

MCO Name:	Iowa Total Care
Last Date Updated:	5/5/2025

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	HHA EPSDT Out Of State HCBS	Rate file received on 5/2/2025	5/2/2025	Provider	New	1 provider rate for HHA EPSDT 1 provider rate for Out of State 5 provider rates for HCBS	System update for new rates	7	N/A	\$ -	5/30/2025	28		
Open	Crisis Response Providers	Invalid Age Related Denials for Crisis Response services for members over the age of 18	4/24/2025	Provider	Repeat	Providers claims for Crisis Response are denying inappropriately for Age due to a benefit issue	Configure Benefit to pay Crisis Response for adults.	10	82	\$ 64,979	6/20/2025	53		
Closed	HCBS Special Population Intermediate Care Facility Rural Health Clinic	Rate file received on 4/25/2025	4/25/2025	Medicaid	Repeat	5 Providers HCBS Rates 1 Provider Special Population Rate 1 Providers Intermediate Care Rate 1 Providers Rural Health Clinic Rate	Update the system with the new rates.	8	N/A	N/A	5/23/2025	0	2/2/2025	7
Closed	HCBS	Rate file received on 4/21/2025	4/21/2025	Medicaid	Repeat	3 Providers HCBS Rates	Update the system with the new rates.	3	N/A	N/A	5/16/2025	0	2/2/2025	11
Closed	Nursing Facilities & HCBS Rates	Rate file received on 4/14/2025	4/14/2025	Medicaid	Repeat	1 Provider's HCBS Rates 28 Nursing Facility Rates	Update the system with the new rates.	29	N/A	N/A	5/9/2025	0	4/18/2025	4
Closed	HCBS & Special Population Rates	Rate file received on 4/7/2025	4/7/2025	Medicaid	Repeat	7 Provider's HCBS Rates 1 Special Population Provider Rate	Update the system with the new rates.	8	N/A	N/A	5/6/2025	0	4/15/2025	8
Closed	HCBS & Special Population Rates	Rate updates for HCBS & Special Population from 3/28/2025	4/1/2025	Medicaid	Repeat	25 Provider's HCBS Rates 1 Special Population Provider Rate	Update the system with the new rates.	26	N/A	N/A	4/28/2025	0	4/11/2025	10
Closed	HCBS & Special Population Rates	Rate updates for HCBS & Special Population from 3/28/2025	3/28/2025	Medicaid	Repeat	4 Provider's HCBS Rates 1 Special Population Provider Rate	Update the system with the new rates.	5	N/A	N/A	4/28/2025	0	4/4/2025	7
Closed	January 2025 Addendum B	January 2025 Addendum B Updates	2/7/2025	Medicaid	Repeat	January 2025 Addendum B is being configured in the system.	ITC is in the process of updating the system with January 2025 Addendum B rates.	TBD	N/A	N/A	3/21/2025	0	3/21/2025	49
Closed	HCBS & ICF Providers	3/14/2025 State Rate Update	3/14/2025	Medicaid	Repeat	Rate update for 5 HCBS providers Rate update for 7 ICF-ID providers	ITC is in the process of updating the system with January 2025 Addendum B rates.	12	N/A	N/A	4/14/2025	0	3/28/2025	7
Closed	Integrated Health Home	Unbundling denials on 99490	1/15/2025	Provider	Repeat	Providers are experiencing denials for unbundling on 99490 when billed for IHH when other claims are billed on the same day	ITC is removing the edit causing these denials for 99490 when it is billed with the IHH modifiers	TBD	N/A	N/A	3/14/2025	0	3/7/2025	51
Closed	All	Provider Enrollment Issues causing potential claim denials and rejections.	11/25/2024	ITC	Repeat	Provider Enrollment Issues for both Pharmacy and Medical Claims causing Claim Denials or Claim Rejects for Provider Not Registered with Iowa Medicaid due to Licensure not being updated at Iowa Medicaid.	TBD - Awaiting resolution from Iowa Medicaid.	TBD	N/A	N/A	TBD	0		
Closed	Home Health Providers	Providers are experiencing denials for EX 35 - Deny Maximum Benefit Reached	12/18/2024	Provider	Repeat	Providers are experiencing denials for EX 35 - Deny Maximum Benefit Reached. This denial should have been a denial for No Authorization on file after the first 3 visits and is currently being adjusted to reflect the correct denial code. Some EX 35 denials are incorrectly applying on claims where the provider has an authorization on file however, the system is not recognizing that the authorization exists. This is currently being researched for resolution and impacted claims will be reprocessed once a resolution has been found.	Starting 1/6/2025, Providers who do not have an authorization for services should be receiving the appropriate denial code. ITC is working reprocessing claims denied incorrectly for EX 35.	70	1,141	\$ 286,257	3/7/2025	0	2/20/2025	53
Closed	IL 2636	E/M Code Rate Update	10/10/2024	Medicaid	Repeat	E/M Code Rate update - Rates reverting back to pre March 1, 2024 rates. Recovery projects will be done over	Fee Schedule Update/Recovery Project	ALL	271,810	\$ (7,000,000)	1/24/2025	0	1/24/2025	106
Closed	Home Health Providers	Home Health Authorizations loaded to CareBridge for EVV	9/1/2024	Provider	Repeat	Home Health EVV Provider Authorizations loaded to CareBridge	Iowa Total Care will begin loading authorizations for home health services to CareBridge starting 1/1/2025.	ALL	N/A	N/A	1/1/2025	0	1/1/2025	122
Closed	Outpatient Hospital	ER Triage Code	9/1/2024	Medicaid	Repeat	ER Triage Code, 99281, denying on claims billed without the 25 modifier on the 99281 claim line when modifier 25 should not be billed with the ER Triage Code. Modifier 25 is required if 99282-99285 is billed on the claim in addition to 99281 and must be placed on the line billing 99282-99285. This issue was identified after the OCE edit was fixed for 99281 that applied a similar denial code.	Coding Analytics System Update	ALL	TBD	TBD	12/20/2024	0	12/20/2024	110
Closed	Home Health Providers	Starting 10/1/2024, Iowa Total Care was required to change the Home Health Authorization requirements from 4 visits allowed before an authorization is required to 3 visits prior to an authorization being required.	7/15/2024	ITC	Repeat	Starting 10/1/2024, Iowa Total Care was required to change the Home Health Authorization requirements from 4 visits allowed before an authorization is required to 3 visits prior to an authorization being required as discussed in the Home Health EVV Stakeholder sessions.	Authorization requirements changed for Home Health as of 10/1/2024.	TBD	N/A	N/A	10/1/2024	0	10/1/2024	0
Closed	Outpatient Hospital	October 2024 Addendum	10/1/2024	Medicaid	Repeat	ITC awaiting Outpatient October 2024 Addendum B	Fee Schedule Update	TBD	N/A	N/A	12/12/2024	0	12/9/2024	69
Closed	FQHC Providers	FQHC Rate Update	10/25/2024	Medicaid	Repeat	FQHC Rate Update	Fee Schedule Update	TBD	TBD	TBD	11/25/2024	0	11/25/2024	0
Closed	HCBS Providers	HCBS Rate Update	10/25/2024	Medicaid	Repeat	HCBS Rate Update	Fee Schedule Update	TBD	TBD	TBD	11/25/2024	0	11/25/2024	0
Closed	All	Provider portal migration to Availity	7/1/2024	ITC	Repeat	ITC will be migrating its provider portal from a legacy platform to the Availity platform. The ITC Legacy Portal will still be accessible if needed.	N/A	N/A	N/A	N/A	11/18/2024	0	11/18/2024	140
Closed	CMHC	Community Mental Health Rate Increase per IL 2614	7/25/2024	Medicaid	Repeat	Community Mental Health Rate Increase - IL 2614 - 3.30% Increase as of 7/1/2024. Rates were loaded to open fee schedule week of 9/9/2024.	Fee Schedule Update	ALL	TBD	TBD	11/9/2024	40	10/28/2024	95
Closed	ABA, ACT, Crisis Response, Subacute Care Providers	ABA, ACT, Crisis Response, Subacute Care Rate Increase - IL 2613	7/25/2024	Medicaid	Repeat	ABA Rates increased 5%, ACT Rates increased 50.291%, Crisis Response and Subacute Rates increased 15%	Fee Schedule Update	ALL	1,185	\$ 41,304	9/27/2024	0	9/23/2024	60
Closed	Home Health Providers	CareBridge Claiming System Enhancements	5/3/2024	Provider	Repeat	ITC is working with CareBridge to allow providers to input more information for billing EVV Claims	Update to CareBridge Claiming system	ALL	N/A	N/A	10/1/2024	0	10/1/2024	151
Closed	Outpatient Hospital	Outpatient Hospital Base Rate Update	6/28/2024	Medicaid	Repeat	ITC is updating the outpatient hospital base rates received 6/28/2024	Fee Schedule Update	ALL	N/A	N/A	7/31/2024	0	7/31/2024	33
Closed	Home Health Providers	LUPA Rate Update for 7/1/2024	7/23/2024	Medicaid	Repeat	ITC received updated rates effective 7/1/2024 for Home Health LUPA Rates	Fee Schedule Update	ALL	N/A	N/A	9/20/2024	0	9/13/2024	52
Closed	Outpatient Hospital	July 2024 Addendum B Update	7/1/2024	Medicaid	Repeat	ITC received a new Addendum B for July 2024	Fee Schedule Update	ALL	N/A	N/A	8/30/2024	0	8/23/2024	53