

MCO	Lower Total Care
Last Date	5/16/2025

Status	Provider Specialty	Configuration Title	Date Issued/Activity Identified	Identified by whom?	New or Repeat Issue/Activity?	Issue/Activity Description	Resolution Description	Number of Providers Affected	Number of Claims Affected	Estimate Dollar Impact	Expected Close Date	Days Left to Issue Closure	Closed Date	Actual Days to Close
Open	EPDIT on HCBS GENIT	Rate Update for HCBS, EPDIT and GENIT providers	5/21/2025	Medicaid	New	Rate Update for HCBS, EPDIT and GENIT providers	Configure Updated Rates in the system	5	N/A	N/A	5/31/2025	27		
Open	ICF-ID	Rate Update for ICF-ID Effective 7/1/2025	4/24/2025	Medicaid	New	ITC received rate updates for 59 ICF-IDs	Configure Updated Rates in the system prior to 7/1/2025 Effective date.	59	N/A	N/A	7/1/2025	12		
Open	ICF-ID HCBS	Rate Update for HCBS and ICF-ID	4/21/2025	Medicaid	Repeat	ITC received rate updates for 2 ICF-IDs and 6 HCBS providers.	Configure Updated Rates in the system	8	N/A	N/A	5/21/2025	23		
Open	Air Ambulance	Rate Update for Air Ambulance	4/15/2025	Medicaid	Repeat	ITC received rate updates for 1 Air Ambulance Provider on 4/15/2025.	Configure Updated Rates in the system	1	N/A	N/A	5/13/2025	23		
Closed	HCBS	Rate Update for HCBS	4/10/2025	Medicaid	Repeat	ITC received rate updates on a file dated 4/20/2025 for HCBS providers.	Configure Updated Rates in the system	6	N/A	N/A	5/10/2025	0	4/27/2025	17
Closed	Out of State ICF-ID HCBS	4/9/2025	4/9/2025	Medicaid	Repeat	ITC received rate updates on a file dated 4/9/2025 for Out of State, ICF-ID and HCBS.	Configure Updated Rates in the system	180	N/A	N/A	5/4/2025	0	4/20/2025	17
Closed	Hospital Based Services	Details of 2023 for providers when enrolled in an outpatient hospital setting	3/11/2025	Medicaid	Repeat	Claims were denied for an OOC edit when billing 2023 in an outpatient hospital	Reprocess details of 2023 for providers in a hospital setting	180	N/A	N/A	4/11/2025	0	4/11/2025	35
Closed	RHC EPDIT ICF-ID	3/6/2025 Rate Update	3/6/2025	Medicaid	Repeat	ITC received rate updates on a file dated 3/6/2025 for RHC, EPDIT, ICF-ID.	Configure Updated Rates in the system	21	N/A	N/A	4/6/2025	0	3/31/2025	25
Closed	Home Health & Personal Care Providers	ITC identified an issue with authorizations being sent to Cambridge causing issues with claims.	2/17/2025	Providers	Repeat	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 2/17/2025. Testing is underway to ensure the fix is working as expected. Once this has been confirmed ITC will work on reprocessing impacted claims. Identifying production claims to ensure they are processing as expected.	180	180	180	3/11/2025	0	3/11/2025	42
Closed	CMS	2/24/2025 CMS Rate Update	2/24/2025	Medicaid	Repeat	ITC received updated rates for CMS on 2/24/2025	Configure Updated Rates in the system	6	N/A	N/A	3/24/2025	0	3/20/2025	24
Closed	Addendum B January 2025 Rates	January 1, 2025 Addendum B Rates	2/18/2025	Medicaid	Repeat	ITC received the January 1 Addendum B on 2/18/2025	Configure Updated Rates in the system	180	180	180	3/18/2025	0	3/11/2025	21
Closed	Home Health High Acuity Providers	ITC received clarification from the state that LPH and RH visits are to be paid at the Tier 2 rate even when billed with Tier 1 diagnosis code.	2/12/2025	ITC	Repeat	ITC was denying claims billed with Tier 1 diagnosis code when being billed for RH and LPH visits	Load tier 1 diagnosis codes into Tier 2 payment structure for high acuity claims billed with 02090 and 02095 on the claims. Configuration has been completed. No claims were found that currently need reprocessing for this issue.	1	180	180	3/11/2025	0	3/9/2025	14
Closed	Indian Health Services	Updated Rate File for Indian Health Services	2/6/2025	Medicaid	Repeat	ITC received updated rates for Indian Health Services on 2/6/2025	Configure Updated Rates in the system	3	180	180	3/6/2025	0	3/2/2025	24
Closed	EPDIT Special Population ICF-ID HCBS	2/13/2025 Rate Update	2/13/2025	Medicaid	New	ITC Received Rate Updates on a file dated 2/13/2025 for impacted provider specialties	Configure Updated Rates in the system	47	N/A	N/A	3/13/2025	0	2/27/2025	14
Closed	Home Health providers	HH Lupa rate for July 2025	2/6/2025	Medicaid	Repeat	ITC received updated rates for HH on 2/6/2025	Configure Updated Rates in the system	1	180	180	4/6/2025	0	2/27/2025	23
Closed	Nursing Facility Rate Rebate Part 3	Nursing Facility Rate Rebate Effective 7/1/2025	12/12/2025	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	180	180	3/12/2025	0	3/20/2025	18
Closed	Hospital Rates Part 2	12/09/2025 Rate File	12/9/2025	Medicaid	Repeat	ITC received rates on 12/09/2025 for Hospice effective 10/1/2025.	Configure Updated Rates in the system	3	180	180	2/9/2025	0	2/9/2025	101
Closed	Home Health Providers	Home Health Rate release 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	180	180	2/9/2025	0	2/9/2025	60
Closed	22 HCBS Rates 3 ICF-ID Rates 1 FQHC Rate	Rate updates for HCBS, FQHC and ICF-ID	1/16/2025	Medicaid	New	ITC received rates on 12/16/2025.	ITC is loading the updated rates received in the 1/16/2025 rate file	26	180	180	2/16/2025	0	1/30/2025	14
Closed	Hospital Rates Part 1	11/21/2025 Rate File	11/21/2025	Medicaid	Repeat	ITC received rates on 11/21/2025 for Hospice effective 10/1/2025.	Configure Updated Rates in the system (completed 12/21/2025) and reprocess claims (ETA 02/21/2026) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.	All	180	180	1/21/2026	0	1/16/2026	56
Closed	Nursing Facility Rate Rebate Part 2	Nursing Facility Rate Rebate 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 2/09/2026) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.	38	180	180	2/9/2026	0	1/9/2026	31
Closed	Special Pop. ICF-ID, ICF-MC, ICF-MI	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 301 denied 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 62012 paid on 12/17/2025.	12/18/2025 - Fee schedule issue was corrected and causing claims paying off of the physician fee schedule to deny as not being covered (Explanation Code 10). This error only impacted 62012 paid on 12/17/2025.	600	10,031	180	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 Rebate	Nursing Facility Rate Rebate 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 12/29/2025) related to the retro rate updates where the billed charges is the same or higher than the expected, updated payment.	200	180	180	12/29/2025	35	12/12/2025	44
Closed	RHC 2025 Rate Update	11/21/2025 Rate File	11/26/2025	Medicaid	Repeat	ITC received the January 1, 2025 RHC rates	Configure Updated Rates in the system	All	N/A	N/A	12/26/2025	15	12/5/2025	9
Closed	FQHC 2025 Rate Update	11/21/2025 Rate File	11/26/2025	Medicaid	Repeat	ITC received the January 1, 2025 FQHC rates	Configure Updated Rates in the system	All	N/A	N/A	12/26/2025	55	11/5/2025	9
Closed	RHC, RHA, T2000, HCBS, Hospice ICF-ID	11/21/2025 Rate File	11/21/2025	Medicaid	Repeat	ITC received rates on 11/21/2025 for RHC, RHA, T2000, HCBS and HF.	Configure Updated Rates in the system	All	N/A	N/A	1/21/2026	55	11/1/2025	9