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| MCO Name:          | Iowa Total Care |
| Last Date Updated: | 6/2/2025        |

| 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   | HCBS<br>Nursing Facility<br>Critical Access Hospital<br>ICFHC                   | Rate updates for HCBS, Nursing Facility, Critical Access Hospital and FQHC  | 5/23/2025                      | Provider            | New                           | 1 Provider Rate for HCBS<br>1 Provider Rate for Nursing Facility<br>86 Provider Rate for Critical Access Hospital<br>5 Provider Rates for FQHC  | Update the system with the new rates.   | 93                           | N/A                       | N/A                     | 6/20/2025           | 25                         |             |                      |
| 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           | 16                         |             |                      |
| Closed | HCBS<br>ICF-ID<br>EPSDT   | Rate updates for HCBS, ICF-ID and EPSDT   | 5/16/2025                      | Provider            | Repeat                        | 10 Provider Rates for HCBS<br>1 Provider Rate for ICF-ID<br>1 Provider Rate for EPSDT   | Update the system with the new rates.   | 12                           | N/A                       | N/A                     | 6/13/2025           | 17                         | 5/30/2025   | 34                   |
| Closed | WHA EPSDT<br>Out Of State<br>HCBS   | Rate file received on 5/2/2025  | 5/2/2025                       | Provider            | Repeat                        | 1 provider rate for WHA EPSDT<br>1 provider rate for Out of State<br>5 provider rates for HCBS  | System update for new rates.  | 7                            | N/A                       | \$ -                    | 5/30/2025           | 0                          | 5/16/2025   | 14                   |
| Closed | HCBS<br>Special Population<br>Intermediate Care Facility<br>Rural Health Clinic | Rate file received on 4/25/2025   | 4/25/2025                      | Medicaid            | Repeat                        | 5 Providers HCBS Rates<br>1 Provider Special Population Rate<br>1 Providers Intermediate Care Rate<br>1 Providers Rural Health Clinic Rate  | Update the system with the new rates.   | 8                            | N/A                       | N/A                     | 5/23/2025           | 0                          | 5/2/2025    | 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                          | 5/2/2025    | 11                   |
| Closed | Nursing Facilities<br>& HCBS Rates  | Rate file received on 4/14/2025   | 4/14/2025                      | Medicaid            | Repeat                        | 1 Provider's HCBS Rates<br>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<br>Population Rates  | Rate file received on 4/7/2025  | 4/7/2025                       | Medicaid            | Repeat                        | 7 Provider's HCBS Rates<br>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<br>Population Rates  | Rate updates for HCBS & Special Population from 3/28/2025   | 4/1/2025                       | Medicaid            | Repeat                        | 25 Provider's HCBS Rates<br>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<br>Population Rates  | Rate updates for HCBS & Special Population from 3/28/2025   | 3/28/2025                      | Medicaid            | Repeat                        | 4 Provider's HCBS Rates<br>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<br>Addendum B  | January 2025 Addendum B Updates   | 3/7/2025                       | 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<br>Providers   | 3/14/2025 State Rate Update   | 3/14/2025                      | Medicaid            | Repeat                        | Rate update for 5 HCBS providers<br>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<br>Home   | Unbundling denials on 99490   | 1/15/2025                      | Provider            | Repeat                        | ITC is removing the edit causing these denials for 99490 when billed for IHC 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 IHC 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 Denial 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<br>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.<br><br>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 3/6/2025, Providers who do not have an authorization for services should be receiving the appropriate denial code.<br><br>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  | Fee Schedule Update/Recovery Project  | ALL                          | 271,810                   | \$ (7,000,000)          | 1/24/2025           | 0                          | 1/24/2025   | 106                  |
| Closed | Home Health<br>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<br>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<br>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<br>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<br>Response,<br>Subacute Care                                  | 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<br>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<br>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<br>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  | 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                   |