



Provider Watch: December 2020

Welcome back to Iowa Total Care's monthly update.

Provider Watch is a publication to ensure that all network providers have the information and resources they need to serve our members.

Provider Relations Representatives are available to help address your complex claims concerns or provider education requests. Representatives are assigned to specific regions and provider groups, and can be contacted directly. Access the updated map [here](#).

Visit our website

As 2020 comes to a close...

On behalf of more than 850 Iowa-based Iowa Total Care staff, a heartfelt "thank you" to healthcare professionals and community providers for your dedication, commitment and hard work – especially since the onset of COVID-19. You have put yourselves at risk to help others during this unprecedented pandemic. All of us at Iowa Total Care could not be more grateful for your selflessness and bravery.

Thank you for doing your part in keeping the communities you serve safe and healthy. We look forward to 2021 in the shared vision of providing the best quality of care to our members.

Mitch Wasden
Plan President & CEO

Did You Know?

Iowa Total Care is Offering an In-Home Diabetes Monitoring Test Kit

To assist you in managing your diabetic patients, Iowa Total Care has partnered with Visiting Physicians Association (VPA) to provide in-home diabetes monitoring test kits to members. The test will be available to members 18 and older with a diagnosis of diabetes.

As of last month, Iowa Total Care members who did not have an HgbA1c test in 2020 or who had only one HgbA1c test with a result >8% received a test kit. The kit includes the items and instructions needed to complete the blood screening along with a postage paid envelope to return the completed sample to VPA. The test kit is considered completed once the sample has been received by VPA. Test results will be generated within 24 hours of receipt by VPA.

Results will be mailed to the member and the member's primary care provider, along with

Members 18 and older with a diagnosis of diabetes may request a Diabetes Monitoring Test - HgbA1c Kit by calling Iowa Total Care Member Services at 1-833-404-1061.

By successfully completing the test kit, members may be eligible for a \$15 My Health Pays Reward.

Incentives for Submitting Notification of Pregnancy (NOP) Forms

Early identification of pregnant members and their risk factors is the key to better birth outcomes. The Notification of Pregnancy (NOP) form identifies pregnant members, collects risk information and automatically enrolls members into the Start Smart for Your Baby (SSFB) program. Studies have shown that members who have a complete NOP are 3.3 times more likely to be compliant with prenatal care.

Did you know you can complete and submit the NOP through our provider portal?

1. Log into the Secure provider portal at provider.iowatotalcare.com
2. Locate and select the member
3. Under Assessments click Notification of Pregnancy – SSFB Web Only Provider
4. Once completed fully, submit.

Once submitted, the form is forwarded to our SSFB team for review. This information is also used to calculate provider incentives for completing the NOP forms timely. These incentives are paid quarterly.

Overview	
Cost Sharing	
Assessments	Please tell us about your patient's health
Growth Chart	Health Information Form (Age 18+) Fill Out Now! Please take a few minutes to fill out the assessment below.
Health Record	Exception to Policy Request Fill Out Now! Please take a few minutes to fill out the assessment below.
Care Plan	HCBS Consumer-Directed Attendant Care Agreement (Form 470-3372) Fill Out Now! Please take a few minutes to fill out the assessment below.
Authorizations	Health Home Notification Form Fill Out Now! Please take a few minutes to fill out the assessment below
Referrals	ITC HRA Supplemental Assessment v2 Fill Out Now! Please take a few minutes to fill out the assessment below
Coordination of Benefits	Post Discharge TOC Assessment V3 Fill Out Now! Please take a few minutes to fill out the assessment below.
Claims	Notification of Pregnancy – SSFB Web Only Provider Fill Out Now! Please take a few minutes to fill out the assessment below.
Document Resource Center	

The NOP form can also be found on our website at www.iowatotalcare.com. Complete clearly in black ink and fax to 1-833-257-8323.

Smoother Process for Provider Appeals

Iowa Total Care (ITC) has revised the **internal** process of provider appeal completion. The Centene Farmington location will now route provider appeal cases to the ITC local team.

The ITC claims team will process the non-clinical claims appeals. The ITC Grievance and Appeals team will process the clinical provider appeals.

This change in workflow should be invisible to the provider. However, ITC expects greater efficiency due to this change.

Provider News Updates

The [Provider News](#) page of the Iowa Total Care website is updated frequently to include important provider information. Previous released *Provider Watch* and *Provider Report* publications are also archived on the [Provider Newsletters](#) page.

Current updates include:

- [Iowa Total Care \(ITC\) is Launching the Provider Accessibility Initiative \(PAI\)](#)
- [Changes in Prior Authorization Requirements for Post-Acute Stays Due to Increase in COVID Infections](#)
- [Review the Clinical and Payment Policies for the latest revisions](#)

Join our mailing list!

Stay connected by [signing up](#) for email updates from Iowa Total Care.

Provider Services Hours: Monday through Friday: 7:30 a.m. – 6:00 p.m.

Provider Services Phone Number: 1-833-404-1061

Find the ITC Provider Relations Specialist in your area [here](#).