

Issue Total Care															
MCU		Last Date Entered													
Status	Provider Specialty	Configuration Title	Date Identified	Issue/Activity 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	22 HCBS Rates 3 ICF-ID Rates 1 FQHC Rate	Rate updates for HCBS, FQHC and ICF-ID	1/16/2026	Medicaid	New	ITC received rates on 12/16/2025.	ITC is loading the updated rates received in the 1/16/2026 rate file	26	TBD	TBD	2/16/2026	26			
Open	Hospice Rates Part 2	12/09/2025 Rate File	12/6/2025	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	21			
Open	Home Health Providers	Home Health Rate release 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	34			
Open	Nursing Facility Rate Release Part 3	Nursing Facility Rate Release 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	41			
Closed	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 11/21/2025) and reprocess claims (ETA 01/21/2026) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.	All	TBD	TBD	1/21/2026	56			
Closed	Nursing Facility Rate Release Part 2	Nursing Facility Rate Release 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 retro rate updates where the billed charges is the same or higher than the expected, updated payment.	38	TBD	TBD	2/9/2026	1/9/2026	31		
Closed	Special Pop NF, 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	31	
Closed	Physicians	Fee Schedule Error causing invalid IUD 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 of the physician fee schedule to deny as not being covered (Explanation Code: 1000) due to 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 Release	Nursing Facility Rate Release 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 11/29/2025) and reprocess claims (ETA 12/29/2025) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.	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	HCBS, FQHC, ICF, ICF ID, ICF MC, HCBS, Home Health, and NF	11/21/2025 Rate File	11/21/2025	Medicaid	Repeat	ITC received rates on 11/21/2025 for RHC, HHAC, T1000, HCBS and NF.	Configure Updated Rates in the system	All	N/A	N/A	1/21/2026	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	Important base rates are being configured in the system. 8/25/2025 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	10/5/2025 Rate File	10/5/2025	Medicaid	Repeat	ITC received rates on 10/5/2025 including: 3 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 is configuring updated rates in our system	Configure Updated Rates in the 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 is reprocessing impacted claims for the update effective 8/19/2025. This includes claims for the 43 MS-DRG categories.	Retro reprocessing impacted hospital claims. Reprocessing is 80% complete.	All	N/A	N/A	10/1/2025	0	10/1/2025	45	
Closed	RHC FQHC NF HCBS SSI	Rate Update 09-02-2025 RHC, FQHC, NF, HCBS SSI	9/2/2025	Medicaid	Repeat	ITC received rates for RHC, FQHC, NF, HCBS SSI 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	8/22/2025	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	HCBS ICF-ID Nursing Facility	Rate File 8/7/2025	8/7/2025	Medicaid	Repeat	ITC received 32 provider's rates for CNRS, 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	Information Letter #2699 - SFY HCBS and Rehabilitation Rate Changes	8/1/2025	Medicaid	Repeat	Informational letter outlined a 6.3% increase for intermittent SCL, 2.4% increase for Employment Services, 1.4% increase for Rehabilitation, and 0.8% 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 the July 2025 Addendum B rates update for ITC providers.	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 7/3/2025	7/23/2025	Medicaid	Repeat	ITC received 6 updated rates for HCBS and 1 Out of State provider.	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 Iowa Medicaid Telehealth list until 7/3/2025	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	5	130	8/15/2025	0	8/9/2025	23