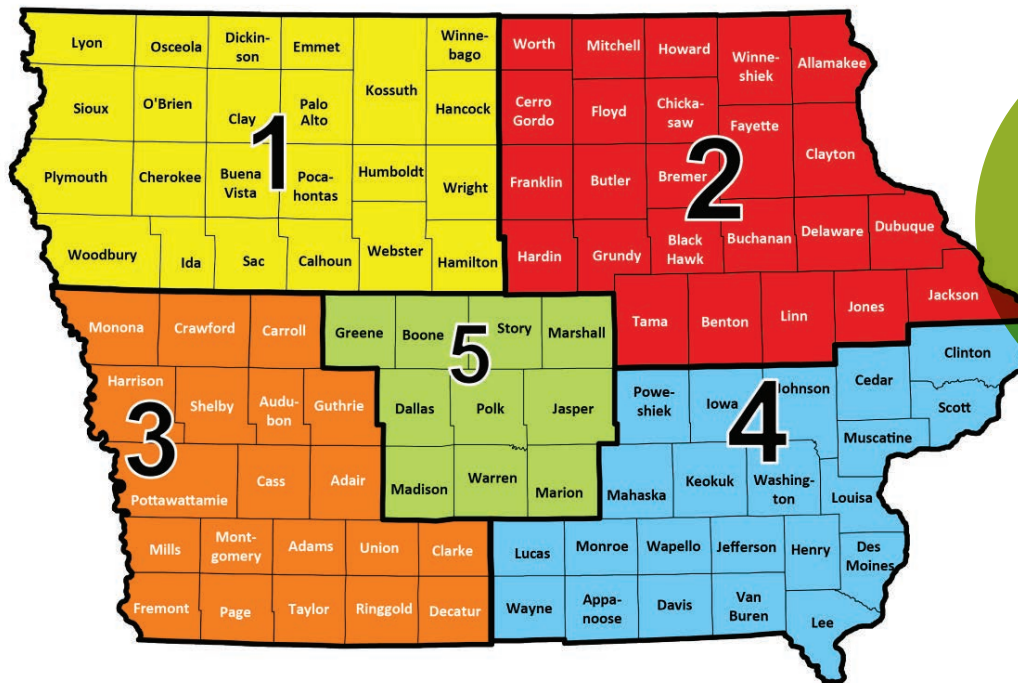
For questions, please contact Peggy Mongar at Peggy.Mongar@iowatotalcare.com.


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’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.