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| MCO Name: | Iowa Total Care |
| Last Date Updated: | 5/11/2026 |

| 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 | EPSDT HH HCBS GEMT | Rate Update for HCBS, EPSDT and GEMT providers | 5/1/2026 | Medicaid | New | Rate Update for HCBS, EPSDT and GEMT providers | Configure Updated Rates in the system | 5 | N/A | N/A | 5/31/2026 | 20 | | |
| Open | ICF-ID | Rate Update for ICF-ID Effective 7/1/2026 | 4/24/2026 | Medicaid | Repeat | ITC received rate updates for 59 ICF-IDs | Configure Updated Rates in the system prior to 7/1/2026 Effective date. | 59 | N/A | N/A | 7/1/2026 | 50 | | |
| Open | Hospital | April 2026 Addendum B | 4/15/2026 | Medicaid | Repeat | Rate Update for Outpatient Hospital Addendum B | Configure Updated Rates in the system | TBD | N/A | N/A | 5/15/2026 | 4 | | |
| Closed | ICF-ID HCBS | Rate Update for HCBS and ICF-ID | 4/21/2026 | 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 | 5/21/2026 | 23 | 5/8/2026 | 17 |
| Closed | Air Ambulance | Rate Update for Air Ambulance | 4/13/2026 | Medicaid | Repeat | ITC received rate updates for 1 Air Ambulance Provider on 4/13/2026. | Configure Updated Rates in the system | 1 | N/A | N/A | 5/13/2026 | 23 | 5/8/2026 | 28 |
| Closed | HCBS | Rate Update for HCBS | 4/10/2026 | Medicaid | Repeat | ITC received rate updates on a file dated 4/10/2026 6 HCBS providers. | Configure Updated Rates in the system | 6 | N/A | N/A | 5/10/2026 | 0 | 4/27/2026 | 17 |
| Closed | Out of State ICF-ID HCBS | 4/3/2026 | 4/3/2026 | Medicaid | Repeat | ITC received rate updates on a file dated 4/3/2026 for Out of State, ICF-ID and HCBS. | Configure Updated Rates in the system | TBD | N/A | N/A | 5/4/2026 | 0 | 4/20/2026 | 17 |
| Closed | Hospital Based Spravato | Denials of J0013 for spravato when provided in an outpatient hospital setting | 3/11/2026 | Medicaid | Repeat | Claims were denied for an OCE edit when billing J0013 in an outpatient hospital | Reprocess denials of J0013 for spravato in a hospital setting. | TBD | N/A | N/A | 4/11/2026 | 0 | 4/11/2026 | 30 |
| Closed | RHC EPSDT ICF-ID | 3/6/2026 Rate Update | 3/6/2026 | Medicaid | Repeat | ITC received rate updates on a file dated 3/6/2026 for RHC, EPSDT, ICF-ID. | Configure Updated Rates in the system | 21 | N/A | N/A | 4/6/2026 | 0 | 3/31/2026 | 25 |
| Closed | 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. ITC identified the error and fixed it and is processing any claims received. | TBD | TBD | TBD | 3/31/2026 | 0 | 3/31/2026 | 42 |
| 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 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 | EPSDT 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 | 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 | 2/23/2026 | 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 12/21/2025) 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 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 |