

MLU
Last Date
Updated

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| Iowa Total Care |
| 3/23/2026 |

| Status | Provider Specialty | Configuration Title | Date Issues/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 | Hospital Based Spravato | Denials of 0013 for spravato when provided in an outpatient hospital setting | 3/11/2026 | Medicaid | New | Claims were denied for an ODC edit when billing 0013 in an outpatient hospital | Reprocess denials of 0013 for spravato in a hospital setting | TBD | N/A | N/A | 4/11/2026 | 19 | | |
| Open | RHC EP507 ICF-ID | 3/6/2026 Rate Update | 3/6/2026 | Medicaid | New | ITC received rate updates on a file dated 3/6/2026 for RHC, EP507, ICF-ID | Configure Updated Rates in the system | 21 | N/A | N/A | 4/6/2026 | 14 | | |
| 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 | 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. Monitoring production claims to ensure they are processing as expected. | ITC | TBD | TBD | TBD | 3/31/2026 | 8 | | |
| Closed | 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 | 0 | 3/20/2026 | 24 |
| Closed | 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 | 0 | 3/11/2026 | 21 |
| 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 G0399 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 | EP507 Special Population ICF-ID HCBS | 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 | 22 |
| Closed | Nursing Facility Rate Rebase Part 1 | 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. | ALL | TBD | TBD | 1/21/2026 | 0 | 1/26/2026 | 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. | 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 | 12/09/2025 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. | 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 ICF-ID | 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 | |
| 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 |