

MEL3	Issue Total Care
Last Date	2/23/2026

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	Home Health High Acuity Providers	ITC received clarification from the state that LPA and RN visits are to be paid at the Tier 2 rate even when billed with Tier 1 diagnosis code.	2/23/2026	ITC	New	ITC was denying claims billed with Tier 1 diagnosis code when being billed for RN and LPA visits.	Load Tier 1 diagnosis codes into Tier 2 payment structure for high acuity claims billed with G0399 and G0300 on the claims.	1	TBD	TBD	3/31/2026	42		
Open	Home Health & Personal Care Providers	ITC identified an issue with authorizations being sent to Cambridge causing issues with claims.	2/17/2026	Providers	New	Authorizations sent to Cambridge were appearing incorrectly due to a file error sent from ITC to Cambridge.	The root cause has been identified and a fix has been put in place as of 1/2/2026. Testing is underway to ensure the fix is working as expected. Once this has been confirmed ITC will work on reprocessing impacted claims.	TBD	TBD	TBD	3/31/2026	42		
Open	Special Population ICF-ID HCBS	2/13/2026 Rate Update	2/13/2026	Medical	New	ITC Received Rate Updates on a file dated 2/13/2026 for impacted provider specialties	Configure Updated Rates in the system	47	N/A	N/A	3/3/2026	18		
Open	Home Health providers	HH Lupa rate for July 2025	2/6/2026	Medical	Repeat	ITC received updated rates for HH on 2/6/2026	Configure Updated Rates in the system	1	TBD	TBD	4/6/2026	43		
Open	Indian Health Services	Updated Rate File for Indian Health Services	2/6/2026	Medical	Repeat	ITC received updated rates for Indian Health Services on 2/6/2026	Configure Updated Rates in the system	3	TBD	TBD	3/6/2026	10		
Closed	Nursing Facility Rate Release Part 3	Nursing Facility Rate Release Effective 7/1/2025	12/22/2025	Medical	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	0	2/20/2026	18
Closed	Hospice Rates Part 2	12/09/2025 Rate File	12/9/2025	Medical	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 release effective July 2025	12/9/2025	Medical	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	Medical	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	Medical	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	36
Closed	Nursing Facility Rate Release Part 2	Nursing Facility Rate Release Effective 7/1/2025	12/9/2025	Medical	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 1/9/2026) 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	11
Closed	Special Pop NF, ICF-ID, ICF-MC	12/22/2025 Rate File	12/22/2025	Medical	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 SU denial for claims paid on 12/17/2025.	12/17/2025	Medical	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 11). 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 on 12/17/2025.	650	10,033	TBD	1/16/2026	0	1/7/2026	21
Closed	ICF-ID, HCBS	12/09/2025 Rate File	12/9/2025	Medical	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	Medical	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	Medical	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 12/26/2025) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment. 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	Medical	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	Medical	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, HCBS, Hospice rates, and NF	11/21/2025 Rate File	11/21/2025	Medical	Repeat	ITC received rates on 11/21/2025 for RHC, HHA, T3000, HCBS and NF.	Configure Updated Rates in the system	ALL	N/A	N/A	1/21/2026	51	12/1/2025	9
Closed	RHC, T3000, and HCBS	11/07/2025 Rate File	11/7/2025	Medical	Repeat	ITC received rates on 11/07/2025 for RHC, T3000 and HCBS.	Configure Updated Rates in the system	ALL	N/A	N/A	1/7/2026	17	11/21/2025	21
Closed	Nursing Facility HCBS	10/17/2025 Rate File	10/17/2025	Medical	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	Medical	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 ongoing.	ALL	N/A	N/A	10/29/2025	0	10/29/2025	60
Closed	Out of State HCBS	10/9/2025 Rate File	10/9/2025	Medical	Repeat	ITC received rates on 10/9/2025 including: 1 Out of State 9 HCBS Providers	Configure Updated Rates in the system	10	N/A	N/A	11/9/2025	20	10/24/2025	21
Closed	HCBS ICF-ID EPSDT	9/10/2025 Rate File	9/10/2025	Medical	Repeat	ITC received rates on 9/10/2025 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	Medical	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	49
Closed	RHC FQHC NF HCBS SCL	Rate Update 09-02-2025 RHC, FQHC, NF, HCBS SCL	9/2/2025	Medical	Repeat	ITC received rates for RHC, FQHC, NF, HCBS SCL on 09-03-2025.	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 8/1/2025 to 11/26/25	8/22/2025	Medical	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