

# Provider Newsletter

Quarter 3 - 2024



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.**

## Follow-Up After High-Intensity Care for Substance Use Disorder (FUI)

Did you know, as of 2023, Iowa is ranked 35th in illicit drug use and 48th in overdose deaths in the United States? Timely follow-up after care for Substance Use Disorder (SUD) delivered in high-intensity settings is critical.

Individuals receiving SUD care in these settings are especially vulnerable to losing contact with the healthcare system after discharge. Lack of timely follow-up care can result in negative outcomes, such as continued substance use, relapse, high utilization of intensive care services, and mortality.<sup>1</sup>

### What is FUI Measure looking at?

This measure assesses the percentage of acute inpatient hospitalizations, residential treatments, or withdrawal management visits for a diagnosis of substance use disorder among Medicaid members ages 13 and older that result in a follow-up visit or service for substance use disorder. Two rates are reported:

- A follow-up visit or event with any practitioner for a principal diagnosis of substance use disorder within 30 days after the visit or discharge; **and**
- A follow-up visit or event with any practitioner for a principal diagnosis of substance use disorder within 7 days after the visit or discharge.

### Who should perform the follow-up?

Follow-up/aftercare can occur with any practitioner during an:

- Outpatient visit,
- Telehealth visit,
- Intensive outpatient visit,
- Partial hospitalization, or
- Medication assisted treatment appointments.

It is recommended to schedule a follow-up appointment for the member before they are discharged from the facility, whenever possible.

### What can you do to help?

- Discuss the importance of timely follow-up visits.
- Schedule follow-up appointments as soon as possible.
- Offer telehealth, phone, e-visit, or virtual visits.
- Reach out to members who cancel appointments and assist them with rescheduling as soon as possible.
- Encourage members to bring their discharge paperwork to their first appointment.
- Set flags in your electronic health record, if available, to develop tracking method for members due or past due for follow-up after discharge visits and require staff to follow-up with those that missed or canceled their appointment.

### Resources

- [Provider Trainings and Webinars](#)<sup>4</sup>: Offers free provider trainings and webinars on SUD and many other topics – several offer continuing education credit.
- [Substance Use Disorder toolkit](#)<sup>5</sup>
- [iowatotalcare.findhelp.com](#)<sup>6</sup>: Helping members with social needs find programs and services for food, shelter, healthcare, work, financial assistance, and more.

### References

1. Care Coordination. Content last reviewed August 2018. Agency for Healthcare Research and Quality, Rockville, MD. [Care Coordination](#)<sup>7</sup>
2. National Committee for Quality Assurance<sup>8</sup>. (n.d.b.). HEDIS<sup>9</sup> and performance measurement.
3. Iowa Department of Public Safety- Drug Awareness<sup>9</sup>

### Links:

4. <https://www.iowatotalcare.com/providers/provider-training.html>
5. <https://www.iowatotalcare.com/providers/resources/Opioid-toolkit.html>
6. <https://iowatotalcare.findhelp.com/>
7. <https://www.ahrq.gov/ncepcr/care/coordination.html>
8. <https://www.ncqa.org/HEDIS/>
9. <https://dps.iowa.gov/bureaus-iowa-department-public-safety/iowa-office-drug-control-policy/drug-awareness>



**Stay informed and sign up for Iowa Total Care's Provider Newsletter!**

Visit Iowa Total Care's [Providers Newsletters page](#)<sup>1</sup> and scroll down to Stay Connected section and click Sign Up.

To receive provider news and resources enter the following information:  
• Email address, • First and last name, and • Company name.

### Links:

1. <https://www.iowatotalcare.com/providers/provider-newsletters.html>

## Cultural Trainings and Best Practices

The Iowa Total Care website<sup>1</sup> offers cultural trainings and best practices to assist in providing services to members. We encourage you to explore and participate as needed and required.

- For Providers webpage<sup>2</sup>: Quick access to provider portal, provider alerts, and provider quick links.
- Iowa Total Care Provider Toolkits<sup>3</sup>: Access to provider toolkits, articles, and trainings.
- Language Services webpage<sup>4</sup>: Includes provider tools to care for diverse populations.
- Newsletters:
  - Provider Newsletter<sup>5</sup>
  - Community Outreach Newsletter<sup>6</sup>
  - Member Newsletter<sup>7</sup>
  - Doc's Kids Club Newsletter<sup>8</sup>
  - Teen Tips Newsletter<sup>9</sup>
- Provider Trainings & Webinars webpage<sup>10</sup>: Iowa Total offers behavioral health, physical health, and long-term services and supports trainings for all Iowa providers – at no cost!
  - Centene Institute<sup>11</sup>: Provides continuing education to external providers and clinical employees at no cost through educational activities, equipping them to deliver current therapies, and better health outcomes.
    - Includes Person-Centered Thinking for Providers Podcast Series.



For additional training information or questions, please reach out to: [C&L@iowatotalcare.com](mailto:C&L@iowatotalcare.com)

### Links

1. <https://www.iowatotalcare.com>
2. <https://www.iowatotalcare.com/providers.html>
3. <https://www.iowatotalcare.com/providers/resources/Opioid-toolkit.html>
4. <https://www.iowatotalcare.com/providers/resources/language-services.html>
5. <https://www.iowatotalcare.com/providers/provider-newsletters.html>
6. <https://www.iowatotalcare.com/members/medicaid/resources/newsletter2/community-outreach-newsletter.html>
7. <https://www.iowatotalcare.com/members/medicaid/resources/newsletter2/newsletters.html>
8. <https://www.iowatotalcare.com/members/medicaid/resources/docs-kids-club.html>
9. <https://www.iowatotalcare.com/members/medicaid/resources/newsletter2/teen-tips.html>
10. <https://www.iowatotalcare.com/providers/provider-training.html>
11. <https://www.centeneinstitute.com/>

## Appropriate Use of GLP-1 Agonists

GLP-1 agonists have become part of the standard of care in the treatment of type II diabetes, according to the American Diabetes Association (ADA) guidelines.<sup>1</sup> Iowa Total Care would like to make you aware of the coverage and clinical considerations. The ADA now recommends other medications (including GLP-1 agonists) with or without metformin based on glycemic needs, are appropriate initial therapy for individuals with type II diabetes with or at high risk for atherosclerotic cardiovascular disease, heart failure, and/or chronic kidney disease.<sup>1</sup> Inappropriate prescribing of drugs like Ozempic and Mounjaro for treatment of obesity alone has contributed to shortages of these products for patients with Type II diabetes.<sup>2,3</sup>

While these products have proven to be effective for their respective indications, they are not without side effects/adverse reactions. The most common side effects are gastrointestinal-related, including loss of appetite, nausea, vomiting, and diarrhea. Additional issues have been identified with patients needing surgery when taking these medications. Due to the delayed gastric emptying feature of these drugs, it has been reported (at least anecdotally) that patients may have increased risk of regurgitation and pulmonary aspiration during general anesthesia and deep sedation.<sup>3</sup> As a result, the American Society of Anesthesiologists have set guidelines for the holding GLP-1 agonists prior to elective procedures.<sup>4</sup>

All these products, when coverage is available, require a prior authorization. We have noted, in recent months, many requests for GLP-1 agonists (particularly Ozempic and Mounjaro) that appear to be intended for use outside of the FDA-approved indications for the particular product. Iowa Total Care will be actively monitoring and reviewing prior authorization requests to ensure these medications are used only per their FDA-approved indications. **Requests for documentation to substantiate attestations made in the prior authorization request process may be required.** It is also important to note that coverage of the products with weight loss indications are not covered by all plans as treatment of obesity is an excluded benefit for many plans.

These products are available in a number of different forms and product names with varying FDA-approved indications (see tables below).

Medication	FDA-Approved Indication	Dosing Frequency/Route
<b>Diabetes</b>		
Dulaglutide (Trulicity)	Type II DM and pediatric patients ≥10 years of age with type 2 DM; reduction of cardiovascular mortality due to major cardiovascular events (MACE) in type II DM patients with established CV disease or multiple CV risk factors.	Once weekly SQ injection
Exenatide, extended-release (Bydureon BCise)	Type II DM, pediatric patients ≥10 years of with type 2 DM.	Once weekly SQ injection
Exenatide (Byetta)	Type II DM	Twice daily SQ injection
Liraglutide (Victoza)	Type II DM and pediatric patients ≥10 years of age with type 2 DM; reduction of CV mortality, non-fatal MI, or non-fatal stroke in persons with Type II DM and established CV disease.	Once daily SQ injection
Lixisenatide (Adlyxin)	Type II DM	Once daily SQ injection
Semaglutide (Ozempic)	Type II DM; reduction of CV mortality, non-fatal MI, or non-fatal stroke in persons with Type II DM and established CV disease.	Once weekly SQ injection
Semaglutide oral (Rybelsus)	Type II DM	Once daily tablet
Tirzepatide (Mounjaro)	Type II DM	Once weekly SQ injection
<b>Obesity</b>		
Liraglutide (Saxenda)	Obesity and pediatric patients ≥12 years of age with body weight >60 kg and an initial BMI corresponding to ≥30 kg/m <sup>2</sup> for adults (obesity) by international cut-offs (Cole Criteria).	Once daily SQ injection
Semaglutide (Wegovy)	Obesity and pediatric patients ≥12 years of age with an initial BMI at the ≥95th percentile standardized for age and sex; risk reduction of major adverse cardiovascular events (cardiovascular death, nonfatal MI, nonfatal stroke) in adults with established cardiovascular disease and either obesity or overweight.	Once weekly SQ injection
Tirzepatide (Zepbound)	Obesity	Once weekly SQ injection

**\*Covered and preferred products may vary by health plan or product. Please check the individual health plan website for specific coverage details.**

### References

1. American Diabetes Association (ADA) Standards of Care in Diabetes – 2024. [https://diabetesjournals.org/care/issue/47/Supplement\\_1](https://diabetesjournals.org/care/issue/47/Supplement_1)
2. <https://www.ashp.org/drug-shortages/current-shortages/drug-shortage-detail.aspx?id=813>
3. <https://www.ashp.org/drug-shortages/current-shortages/drug-shortage-detail.aspx?id=972>
4. American Society of Anesthesiologists Consensus-Based Guidance on Preoperative Management of Patients (Adults and Children) on Glucagon-Like-Peptide-1 (GLP-1) Receptor Agonists <https://www.asahq.org/about-asa/newsroom/news-releases/2023/06/american-society-of-anesthesiologists-consensus-based-guidance-on-preoperative>

## Coming Soon: 90-Day Supply Allowance Prescription List



Effective October 1, 2024, the Iowa Department of Health and Human Services (Iowa HHS) will release a 90-day supply allowance maintenance drug list. The prescription list will be reviewed annually. The 90-day allowance supply prescription list will be live soon on Iowa HHS's Iowa Medicaid PDL page<sup>1</sup>.

Iowa Total Care members will have an option to receive a 90-day supply of certain maintenance medications. This encourages members to maintain healthy behaviors and decrease barriers to access. Please consider prescribing accordingly, for members that would benefit from this allowance.

For questions or concerns, please contact Iowa Total Care Provider Services at 1-833-404-1061.

Link: 1. <https://www.iowamedicaidpdl.com/pa-pdl/preferred-drug-lists.html>

## Prepare for Back to School



### Help assist young Iowa Total Care members prepare for back to school!

Does the member have severe allergies requiring an epinephrine pen? Help members obtain needed epinephrine pens to safeguard against severe reactions. Iowa Medicaid requires a specific manufacturer for epinephrine pens. The preferred product is an authorized generic of EpiPen distributed by labeler 49502.

Is the member current on their immunizations? Immunizations, including influenza, are a covered medical benefit. Be sure to provide these vaccines to school-aged members when they visit the office.

Over-the-counter ibuprofen and acetaminophen are a covered benefit for Iowa Total Care members. Help members save money by sending their over-the-counter prescription to the pharmacy.

Prescribing the right medication will help members feel safe and ready for their first day back in class. Visit the [Iowa Medicaid Preferred Drug Lists \(PDL\)](#)<sup>1</sup> for a complete list of preferred medications.

**Link:**

1. <https://www.iowamedicaidpdl.com/pa-pdl/preferred-drug-lists.html>



## Influenza (Flu) Vaccination

The Centers for Disease Control and Prevention (CDC) estimates the flu has resulted in 9 million – 41 million illnesses, 140,000 – 710,000 hospitalizations and 12,000 – 52,000 deaths annually between 2010 and 2020. It also states that since 2020, flu vaccinations show a continued decline in coverage especially for pregnant women and children.<sup>1</sup>

In Iowa, all age groups between 6 months and 64 years have shown a continuous decline in coverage since 2019-2020 with young children 6 months to 8 years declining at the highest rate of 24 percentage points.<sup>2</sup>

The CDC recommends that everyone 6 months of age and older get an influenza vaccine every year. Children who need two doses of influenza vaccine should get their first dose of vaccine as soon as it becomes available, with the second dose given at least four weeks after the first dose.

The CDC developed a method that will help members make informed decisions about vaccinations. This method known as **“SHARE”** can help you make a strong vaccine recommendation.<sup>1</sup>

**References:**

1. U.S. Centers for Disease Control and Prevention (2024). Past Seasons Estimated Influenza Disease Burden. <https://www.cdc.gov/flu/>
2. Iowa Health & Human Services. <https://hhs.iowa.gov/public-health/data/health/immunization/influenza-vaccine-data#influenza-vaccine-data-visualization>

- **S – SHARE** why an influenza vaccine is right for the member given their age, health status, lifestyle, occupation, or other risk factors.
- **H – HIGHLIGHT** positive experiences with influenza vaccines (personal or in your practice), as appropriate to reinforce the benefits and strengthen confidence in influenza vaccination.
- **A – ADDRESS** member questions and any concerns about influenza vaccines, including side effects, safety, and vaccine effectiveness, in plain and understandable language. Acknowledge that while people who get an influenza vaccine may still get sick, there are studies to show that their illness may be less severe.
- **R – REMIND** members that influenza vaccines help protect them and their loved ones from serious influenza illness and complications that can result in hospitalization or even death for some people.
- **E – EXPLAIN** the potential costs of getting influenza, including potential serious health effects for the member, time lost (such as missing work or family obligations), financial costs, and potentially spreading the flu to more vulnerable family and friends.

Most adults believe vaccines are important, but research shows members are more likely to get a flu shot if their practitioner recommends it. After making your recommendation, follow up with each member during subsequent appointments to ensure the member received a flu vaccine. If the member is still unvaccinated, repeat the recommendation and try to identify and address any questions or concerns.

## 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](#)<sup>1</sup>.
- Join our [Start Smart for Your Baby](#)<sup>2</sup> 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**<sup>3</sup> rewards by going to the doctor and completing an NOP form in the first 12 weeks of pregnancy.



**Links:**

1. <https://member.iowatotalcare.com>
2. <https://www.iowatotalcare.com/members/start-smart-for-your-baby/resources.html>
3. <https://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html>



## Trainings

Iowa Total Care is excited to offer behavioral health, physical health, and long-term services and supports trainings for all Iowa providers – at no cost!

### **On-Demand Learning: 2023–2024 Crisis Provider Training Series Hosted by the Iowa Department of Health and Human Services (Iowa HHS)**

Iowa HHS hosted free webinar series to assist Iowa’s 988 and behavioral health crisis providers in serving children, their families, and individuals who identify as LGBTQ+.

Live webinar trainings are no longer offered, but many are available for on-demand viewing on the University of Iowa’s UI Learn Educational Platform – at no cost. These on-demand sessions are available for a limited time.

Certificates of attendance are available following completion of a survey and quiz. No specific CE credits were obtained.

To access the following **FREE** on-demand trainings, visit the [Iowa HHS Behavioral Health Training page](#)<sup>1</sup>.

- Suicide Risk Screening and Safety Planning,
- Crisis Intervention and De-Escalation with Families and Youth,
- Child Behavior and Brain Development,
- How Trauma Impacts Behavior,
- Intervening at the Stage, Not the Age,
- Safety, Comfort and Consent: Crisis Work with LGBTQIA+ Clients,
- Practicing Cultural Humility with LGBTQIA+ Populations, and
- Practicing Cultural Humility with Children and Families in Crisis.



**Note:** First-time users will be asked to create a free account to access the on-demand trainings.

**Link:** 1. <https://hhs.iowa.gov/programs/mental-health/provider-resources/training>

## 2024 Provider Summit Trainings

Iowa Total Care has hosted two provider summit trainings this summer at Perry and Sioux City. Our two remaining provider summits will be held this fall at Atlantic and Waverly! Iowa Total Care and our community partners welcome you to join us for informational updates, educational presentations, and networking with Iowa Total Care's senior management and innovative solution providers. Register now and save the date! Visit <https://forms.office.com/r/7p9P4wPKG5>.

### Southwest Iowa / Cass County Provider Summit

Date: Wednesday, September 11, 2024

Time: Doors open 9 a.m. | Presentation begins at 9:30 a.m. | Lunch 11:30 a.m.

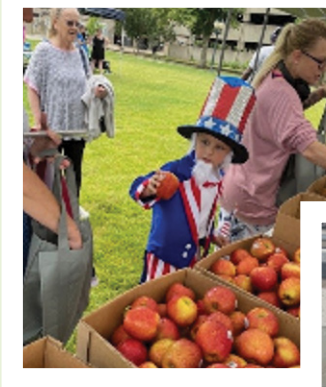
Location: Cass County Community Center, 805 West 10th Street, Atlantic, IA 50022

### Northeast Iowa / Bremer County Provider Summit

Date: Wednesday, September 18, 2024

Time: Doors open 9 a.m. | Presentation begins at 9:30 a.m. | Lunch 11:30 a.m.

Location: Waverly Civic Center, 200 1st Street NE, Waverly, IA 50677



Be Well. Eat Well. is an Iowa Total Care initiative that promotes healthy living through healthy eating. As a health plan, our goal is to make communities throughout Iowa healthier.

Finding access to affordable, healthy food can be hard. We educate Iowans on where and why they should access affordable, nutritious food. Through our Be Well. Eat Well. initiative, we connect to our members through Green to Go, an event series where Iowa Total Care provides fresh, free produce for Iowa communities.

Our Green to Go Community Health Fairs are off to a great start this year! Our Green to Go Community Health Fairs are open to the community, not just Iowa Total Care members. We have hosted seven events so far and are welcoming several more this summer and fall.

With over 3,280 attendees that have attended this year, we were able to give out:

- 47,000 pieces fresh, free produce,
- 90 pounds jalapenos,
- 1,560 – 1-pound bags of brown rice,
- 1,620 free kids' meals bags filled with non-perishable items, and
- 1,276 baby care items.

Check out our upcoming 2024 Green to Go events below:

### Viva Ottumwa International Festival

Date: Saturday, September 7, 2024

Time: 11 a.m. – 1 p.m.

Location: Quincy Place Mall, 1110 N Quincy Ave., Ottumwa, Iowa 52501

### Northeast Iowa Food Bank

Date: Thursday, September 19, 2024

Time: 3 p.m. – 5 p.m.

Location: Lincoln Park, E 4th St. & Mulberry St., Waterloo, Iowa 50703

For additional resources on how members can access healthy food and save money while eating healthy, visit our [Be Well. Eat Well webpage](#).

Link:

1. <https://www.iowatotalcare.com/members/medicaid/bewelleatwell.html>



## 100 Providers Literacy Program

As a part of Iowa Total Care's Literacy Program<sup>1</sup>, this year Iowa Total Care is distributing donations and literacy kits to 100 providers across the state.

Distributing literacy kits to providers can help support patients' and members' literacy needs. Providers 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.

Our literacy program brings literacy to life by providing FREE online activities to engage children in reading, too. Visit [iowatotalcare.com/literacyprogram](https://www.iowatotalcare.com/literacyprogram)<sup>2</sup> for free summer learning materials for kids.

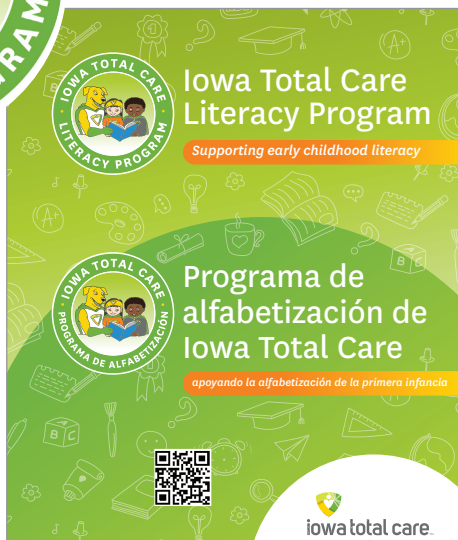
Don't forget any child 10 years old and under can join Doc's Kids Club<sup>3</sup> at any time to sign up! New club members get a free kids activity book, ID card, and sticker.

For questions, please contact Peggy Mongar: [Peggy.Mongar@iowatotalcare.com](mailto:Peggy.Mongar@iowatotalcare.com).

\*Doc's Kids Club is for Iowa residents only.

### Links:

- <https://www.iowatotalcare.com/members/medicaid/literacy-program.html>
- <https://www.iowatotalcare.com/members/medicaid/literacy-program.html>
- <https://www.iowatotalcare.com/members/medicaid/resources/docs-kids-club.html>




### It's official – Iowa Total Care is now on LinkedIn!

We recently launched our profile and invite you to join us. We would love to connect and share our community impact efforts with you. Follow us to see our most recent outreach efforts, volunteer events, and more!

- Link:
- <https://www.linkedin.com/company/iowa-total-care>



## Value Added Services

Iowa Total Care offers coverage that cares to our members that suit their needs or the needs of their family. Our Value-Added Services are offered to our members all at no added cost such as:

- Start Smart for Your Baby<sup>®</sup>.
- Doula Program.
- Car/booster seat.
- Home-delivered meals.
- Transportation.
- MemberConnections<sup>®</sup>.
- Flu prevention program.
- Diabetic at-home test kits.
- Health coaching.
- Substance abuse support program.
- Suicide prevention program.
- Foster care kits.
- Education benefits.
- Doc's Kids Club.

Whether a member is having a baby, or a member just needs a ride to the doctor, we've got Iowa Total Care members covered. For additional information, visit our Value-Added Services page<sup>1</sup>.

### Link:

- <https://www.iowatotalcare.com/members/medicaid/benefits-services/value-adds.html>

**Coverage that cares**  
Get more from your plan, all at no added cost.

- Support for new & expecting parents**
  - Free education and support during and after pregnancy
  - Prenatal, delivery and postpartum doula care\*
  - Free car or booster seat\*
  - Baby showers, including gifts
  - Home-delivered meals for new parents\*
- Care for the whole you**
  - My Health Pays<sup>®</sup> program: Earn rewards for healthy activities. Use for household expenses\*\* or buy everyday items at Hy-Vee stores, Walmart & Sam's Club.
  - Learn what earns: [iowatotalcare.com/MyHealthPays](https://www.iowatotalcare.com/MyHealthPays)
  - Customized health coaching
  - Member rewards for high school equivalency test (HSET) completion
  - Scholarships for community college certificate programs
  - Behavioral health & wellness resources
  - Kits for members in foster care
- More member benefits**
  - Transportation for medical appointments\*
  - Free smartphone from SafeLink Wireless\*
  - Personalized support
  - 24/7 nurse advice line
  - And much more!
- Community-based care**
  - Find local assistance when you need it: [iowatotalcare.com/Findhelp.com](https://www.iowatotalcare.com/Findhelp.com)
  - Doc's Kids Club: open to Iowans ages 10 & under. Sign up: [iowatotalcare.com/DocsKidsClub](https://www.iowatotalcare.com/DocsKidsClub)
  - Green to Go: free produce and more! Find an event near you: [iowatotalcare.com/GreenToGo](https://www.iowatotalcare.com/GreenToGo)
  - Cooking videos & recipes: [iowatotalcare.com/BelWellEatWell](https://www.iowatotalcare.com/BelWellEatWell)

\*For eligible members; visit [iowatotalcare.com/ValueAdds](https://www.iowatotalcare.com/ValueAdds) for details. \*\*Visit [iowatotalcare.com/MyHealthPays](https://www.iowatotalcare.com/MyHealthPays) for full list of eligible purchases.

[iowatotalcare.com](https://www.iowatotalcare.com) 1-833-404-1061 (TTY: 711)

**My Health Pays<sup>®</sup> Rewards**

Get rewarded for focusing on your health!

Earn My Health Pays<sup>®</sup> rewards when you complete healthy activities like a yearly wellness exam, annual screenings, tests and other ways to protect your health.

Use Your My Health Pays<sup>®</sup> rewards to help pay for:

- Utilities
- Transportation
- Telecommunications
- Childcare services
- Education
- Rent

Or, you can use them to:

- Shop at Walmart for everyday items\*\*

\*\*This card may not be used to buy alcohol, tobacco, or firearms products.

**Health Pays At Hy-Vee!**

Get more from your My Health Pays<sup>®</sup> rewards. Now use them to shop for everyday items\* at your local Hy-Vee stores!

- Hy-Vee Grocery Stores
- Hy-Vee HealthMarket Rx
- Dollar Fresh Markets

**Health Pays at Hy-Vee**

Iowa Total Care members can now use their My Health Pays<sup>®</sup> card at their local Hy-Vee to purchase\* everyday items.

- Hy-Vee Grocery Stores.
- Hy-Vee HealthMarket Rx.
- Dollar Fresh Markets.

Members can learn more to earn more. Visit [iowatotalcare.com/myhealthpays](https://www.iowatotalcare.com/myhealthpays)<sup>1</sup>.

\*Members may not use their card to purchase alcohol, firearm products, lottery tickets, gift cards, or for cash.

Link:

- <https://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html>

# Types of Appeals

## Do you know the difference between a member appeal and a provider appeal?

A **member appeal** is when a member disagrees with a pre-service decision that was denied, stopped, or reduced. Members can ask for an appeal themselves or can ask someone like their doctor or family to request it for them. Member appeals requires member consent using the Authorized Representative Designation (ARD) form. For a copy of the ARD form, visit our [Member Grievance and Appeals Process webpage](#)<sup>1</sup>.

To request a member appeal:

- Call Member Services:  
1-833-404-1061 (TTY: 711),
- Send it electronically by fax:  
1-833-809-3868,
- Email:  
[AppealsGrievances@IowaTotalCare.com](mailto:AppealsGrievances@IowaTotalCare.com), or
- Mail:  
Iowa Total Care  
Grievances and Appeals Department  
1080 Jordan Creek Pkwy  
Suite 400 South  
West Des Moines, IA 50266

A **provider appeal** occurs after a member has received the service from the provider (post-service) and provider disagrees with the outcome of the finalized claim reviewed. This process is part of the claim dispute process, known as a reconsideration (first level dispute) and an appeal (second level dispute). If provider disagrees with the reconsideration outcome, the provider can request a request for an appeal. Provider appeals must be submitted on a Provider Dispute Form. For a copy of the Provider Dispute Form, visit our [Manuals, Forms and Resources webpage](#)<sup>2</sup>.

To request a provider appeal, submit the Provider Dispute Form via mail:

Iowa Total Care  
Attn: Claim Disputes  
P.O. Box 8030  
Farmington, MO 63640-0830

Detailed information, instructions, and timelines for filing a member appeal or a provider appeal are included in the Provider Manual found on our [Manuals, Forms and Resources webpage](#)<sup>3</sup>.

### Links:

1. <https://www.iowatotalcare.com/providers/resources/grievance-process.html>
2. <https://www.iowatotalcare.com/providers/resources/forms-resources.html>
3. <https://www.iowatotalcare.com/providers/resources/forms-resources.html>



## Iowa Total Care receives Heroes for Homeless Award for collaboration with CISS

Central Iowa Shelter and Services (CISS) presented Iowa Total Care with the Heroes for the Homeless Award on May 2 to recognize our dedication to the homeless community as well as our support in the development of the Housing Command Center (HCC) and social determinants of health (SDOH) app.

In June, CISS launched the limited-release testing version of their innovative SDOH app, Bind! Iowa Total Care has a few team members currently testing this version. Additional versions of the app are anticipated later this summer. This app features a unique "pizza tracker" function, enabling homeless individuals to monitor their progress through the support process in real-time.

The Housing Command Center project is progressing smoothly across the three locations:

- **Des Moines:** Main location for CISS is currently supporting the HCC and has served 338 people since the project began in late 2023.
- **Grinnell:** The Grinnell location has been purchased by CISS and will be opening later in 2024. Construction plans begin in 2025.
- **Ottumwa:** CISS anticipates owning this property in late 2023 with construction plans scheduled to commence in 2025.

Working with CISS, we are committed to enhancing support for our homeless community through our partnered groundbreaking initiatives.

## Stakeholder Advisory Board

Iowa Total Care's purpose is to transform the health of the community, one person at a time. We exist to improve the health of members through focused, compassionate, and coordinated care. One way to achieve our purpose is through our Stakeholder Advisory Board (SAB).

The SAB is an opportunity for collaboration between providers, members, members' representatives, and health plan staff. Through the SAB, members and providers can share thoughts and ideas to improve the way the health plan works. Meetings take place across the state and online, so it is easy to attend. All meetings are held from 6 p.m. - 7:30 p.m.

Want to join the board or submit topic suggestions for future meetings? To join or submit topics, visit our [Stakeholder Advisory Board page](#)<sup>1</sup>.

### Upcoming SAB meetings:

- September 4, 2024
- December 4, 2024

Members will earn \$25 on their My Health Pays<sup>®2</sup> card by attending. Providers may contact their Clinical Quality Consultant or Provider Services at 1-833-404-1061 to learn more about compensation.

### Links:

1. <https://www.iowatotalcare.com/members/medicaid/resources/advisory-council.html>
2. <https://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html>



## Transportation Services

**Know a member who needs a ride to their medical appointment?** Iowa Total Care members are eligible for rides to non-emergency medical appointments. We also offer a mileage reimbursement program in advance of their appointment. To schedule a ride, members can call Access2Care at 1-877-271-4819. Learn more on our [Non-Emergency Medical Transportation \(NEMT\) page](#)<sup>1</sup>.

### Links:

1. <https://www.iowatotalcare.com/members/medicaid/benefits-services/transportation.html>

## Community Impact

At Iowa Total Care, we are strong believers in the power of local partnerships. We highly value all our community partners and prioritize our community outreach.

Visit our new Community Impact webpage<sup>1</sup> and follow along with our community impact initiatives!

### Link:

1. <https://www.iowatotalcare.com/about-us/community-impact.html>

## Iowa Total Care Is Now a 4-Star NCQA Plan



Iowa Total Care was recently named a 4-star NCQA health plan. The overall rating is the weighted average of a plan's HEDIS<sup>®</sup> and CAHPS<sup>®</sup> measure ratings. This award is thanks to you, our provider partners, to Iowa Total Care staff and a collective commitment to transforming the health of our community, one person at a time.

Iowa Total Care clinical and quality programs are based on evidence-based preventive and clinical practice guidelines. Whenever possible, Iowa Total Care adopts guidelines that are published by nationally recognized organizations or government institutions, as well as state-wide collaborative and/or a consensus of healthcare professionals in the applicable field.

[Clinical Practice & Preventative Health Guidelines \(PDF\)](#)<sup>1</sup> provides the most current version of the guidelines adopted by Iowa Total Care. A paper copy of the practice guidelines can be requested by calling Provider Services at 1-833-404-1061 (TTY: 711).

Link: 1. <https://www.iowatotalcare.com/content/dam/centene/iowa-total-care/policies/clinical-policies/CPG-Grid.pdf>

## Policy Review

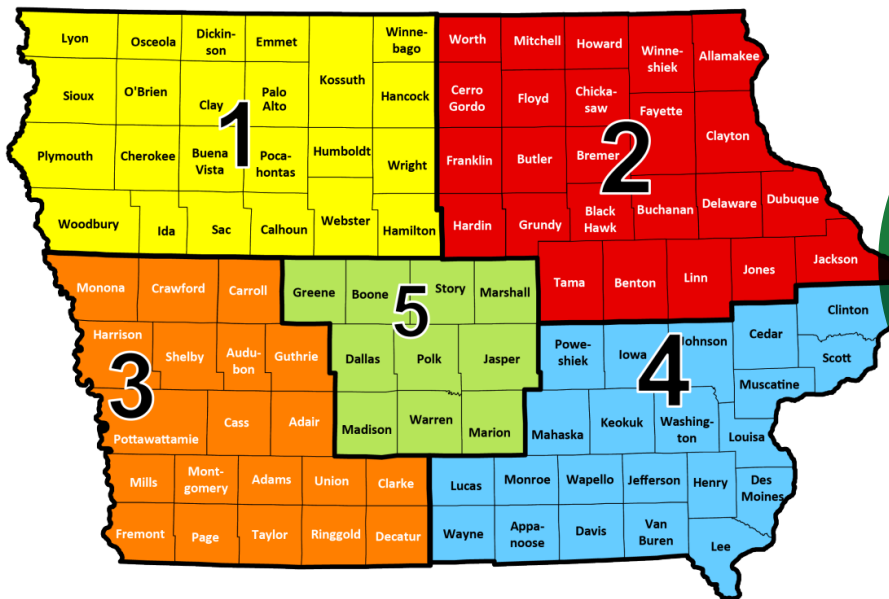
### New, Revised, Retired: Clinical, Payment & Pharmacy Policies

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 were revised or changed. For more detailed information about these policies, please refer to the [Clinical, Payment & Pharmacy Policies page](#)<sup>1</sup> on our website.

Link: 1. <https://www.iowatotalcare.com/providers/resources/clinical-payment-policies.html>



## Provider Relations Specialist Territory Map



View the [Provider Relations Territory Map](#)<sup>1</sup> to find the Provider Relations Specialists assigned to each region.

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

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](#)<sup>1</sup>

Want to hear how Iowa Total Care is making a difference in the community?

[Sign up for our Community Outreach Newsletter](#)<sup>2</sup>.

Join Iowa Total Care on [LinkedIn](#)<sup>3</sup>! Follow us to see our most recent outreach efforts, volunteer events, and more!

Links: 1. <https://www.iowatotalcare.com/providers.html>  
2. <https://lp.constantcontactpages.com/su/ClDyMDy/itcoutreachnewsletter>  
3. <https://www.linkedin.com/company/iowa-total-care>



### 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.**