MCO	Iowa Total Care
Last Date Updated:	2/9/2026

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	Indian Health Services	Updated Rate File for Indian Health Services	2/6/2026	Medicaid	New	ITC received updated rates for Indian Health Services on 2/6/20236	Configure Updated Rates in the system	3	TBD	TBD	3/6/2026	27		
Open	Nursing Facility Rate Rebase Part 3	Nursing Facility Rate Rebase 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	13		
Closed	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	0	2/9/2026	60
Closed	Home Health Providers	Home Health Rate rebase 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	0	2/9/2026	60
Closed	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	0	1/30/2026	14
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 12/21/2025) 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. 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	0	1/16/2026	56
Closed	Nursing Facility Rate Rebase Part 2	Nursing Facility Rate Rebase 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. 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	0	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 1U denials for claims paid on 12/17/2025.	12/17/2025	Medicaid	New	ITC identified a configuration error on 12/17/2025, causing claims paying off of the physician fee schedule to deny as not being covered (Explanation Code 1U). This 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	12/9/2025 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 Rebase	Nursing Facility Rate Rebase 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 12/28/2025) related to the retro rate updates 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. 11/17/2025: Rates are loaded in the claims system and claims are reprocessing	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	RHC, HHA, T1000, HCBS, Hospice 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	1/21/2026	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/SA	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 10 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	Inpatient base rates are being configured in the system. 9.29.2025 Configuration is complete. Reprocessing has started for the 10 providers impacted. ETA extended for reprocessing. 10/13/2025 - 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 9 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 EPSDT	9/10/2025 Rate File	9/10/2025	Medicaid	Repeat	ITC received rates on /10/2025 Including: 2 EPSDT Providers 1 ICF-ID Provider 1 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 is reprocessing impacted claims for the update to version 42 of the DRG grouper and base rate changes back to 10/1/2024	Retro reprocessing inpatient hospital 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 forRHC, FQHC, NF, HCBS SCL 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	CNRS 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	Informational Letter #2699 - SFY HCBS and Habilitation Rate Changes	8/1/2025	Medicaid	Repeat	Informational letter outlined a 6.1% increase for Intermittent SCL, 7.4% increase for Employment Services, 0.9% increase for Day Habilitation, 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 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 updated Rate for HCBS and 1 Out of State Nursing Facility Rate.	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 7/1/2025	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