



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.**



Iowa Total Care Can Help Members Break Free from Tobacco

Quitting tobacco is hard, but Iowa Total Care has resources to help your patients break free from tobacco. Iowa Total Care members are eligible for the [QuitLine Program](#), a counseling program that offers one-on-one coaching to tobacco users who are ready to make a change.

Iowa Total Care members can also receive quit aids like nicotine gum, lozenges and patches as part of their health coverage. Plus, members can earn up to **\$60 in My Health Pays® rewards** by completing the smoking cessation steps listed in the table.

Iowa Total Care members who are ready to break free from tobacco are encouraged to call **1-800-QUIT-NOW** to learn more.

Iowa Total Care My Health Pays Rewards® for Smoking Cessation

Enroll in the Iowa Tobacco Quitline Program and complete FIVE coaching sessions	\$30
Fill one quit aid prescription	\$30
Total Possible Rewards	\$60



Spread the Word!

We are educating Iowa Total Care members who are pregnant or thinking about becoming pregnant to 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 **My Health Pays**[®] rewards by going to the doctor and completing an NOP form in the first 12 weeks of pregnancy.*



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!

988 Suicide & Crisis Lifeline

We can all help prevent suicide. The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones, and best practices for professionals in the United States.



SPECIAL ANNOUNCEMENT



The 988 Lifeline 988 is now active across the United States. This new, shorter phone number will make it easier for people to remember and access mental health crisis services. (Please note, the previous 1-800-273-TALK (8255) number will continue to function indefinitely.) Click below to learn more about 988.

[LEARN MORE](#)

988 Suicide & Crisis Lifeline

The new three-digit dialing code 9-8-8 is now active across the United States to provide 24/7 support for people in a suicidal crisis or emotional distress. The free and confidential Lifeline will connect those calling or texting the number to trained counselors who can provide prevention and crisis resources.

We encourage you to share the 988 Suicide & Crisis Lifeline with your patients. Please visit 988lifeline.org to learn more.

Prior Authorization Updates for Requests that Require Additional Information

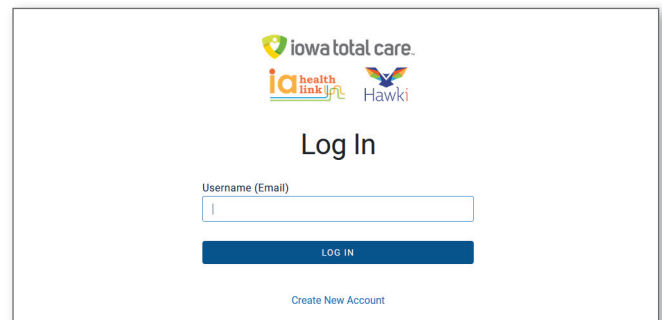
A recent change affects prior authorization requests for drugs that are “buy and bill” and given in a clinic or a provider’s office.

Once Iowa Total Care receives a request, we make a determination and communicate it as soon as we have all necessary pieces of information. Typically, if we are missing information (a lab value, therapy records, dosing information, etc.), we call your office to request it.

Now, to remain timely, we will have to **deny** requests that require additional information if the following applies:

- We receive the request late in the day on Friday
- Your office has closed for the weekend
- We are not able to leave a secure message

There will still be an opportunity to ask for a peer-to-peer discussion for reconsideration, and the member retains the right to appeal the decision. Please reach out to the Iowa Total Care Pharmacy team with questions by emailing ITC-Pharmacy@IowaTotalCare.com or call Iowa Total Care Provider Services at **1-833-404-1061**.



Create Your Own Online Account!

Iowa Total Care offers you many convenient and secure tools to help you deliver the best quality of patient care. The [Provider Portal](#) is one tool we built to support you.

By creating an account, you can:

- View member health records
- View payment history
- View and submit prior authorizations
- View and submit claims and adjustments
- And more!

Signing up is easy! Just go to iowatotalcare.com/providers/login to get started.



Are You Aware of **Iowa Total Care's Free Language Access Services?**



Iowa Total Care provides interpreter services **free of charge** to members during any service or grievance process. This includes American Sign Language and real-time oral interpretation. Learn more about our services—like interpreter services and personalized support—on our [Benefits Overview page](#).

For additional questions, please call **1-833-404-1061** or contact C&L@IowaTotalCare.com.



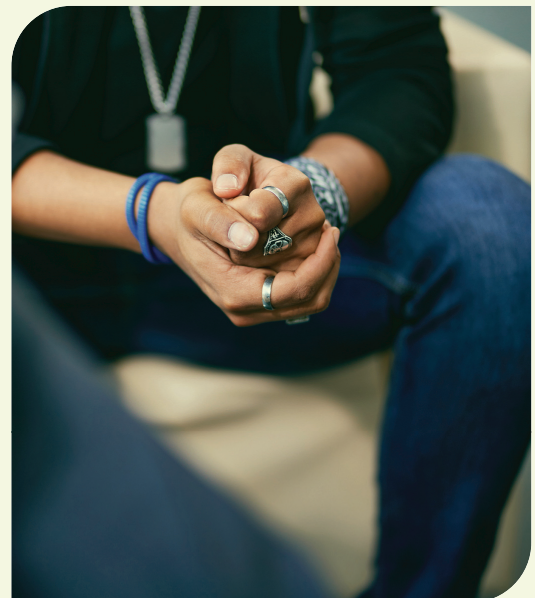
Get your patients *the behavioral health support they need, when they need it.*

Iowa Total Care can help. We have a **FREE crisis support line** to assist with depression, mental illness, substance use and other behavioral health needs. The toll-free phone number is **1-833-404-1061 (TTY: 711)**.

For urgent, life-threatening needs or a mental health crisis, please encourage your patients to dial 9-1-1 or go to their local emergency department.

Additional Resources:

- iowatotalcare.com
- [myStrength](#)
- [National Alliance on Mental Illness Iowa](#)
- [Iowa Healthiest State](#)

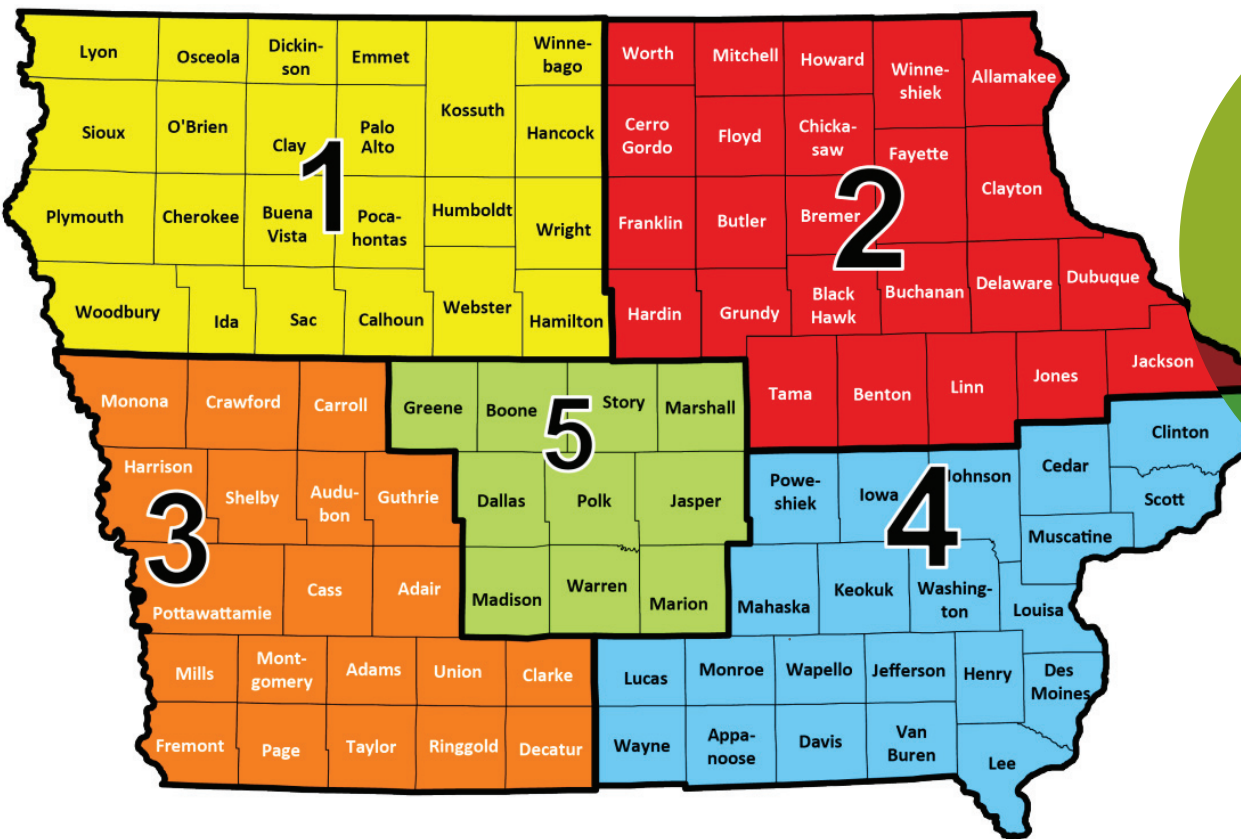



Policy Review

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



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

Monday through Friday
from 7:30 a.m. – 6:00 p.m.