Iowa Total Care
System Configuration Issues/Projects
Updated: 03.18.2024

In an effort to provide ongoing communication, Iowa Total Care will provide weekly updates to confirmed system configuration issues that may impact claims processing and payment.

Below outlines information related to known system configuration issues ITC has identified and is currently working to correct. This process includes analysis, root cause identification, system correction and claim reprocessing. Issues will remain on the log up to 30 days after completion**.

This grid is not intended to be an admission of guilt, ITC strives towards issue resolution through analysis, root cause identification, system reconfiguration, and claim reprocessing, as applicable. These items may or may not impact individual providers who should consult their individual Provider Relations Representative with any questions or concerns. Use our website for current Provider Relations Representative contact information at:

https://www.iowatotalcare.com/territory-maps.html

* The date the system correction is in place and functioning as required. Once an issue is identified, claims will be manually priced or held until the system correction is complete.
** All previously received claims will be reprocessed following the system completion date. Providers should be paid for reprocessed claims by the beginning of the next week, once reprocessing begins, ITC will update when payment is expected to be complete.

Known System Issue	Brief Description	Date Issue First Identified	Status	Provider Types Impacted	Number of Providers Impacted	Expected System Completion Date *	Expected Reprocessing of Claims Date **
1 open items Configuration in Process, 1 open items pending updates, 4 open items Project in Process							
99490 denying when billed with 99426	99490 denying when billed with 99426 with explanation code D4 or d4: Not Reimburseable Per State Guidelines	3/4/2024	Project in Process	IHH	14	3/4/2024	4/19/2024
Cost-Share turned on prior to 7/1/2024	Cost-Share was turned on for non-emergent emergency room visits prior to 7/1/2024	2/13/2024	Project in Process	Outpatient Hospital	138	2/29/2024	4/5/2024
January 2024 Addendum B	A draft copy of the January 1, 2024 Addendum B was posted pending updates Configuration underway	1/1/2024	Configuration Completedfor initial rates. Additional updates Configuration underway	Outpatient Hospital	All	3/15/2024	TBD
ESI COB issues for pharmacy claims	ESI is having issues with claims being billed with COB when ESI is paying as the secondary payer Provider Education completed when billing issues were found to be the cause. System configuration underway for pharmacy COB.	1/4/2024	Configuration Complete Project in Process	Pharmacy	All	2/21/2024	3/29/2024
1 cent difference in pharmacy payments for members in long term care facilities	There is a delay in the ability of our system to accommodate the additional one cent payment per dose for members who reside in a long term care facility.	12/4/2023	Configuration Complete Project in Process	Pharmacy	All	2/21/2024	3/29/2024
Nursing Facility Rate Update for July 2023	Nursing Facility Rate update for July 2023 Partial file received 09/12/2023--Configuration/Projects complete Awaiting remaining rate files for configuration and projects	7/1/2023	Project Complete for partial file Waiting for Rates for remaining facilities	Nursing Facility	All	Rates are being loaded within 30 days of the receipt of the rates.	10/25/2023 - Complete for initial rates received. In Process as rates are received
Avastin for Opthalmological Use Reprocessing for underpaid claims	Reprocessing underpaid claims for Avastin for Opthalmological Use (J3590) per state rate of $76/unit.	12/8/2023	Project Complete	Physicians	22	Complete	Complete
Modifier Requrirements for ID and BI Waiver Services	ID and BI waiver services are currently being reimbursed in error due to incorrect modifiers being billed on the claims. In response, ITC is in the process of updating the configuration to enforce that ID waiver services must be billed with modifier "HI," while BI waiver services must not have any modifiers. Claims submitted with the incorrect modifier will be denied, and it will be necessary to correct historically impacted claims.	7/18/2023	Corrected claim submission in process	HCBS	All	8/18/2023	11/17/2023
Behavioral Health Fee Schedule Updates	Behavioral Health Fee Schedule Updates for CMHC, B3, PMIC, Behavioral Health Fee Schedule - Rate updates received	7/20/2023	Project Complete	Behavioral Health	All	10/6/2023	11/1/2023
July Addendum B	July Addendum B updates - Pending Posting on HHS website	7/1/2023	Project Complete	Outpatient Hospitals	All	9/8/2023	10/25/2023
BHIS Denials for locations 02 and 10	BHIS services are being denied by Iowa Total Care when billed in locations 02 and 10. Clarification was requested by ITC on telehealth covered services.	7/10/2023	Project Complete	BHIS Providers	All	*9/1/2023*	9/15/2023
January 2023 Addendum B fee schedule claims project	ITC received a retroactive Addendum B update from Iowa Medicaid effective 1/1/2023. Our system configuration was updated on 5/22/2023. The initial claims reprocessing project completed on 6/30/2023 and providers should have seen updated remits come through for accurate processing and reimbursement.	3/24/2023	Project Complete	All Iowa Total Care Hospital providers	All outpatient Hospitals	*5/22/2023*	6/30/2023