

| | |
|---------------------|------------------|
| MCD | Issue Total Care |
| Last Date Estimated | 1/21/2025 |

| Status | Provider Specialty | Configuration Title | Date Issue/Activity Identified | Identified by whom? | New or 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 | Nursing Facility Rate Rebate Part 2 | Nursing Facility Rate Rebate Effective 7/1/2025 | 12/9/2025 | Medicaid | Repeat | ITC received rates on 12/9/2025 for the Nursing Facility Rates Effective 7/1/2025. | Configure Updated Rates in the system (completed 12/12/2025) and reprocess claims (ETA 2/9/2026) related to the new rates where the billed charges is the same or higher than the expected, updated payment. If billed charges is not the same or more than the expected allowed amount, the provider will need to submit corrected claims. | 38 | TBD | TBD | 2/9/2026 | 22 | | |
| Open | Hospice Rates Part 1 | 11/21/2025 Rate File | 11/21/2025 | Medicaid | Repeat | ITC received rates on 11/21/2025 for Hospice effective 10/01/2025. | Configure Updated Rates in the system (completed 12/21/2025) and reprocess claims (ETA 01/21/2026) related to the new rate update where the billed charges is the same or higher than the expected, updated payment. If billed charges is not the same or more than the expected allowed amount, the provider will need to submit corrected claims. | ALL | TBD | TBD | 1/21/2026 | 9 | | |
| Open | Hospice Rates Part 2 | 12/09/2025 Rate File | 12/9/2025 | Medicaid | Repeat | ITC received rates on 12/09/2025 for Hospice effective 10/01/2025. | Configure Updated Rates in the system | 3 | TBD | TBD | 2/9/2026 | 28 | | |
| Open | Home Health Providers | Home Health Rate rebate effective July 2025 | 12/9/2025 | Medicaid | Repeat | ITC received rates on 12/09/2025 for Home health effective July 2025. | Configure Updated Rates in the system | ALL | TBD | TBD | 2/9/2026 | 41 | | |
| Open | Nursing Facility Rate Rebate Part 3 | Nursing Facility Rate Rebate Effective 7/1/2025 | 12/22/2025 | Medicaid | Repeat | ITC received rates on 12/22/2025 for the Nursing Facility Rates Effective 7/1/2025. | Configure Updated Rates in the system | 29 | TBD | TBD | 2/22/2026 | 48 | | |
| Closed | Special Pop. ICF ID, ICF ID, ICF MC | 12/22/2025 Rate File | 12/22/2025 | Medicaid | Repeat | ITC received rates on 12/22/2025 for Special Pop. ICF ID and ICF MC. | Configure Updated Rates in the system | 19 | N/A | N/A | 1/22/2026 | 0 | 1/9/2026 | 11 |
| Closed | Physicians | Fee Schedule Error causing invalid 11U denials for claims paid on 12/17/2025. | 12/17/2025 | Medicaid | New | ITC identified a configuration error on 12/17/2025, causing claims payoff off of the physician fee schedule to deny as not being covered (Explanation Code 11U). The error only impacted claims paid on 12/17/2025. | 12/18/2025 - Fee schedule issue was corrected and reprocessing of incorrectly denied claims started | 650 | 10,033 | TBD | 1/16/2026 | 0 | 1/7/2026 | 21 |
| Closed | ICF ID, HCBS | 12/09/2025 Rate File | 12/9/2025 | Medicaid | Repeat | ITC received rates on 12/09/2025 for ICF ID and HCBS. | Configure Updated Rates in the system | 25 | N/A | N/A | 1/9/2026 | 0 | 12/30/2025 | 21 |
| Closed | HCBS | 11/26/2025 Rate File | 11/26/2025 | Medicaid | Repeat | ITC received rates on 11/26/2025 for HCBS. | Configure Updated Rates in the system | 2 | N/A | N/A | 12/26/2025 | 0 | 12/26/2025 | 30 |
| Closed | Nursing Facility Rate Rebate | Nursing Facility Rate Rebate Effective 7/1/2025 | 10/29/2025 | Medicaid | Repeat | ITC received rates on 10/29/2025 for the Nursing Facility Rates Effective 7/1/2025. | Configure Updated Rates in the system (ETA 11/28/2025) and reprocess claims (ETA 12/28/2025) related to the new rate update where the billed charges is the same or higher than the expected, updated payment. If billed charges is not the same or more than the expected allowed amount, the provider will need to submit corrected claims. | 210 | TBD | TBD | 12/28/2025 | 35 | 12/12/2025 | 44 |
| Closed | RHC 2026 Rate Update | 11/21/2025 Rate File | 11/26/2025 | Medicaid | Repeat | ITC received the January 1, 2026 RHC rates. | Configure Updated Rates in the system | ALL | N/A | N/A | 12/26/2025 | 51 | 12/5/2025 | 9 |
| Closed | FQHC 2026 Rate Update | 11/21/2025 Rate File | 11/26/2025 | Medicaid | Repeat | ITC received the January 1, 2026 FQHC rates. | Configure Updated Rates in the system | ALL | N/A | N/A | 12/26/2025 | 51 | 12/5/2025 | 9 |
| Closed | HHA, Home Health rates, and NF | 11/21/2025 Rate File | 11/21/2025 | Medicaid | Repeat | ITC received rates on 11/21/2025 for RHC, HHA, T1000, HCBS and NF. | Configure Updated Rates in the system | ALL | N/A | N/A | 1/31/2026 | 51 | 12/1/2025 | 9 |
| Closed | RHC, T1000, and HCBS | 11/07/2025 Rate File | 11/7/2025 | Medicaid | Repeat | ITC received rates on 11/07/2025 for RHC, T1000 and HCBS. | Configure Updated Rates in the system | ALL | N/A | N/A | 1/7/2026 | 37 | 11/21/2025 | |
| Closed | Nursing Facility HCBS | 10/17/2025 Rate File | 10/17/2025 | Medicaid | Repeat | ITC received rates on 10/17/2025 including: 2 Nursing Facility HCBS Providers | Configure Updated Rates in the system | 10 | N/A | N/A | 11/17/2025 | 0 | 11/7/2025 | 21 |
| Closed | Hospital | 10 Inpatient Hospital Base Rates | 8/25/2025 | Medicaid | Repeat | ITC received rates on 8/25/2025 for 10 hospital base rate increases effective 10/1/2024 | Implement base rates are being configured in the system. 9/28/2025 Configuration is complete. Reprocessing has started for the 10 providers impacted. ETA extended for reprocessing. 10/1/2025 - Reprocessing continues to be underway. | ALL | N/A | N/A | 10/29/2025 | 0 | 10/29/2025 | 60 |
| Closed | Out of State HCBS | 10/3/2025 Rate File | 10/3/2025 | Medicaid | Repeat | ITC received rates on 10/3/2025 including: 1 Out of State HCBS Providers | Configure Updated Rates in the system | 10 | N/A | N/A | 11/3/2025 | 20 | 10/24/2025 | 21 |
| Closed | HCBS ICF-ID EPST | 9/10/2025 Rate File | 9/10/2025 | Medicaid | Repeat | ITC received rates on 10/20/2025 including: 1 EPST Provider 1 ICF-ID Provider HCBS Provider | ITC is configuring updated rates in our system | ALL | N/A | N/A | 10/10/2025 | 0 | 10/6/2025 | 26 |
| Closed | Hospital | MS-DRG update to Version 42 with base rate update claims reprocessing | 8/19/2025 | Medicaid | Repeat | ITC received impacted claims for the update to version 42 of the DRG grouper and base rate charges back to 10/1/2024 | Retro reprocessing impacted claims. Reprocessing is 80% complete | ALL | N/A | N/A | 10/1/2025 | 0 | 10/1/2025 | 45 |
| Closed | RHC FQHC NF HCBS SCI | Rate Update 09-02-2025 RHC, FQHC, NF, HCBS SCI | 9/2/2025 | Medicaid | Repeat | ITC received rates for RHC, FQHC, NF, HCBS SCI on 09-02-2025 | Configure Updated Rates in the system | ALL | N/A | N/A | 10/2/2025 | 0 | 9/19/2025 | 17 |
| Closed | HCBS | Project for HCBS rates updated 8/1/25 in IL 2699 | 8/23/2025 | Medicaid | Repeat | ITC is reprocessing any impacted claims for HCBS providers that billed HCBS claims with dates of service between 8/1/2025 and 8/22/2025 while rates were being updated. | Retro reprocessing impacted claims | ALL | N/A | N/A | 9/19/2025 | 0 | 9/19/2025 | 28 |
| Closed | CNBS HCBS ICF-ID Nursing Facility | Rate File 8/7/2025 | 8/7/2025 | Medicaid | Repeat | ITC received 32 provider's rates for CNBS, HCBS, ICF-ID and Nursing Facilities on 8/7/2025 | Configure Updated Rates in the system | ALL | N/A | N/A | 9/5/2025 | 0 | 8/22/2025 | 15 |
| Closed | HCBS | Informational Letter #4899 - SFY HCBS and Rehabilitation Rate Changes | 8/1/2025 | Medicaid | Repeat | Informational letter outlined a 6.1% increase for Rehabilitation, 7.1% increase for Employment Services, 6.9% increase for Home Health, 6.8% increase for Respite services. | Calculate and configure updated rates in the system based on the code list and percentages in IL2699. | ALL | N/A | N/A | 9/1/2025 | 0 | 8/22/2025 | 22 |
| Closed | Outpatient Hospital | July 2025 Addendum B | 7/18/2025 | ITC | Repeat | ITC received July 2025 Addendum B rate updates on July 18, 2025 and is loading those rates in the system. | Configure updated rates in the system | ALL | N/A | N/A | 8/18/2025 | 0 | 8/13/2025 | 26 |
| Closed | HCBS Out of State | Rate file 7/23/2025 | 7/23/2025 | Medicaid | Repeat | ITC received 6 state rate for HCBS and 1 Out of State HCBS facility rates. | Configure Updated Rates in the system | 8 | N/A | N/A | 8/22/2025 | 0 | 8/11/2025 | 19 |
| Closed | Telehealth | 99452 missing from the lowe Medicaid Telehealth list until 7/1/2025 | 7/15/2025 | Medicaid | Repeat | 99452 was inadvertently dropped from the list of approved telehealth codes | Add 99452 to the list of approved telehealth code in the ITC system | 1 | 4 | \$ 130 | 8/15/2025 | 0 | 8/8/2025 | 23 |