

MCO Name:	Iowa Total Care
Last Date Updated:	3/9/2026

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	CNRS	2/24/2026 CNRS Rate Update	2/24/2026	Medicaid	Repeat	ITC received updated rates for CNRS on 2/24/2026	Configure Updated Rates in the system	6	N/A	N/A	3/24/2026			
Open	Home Health & Personal Care Providers	ITC identified an issue with authorizations being sent to carebridge causing issues with claims.	2/17/2026	Providers	Repeat	Authorizations sent to Carebridge were appearing incorrectly due to a file error sent from ITC to Carebridge.	The root cause has been identified and a fix has been put in place as of 1/1/2026. Testing is underway to ensure the fix is working as expected. Once this has been confirmed ITC will work on reprocessing impacted claims. Monitoring production claims to ensure they are processing as expected.	TBD	TBD	TBD	3/31/2026	22		
Open	Addendum B January 2026 Rates	January 1, 2026 Addendum B	2/18/2026	Medicaid	Repeat	ITC received the January 1 Addendum B on 2/18/2026	ITC received the January 1 Addendum B on 2/18/2026 and are working to have it configured in the system	TBD	TBD	TBD	3/18/2026	9		
Closed	Home Health High Acuity Providers	ITC received clarification from the state that LPN and RN visits are to be paid at the Tier 2 rate even when billed with Tier 1 diagnosis code.	2/23/2026	ITC	Repeat	ITC was denying claims billed with Tier 1 diagnosis code when being billed for RN and LPN visits	Load tier 1 diagnosis codes into Tier 2 payment structure for high acuity claims billed with G0299 and G0300 on the claims. Configuration has been completed. No claims were found that currently need reprocessing for this issue.	1	TBD	TBD	3/31/2026	0	3/9/2026	14
Closed	Indian Health Services	Updated Rate File for Indian Health Services	2/6/2026	Medicaid	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	0	3/2/2026	24
Closed	EPSCOT Special Population ICF-ID HCBS Nursing Facility	2/13/2026 Rate Update	2/13/2026	Medicaid	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	3/13/2026	0	2/27/2026	14
Closed	Home Health providers	HH Lupa rate for July 2025	2/6/2026	Medicaid	Repeat	ITC received updated rates for HH on 2/6/2026	Configure Updated Rates in the system	1	TBD	TBD	4/6/2026	0	2/27/2026	32
Closed	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	0	2/20/2026	58
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 10). 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	10,023	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 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. 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/A	1/7/2026	37	11/21/2025	9
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