

MCO Name:	Iowa Total Care
Last Date Updated:	1/6/2025

Status	Provider Specialty	Configuration Title	Date Issue/Activity Identified	Identified by whom?	New or Repeat Issue/Activity?	Issue/Activity Description	Resolution Description	Number of Providers Affected	Number of Claims Affected	Estimated Dollar Impact	Expected Close Date	Days Left to Issue Closure	Closed Date	Actual Days to Close
Open	Home Health Providers	Providers are experiencing denials for EX 35 - Deny Maximum Benefit Reached	12/18/2024	Provider	New	Providers are experiencing denials for EX 35 - Deny Maximum Benefit Reached. This denial should have been a denial for No Authorization on file after the first 3 visits and is currently being adjusted to reflect the correct denial code. Some EX 35 denials are incorrectly applying on claims where the provider has an authorization on file however, the system is not recognizing that the authorization exists. This is currently being researched for resolution and impacted claims will be reprocessed once a resolution has been found.	Starting 1/6/2025, Providers who do not have an authorization for services should be receiving the appropriate denial code. ITC is still researching the issue regarding the system not finding a matching authorization on file.	TBD	N/A	N/A	TBD	0		
Open	All	Provider Enrollment Issues causing potential claim denials and rejections.	11/25/2024	ITC	Repeat	Provider Enrollment Issues for both Pharmacy and Medical Claims causing Claim Denials or Claim Rejects for Provider Not Registered with Iowa Medicaid due to License not being updated at Iowa Medicaid.	TBD - Awaiting resolution from Iowa Medicaid.	TBD	N/A	N/A	TBD	0		
Open	IL 2636	E/M Code Rate Update	10/10/2024	Medicaid	Repeat	E/M Code Rate update - Rates reverting back to pre March 1, 2024 rates. Recovery projects will be done	Fee Schedule Update/Recovery Project	ALL	271,810	\$ (7,000,000)	1/24/2025	18		0
Closed	Home Health Providers	Home Health Authorizations loaded to CareBridge for EVV	9/1/2024	Provider	Repeat	Home Health EVV Provider Authorizations loaded to CareBridge	Iowa Total Care will begin loading authorizations for home health services to CareBridge starting 1/1/2025.	ALL	N/A	N/A	1/1/2025	-5	1/1/2025	122
Closed	Outpatient Hospital	ER Triage Code	9/1/2024	Medicaid	Repeat	ER Triage Code, 99281, denying on claims billed without the 25 modifier on the 99281 claim line when modifier 25 should not be billed with the ER Triage Code. Modifier 25 is required if 99282-99285 is billed on the claim in addition to 99281 and must be placed on the line billing 99282-99285. This issue was identified after the OCE edit was fixed for 99281 that applied a similar denial code.	Coding Analytics System Update	ALL	TBD	TBD	12/20/2024	40	12/20/2024	110
Closed	Home Health Providers	Starting 10/1/2024, Iowa Total Care was required to change the Home Health Authorization requirements from 4 visits allowed before an authorization is required to 3 visits prior to an authorization being required.	7/15/2024	ITC	Repeat	Starting 10/1/2024, Iowa Total Care was required to change the Home Health Authorization requirements from 4 visits allowed before an authorization is required to 3 visits prior to an authorization being required as discussed in the Home Health EVV Stakeholder sessions.	Authorization requirements changed for Home Health as of 10/1/2024.	TBD	N/A	N/A	10/1/2024	0	10/1/2024	0
Closed	Outpatient Hospital	October 2024 Addendum	10/1/2024	Medicaid	Repeat	ITC awaiting Outpatient October 2024 Addendum B	Fee Schedule Update	TBD	N/A	N/A	12/12/2024	25	12/9/2024	69
Closed	FQHC Providers	FQHC Rate Update	10/25/2024	Medicaid	Repeat	FQHC Rate Update	Fee Schedule Update	TBD	TBD	TBD	11/25/2024	0	11/25/2024	0
Closed	HCBS Providers	HCBS Rate Update	10/25/2024	Medicaid	Repeat	HCBS Rate Update	Fee Schedule Update	TBD	TBD	TBD	11/25/2024	0	11/25/2024	0
Closed	All	Provider portal migration to Availity	7/1/2024	ITC	Repeat	ITC will be migrating its provider portal from a legacy platform to the Availity platform. The ITC Legacy Portal will still be accessible if needed.	N/A	N/A	N/A	N/A	11/18/2024	-49	11/18/2024	140
Closed	CMHC	Community Mental Health Rate Increase per IL 2614	7/25/2024	Medicaid	Repeat	Community Mental Health Rate Increase - IL 2614 - 3.30% Increase as of 7/1/2024. Rates were loaded to open fee schedule week of 9/9/2024.	Fee Schedule Update	ALL	TBD	TBD	11/9/2024	40	10/28/2024	95
Closed	ABA, ACT, Crisis Response, Subacute Care Providers	ABA, ACT, Crisis Response, Subacute Care Rate Increase - IL 2613	7/25/2024	Medicaid	Repeat	ABA Rates increased 5%, ACT Rates increased 50.291%, Crisis Response and Subacute Rates increased 15%	Fee Schedule Update	ALL	1,185	\$ 41,304	9/27/2024	0	9/23/2024	60
Closed	Home Health Providers	CareBridge Claiming System Enhancements	5/3/2024	Provider	Repeat	ITC is working with CareBridge to allow providers to input more information for billing EVV Claims	Update to CareBridge Claiming system	ALL	N/A	N/A	10/1/2024	0	10/1/2024	151
Closed	Outpatient Hospital	Outpatient Hospital Base Rate Update	6/28/2024	Medicaid	Repeat	ITC is updating the outpatient hospital base rates received 5/28/2024	Fee Schedule Update	ALL	N/A	N/A	7/31/2024	0	7/31/2024	33
Closed	Home Health Providers	LUPA Rate Update for 7/1/2024	7/23/2024	Medicaid	Repeat	ITC received updated rates effective 7/1/2024 for Home Health LUPA Rates	Fee Schedule Update	ALL	N/A	N/A	9/20/2024	0	9/13/2024	52
Closed	Outpatient Hospital	July 2024 Addendum B Update	7/1/2024	Medicaid	Repeat	ITC received a new Addendum B for July 2024	Fee Schedule Update	ALL	N/A	N/A	8/30/2024	0	8/23/2024	53