

MCO Name: Iowa Total Care
 Last Date Updated: 11/1/2024

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
Closed	Outpatient Hospital	ER Triage Code 99211 for January 2024	1/1/2024	ITC	New	ER Triage code 99211 was being denied for an OCE edit due to change in effective date for new ER triage code from January 2024 to February 2024. January 2024 Outpatient Hospital Claims were impacted by this issue.	Coding Analytics System Update	All				0	5/25/2024	145
Closed	Outpatient Hospital	April 2024 Addendum B	4/1/2024	Medicaid	New	A copy of Addendum B updates was posted on the Iowa Medicaid Website on 4/23/2024	Fee Schedule Update	All				0	5/23/2024	52
Closed	Outpatient Hospital	January 2024 Addendum B	1/1/2024	Medicaid	New	A draft copy of the January 1, 2024 Addendum B was posted pending updates	Fee Schedule Update	All				0	3/15/2024	74
Closed	IHH	99490 denying when billed with 99426	3/4/2024	ITC	New	99490 denying when billed with 99426 with explanation code D4 or d4: Not Reimbursable Per State Guidelines	Fee Schedule Update	14				0	3/4/2024	0
Closed	Outpatient Hospital	Cost-Share turned on prior to 7/1/2024	2/13/2024	ITC	New	Cost-Share was turned on for non-emergent emergency room visits prior to 7/1/2024	Cost share was turned off	138				0	2/29/2024	16
Closed	Pharmacy	1 cent difference in pharmacy payments for members in long term care facilities	12/4/2023	ITC	New	There is a delay in the ability of our system to accommodate the additional one cent payment per dose for members who reside in a long term care facility.	Pharmacy system update	All				0	2/21/2024	79
Closed	Nursing Facilities	Nursing Facility Rate update for July 2023	9/12/2023	Medicaid	New	Nursing Facility Rate update for July 2023. Partial file received 09/12/2023	Fee Schedule Update	All NF				0	3/22/2024	192
Closed	Physicians	Avastin for Ophthalmological Use Reprocessing for underpaid claims	12/8/2023	Medicaid	New	Reprocessing underpaid claims for Avastin for Ophthalmological Use (J3590) per state rate of \$76/unit.	Fee Schedule Update	22				0	12/8/2023	0
Closed	HCBS	Modifier Requirements for ID and BI Waiver Services	7/18/2023	ITC	New	ID and BI waiver services are currently being reimbursed in error due to incorrect modifiers being billed on the claims. In response, ITC is in the process of updating the configuration to enforce that ID waiver services must be billed with modifier "HI," while BI waiver services must not have any modifiers. Claims submitted with the incorrect modifier will be denied, and it will be necessary to correct historically impacted claims.	Fee Schedule Update	All				0	8/18/2023	31
Closed	Behavioral Health	Behavioral Health Fee Schedule Updates	7/20/2023	Medicaid	New	Behavioral Health Fee Schedule Updates for CMHC, B3, PMIC, Behavioral Health Fee Schedule - Rate updates received	Fee Schedule Update	All				0	10/6/2023	78
Closed	Outpatient Hospitals	July Addendum B	7/1/2023	Medicaid	New	July Addendum B updates - Pending Posting on HHS	Fee Schedule Update	All				0	9/8/2023	69
Closed	BHIS Providers	BHIS Denials for locations 02 and 10	7/10/2023	ITC	New	BHIS services are being denied by Iowa Total Care when billed in locations 02 and 10. Clarification was requested by ITC on telehealth covered services.	Fee Schedule Update	All				0	9/1/2023	53