



Provider Watch: August 2021

Provider Watch is a monthly 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 with questions, concerns and provider education requests. Representatives are assigned to specific regions and provider groups, and can be contacted directly. Access the Provider Relations Specialist territory map and contact information [here](#).

Visit our website

New Consumer Assessment of Healthcare Providers and Systems (CAHPS) Resource Guide Now Available



Iowa Total Care is committed to supporting our providers in providing the best care and experience for our members. The **CAHPS Provider Resource Guide** is now available on the CAHPS Corner page of the ITC website. This guide provides an overview of each provider-influenced CAHPS measure with improvement strategies to incorporate into your daily practice.

Download a copy of the **CAHPS Provider Resource Guide** [here](#).

Eliminating Post-Hospitalization (FUH) Barriers for Mental Illness Follow-Up Visits

Iowa Total Care (ITC) is striving to eliminate barriers and improve access to care for our members post hospitalization for mental illness.

Follow-up visits within the first 7 days of discharge are important because:

- People with serious mental illness have an increased risk for chronic disease, like diabetes or cancer.
- The rates of cardiometabolic disease are twice as high in adults with serious mental illness.
- There are 2 million hospitalizations each year for mental illness in the United States.
- 1 in 8 visits to United States emergency departments are related to mental and substance use disorders.
- The risk of self-harm is high within the first 3 weeks post-discharge from the hospital

- or emergency room.
- During the first 7 days post-discharge the patient is at greater risk for re-hospitalization.

As part of the plan, ITC has implemented a Transition of Care program to connect our members with in-network mental health providers to receive the services and quality of care needed to manage their mental health.

The National Committee for Quality Assurance (NCQA) developed and continues to maintain specific measures that are consistent with the guidelines of the National Institute of Mental Health and the Centers for Mental Health Services. One such measure that assesses both adults and children (6+ years of age and older) is geared to the treatment of patients discharged from an acute hospitalization or emergency room visit for treatment of selected mental illness or intention of self-harm diagnoses.

This common HEDIS measure (FUH) tracks the percentage of discharges that have a follow-up visit with a qualified mental health practitioner (defined by CMS and NCQA) within 7 days. If you are unable to see members within 7 calendar days of discharge, contact Iowa Total Care and speak with a Behavioral Health (BH) Case Manager at 1-833-404-1061 or Care_Management@iowatotalcare.com. Our BH Care Management Staff can assist in completing the follow-up visits through Babylon or with one of our licensed BH Care Managers.

Additional resources are available on the ITC [website](#). Check back frequently as ITC is adding resources as they are identified.

ITC's Newest Community Program: Be Well. Eat Well.

This article about Iowa Total Care's newest program "Be Well. Eat Well." was included in the [Medicaid e-News \(Issue 7, Volume 6\)](#):



Iowa Total Care Sponsors Food Pantry Truck

Iowa Total Care has partnered with the Siouxland Food Bank in Sioux City to sponsor a mobile food pantry truck.

The food pantry truck will reach areas and individuals outside of Sioux City who may not otherwise have access to healthy, fresh food on a regular basis.

The partnership is part of Iowa Total Care's "Be Well. Eat Well" initiative. More information on the initiative is available on [Iowa Total Care's website](#).

Extinguishing Tobacco Usage

Research shows that physician and nurse smoking cessation interventions are both useful and cost-effective for patient smoking outcomes. Even a doctor providing brief advice to a patient can increase quit rates. With your help, Iowa Total Care members get one step closer towards becoming tobacco free.

Iowa Total Care offers a tobacco cessation program to support our members on their cessation journey. We encourage our members to take advantage of these resources after consulting their doctor. Read about the services we offer below.

Coaching Services Available

The Iowa Tobacco Quitline Program is a counseling program that offers one-on-one coaching to tobacco users who are ready to make a change. Members can choose between three different quit programs: sessions over the phone, online or both.

Quit Aids

Iowa Total Care will pay for quit aids like nicotine gum, lozenges and patches as part of their health coverage.*

Earn Rewards

Iowa Total Care members can earn up to \$60 in My Health Pays[®] rewards per calendar year. Members can use reward dollars to help pay for everyday items at Walmart, utilities, telecommunications (cell phone bill), childcare services, education and rent.

Iowa Total Care My Health Pays [®] Rewards for Smoking Cessation	
Enroll in the Iowa Tobacco <u>Quitline</u> Program and complete FIVE coaching sessions	\$30
Fill one quit aid prescription	\$30
Total Possible Rewards	\$60

Smoking and Pregnancy

The Quitline has a special program for helping women during pregnancy. Call 1-800-QUIT-NOW.

For more information about the Tobacco Cessation Program at Iowa Total Care, visit our [website](#).

Please encourage our members to take advantage of this program free of charge by calling 1-800-QUIT-NOW. Your brief advice could make a lasting impact in a member's life.

**Quit aid benefit limits may apply.*

ITC Update on PCP Member Assignments

Iowa Total Care has begun a new process to reattribute members to the Primary Care Provider (PCP) in which they receive care. Each month we will review PCP assignments for all members and reattribute based on members' claims. Members will then be reissued a new member ID card with the updated PCP name.

This week we will complete the first (and largest) PCP reassignment. More than 90,000 members will be reattributed to PCPs based on our analysis of claims data. This will positively impact the Pay for Performance, Risk and Care Coordination programs as well as Provider and Member satisfaction.

Below is a high-level overview of the process:

- If a member has an established relationship with a PCP not previously assigned to them, the member will be attributed to that PCP only if the provider is in-network with a valid primary care specialty.

- If the member has been seeing an unassigned PCP and the PCP is within the same TIN as their previously assigned PCP, the member will not be reassigned. The member will be able to see the practitioners within that practice.
- This process also reviews those members with no claims data to ensure the assigned PCP is within a 30 mile/minute radius. Members who do not have claims, and have not chosen a PCP, will be reassigned to a PCP within a 30 mile/minute radius of their home address.

By the beginning of September, all 90,000+ members who were reassigned will receive a new ID card with the updated PCP name as well as a letter explaining why the change was made and the importance of selecting a PCP. Then beginning in October, this process will be completed on a monthly basis to ensure members are assigned to the provider they are engaged with.

Please contact [Provider Services](#) should you have any questions or need additional assistance.

Provider Satisfaction Surveys

ITC sent out Provider Satisfaction Surveys to a number of randomly selected providers earlier this summer. If you received a survey, please respond by the end of this month.

Thank you so much for your participation.

Provider News Updates

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

Updated Clinical and Payment 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 have been revised or changed.

For more detailed information about these policies, please refer to the [Clinical and Payment Policies](#) on our website.

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](#).