

Iowa Total Care

System Configuration Issues/Projects

Updated: 04.29.2024

In an effort to provide ongoing communication, Iowa Total Care will provide weekly updates to confirmed system configuration issues that may impact claims processing and payment.

Below outlines information related to known system configuration issues ITC has identified and is currently working to correct. This process includes analysis, root cause identification, system correction and claim reprocessing. Issues will remain on the log up to 30 days after completion**.

This grid is not intended to be an admission of guilt, ITC strives towards issue resolution through analysis, root cause identification, system reconfiguration, and claim reprocessing, as applicable. These items may or may not impact individual providers who should consult their individual Provider Relations Representative with any questions or concerns. Use our website for current Provider Relations Representative contact information at:

<https://www.iowatotalcare.com/territory-maps.html>

* The date the system correction is in place and functioning as required. Once an issue is identified, claims will be manually priced or held until the system correction is complete.

** All previously received claims will be reprocessed following the system completion date. Providers should be paid for reprocessed claims by the beginning of the next week, once reprocessing begins, ITC will update when payment is expected to be complete.

Known System Issue	Brief Description	Date Issue First Identified	Status	Provider Types Impacted	Number of Providers Impacted	Expected System Completion Date *	Expected Reprocessing of Claims Date **
<i>1 open items Project in Process</i>							
<i>January 2024 Addendum B</i>	A draft copy of the January 1, 2024 Addendum B was posted pending updates Configuration underway for OCE edits on the ER Triage Code	1/1/2024	Project in Process for claims unrelated to OCE Edit Updates	Outpatient Hospital	All	3/15/2024	5/10/2024
<i>99490 denying when billed with 99426</i>	99490 denying when billed with 99426 with explanation code D4 or d4: Not Reimbursable Per State Guidelines	3/4/2024	Project Complete	IHH	14	3/4/2024	4/19/2024
<i>Cost-Share turned on prior to 7/1/2024</i>	Cost-Share was turned on for non-emergent emergency room visits prior to 7/1/2024	2/13/2024	Project Complete	Outpatient Hospital	138	2/29/2024	4/5/2024
<i>1 cent difference in pharmacy payments for members in long term care facilities</i>	There is a delay in the ability of our system to accommodate the additional one cent payment per dose for members who reside in a long term care facility.	12/4/2023	Project Complete	Pharmacy	All	2/21/2024	3/29/2024
<i>Nursing Facility Rate update for July 2023 Partial file received 09/12/2023--Configuration/Projects complete</i>	7/1/2023	Project Complete	Nursing Facility	All	Rates are being loaded within 30 days of the receipt of the rates.	3/22/2024	Complete
<i>Avastin for Ophthalmological Use Reprocessing for underpaid claims</i>	Reprocessing underpaid claims for Avastin for Ophthalmological Use (J3590) per state rate of \$76/unit.	12/8/2023	Project Complete	Physicians	22	Complete	11/17/2023
<i>Modifier Requirements for ID and BI Waiver Services</i>	ID and BI waiver services are currently being reimbursed in error due to incorrect modifiers being billed on the claims. In response, ITC is in the process of updating the	7/18/2023	Corrected claim submission in process	HCBS	All	8/18/2023	11/1/2023
<i>Behavioral Health Fee Schedule Updates</i>	Behavioral Health Fee Schedule Updates for CMHC, B3, PMIC, Behavioral Health Fee Schedule. Rate updates received.	7/20/2023	Project Complete	Behavioral Health	All	10/6/2023	10/25/2023
<i>July Addendum B</i>	July Addendum B updates - Pending Posting on HHS website	7/1/2023	Project Complete	Outpatient Hospitals	All	9/8/2023	9/15/2023
<i>BHIS Denials for locations 02 and 10</i>	BHIS services are being denied by Iowa Total Care when billed in locations 02 and 10. Clarification was requested by ITC on telehealth covered services.	7/10/2023	Project Complete	BHIS Providers	All	9/1/2023	6/30/2023