

MCO Name:	lowa Total Care
Last Date Updated:	5/26/2026

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	Nursing Facility HCBS	Rate Update for HCBS and Nursing Facility	5/14/2026	Medicaid	New	Rate Update for HCBS and Nursing Facility	Configure Updated Rates in the system	5	N/A	N/A	6/4/2026	26		
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	43		
Closed	EPSDT HH HCBS GEMT	Rate Update for HCBS, EPSDT and GEMT providers	5/1/2026	Medicaid	Repeat	Rate Update for HCBS, EPSDT and GEMT providers	Configure Updated Rates in the system	5	N/A	N/A	5/31/2026	0	5/22/2026	22
Closed	Outpatient 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	0	5/15/2026	30
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	0	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	0	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	2/6/2026 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 2/12/2026. 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.	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 2024 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 3	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	1/9/2026	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	1/16/2026	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 12/12/2025) 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 10 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 SU). 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	10,083	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