

MCO Name:	Iowa Total Care
Last Date Updated:	7/7/2025

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	GEMT & HCBS Rates	GEMT & HCBS Rate Updates	7/3/2025	Medicaid	New	ITC received updated rates for GEMT and HCBS	Configure updated rates in the system upon receipt of the rates	3	N/A	N/A	8/1/2025	23		
Open	Outpatient Hospital	July 2025 Addendum B	6/30/2025	ITC	Repeat	ITC is waiting on Addendum B from Iowa Medicaid for July 2025 in order to load the rates into the system	Configure updated rates in the system upon receipt of the rates	ALL	N/A	N/A	N/A			
Open	Critical Access Outpatient Hospital	9 Provider Rates for Outpatient Critical Access CCR rates	6/23/2025	Medicaid	Repeat	ITC received a rate file for 9 critical access CCR rates	Configure updated rates in the system	9	N/A	N/A	7/23/2025	23		
Closed	Hospital Base Rates	Hospital Base Rate update	5/30/2025	Medicaid	Repeat	ITC received an updated rate file for hospital base rates and DRG weights.	Upload Base Rates in Optum for hospital pricing	87	N/A	N/A	6/30/2025	0	6/30/2025	30
Closed	CCBHC	CCBHC Rates	6/20/2025	Medicaid	New	Updating the rates for implementation of the CCBHC program.	Configure updated rates in the system	10	N/A	N/A	7/18/2025	0	6/27/2025	7
Closed	Nursing Facility HCBS CNRS	6/18/2025 Medicaid Rate update	6/18/2025	Medicaid	New	Updating the rates received on 6/18/2025 from Iowa Medicaid	Configure updated rates in the system	13	N/A	N/A	7/18/2025	25	6/27/2025	7
Closed	GEMT	GEMT Rate update	6/20/2025	Medicaid	New	Updating the rates received on 6/20/2025 from Iowa Medicaid	Configure updated rates in the system for GEMT providers.	16	N/A	N/A	7/18/2025	25	6/27/2025	7
Closed	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. Project is processing and should pay out before the 20th of June.	Configure Benefit to pay Crisis Response for adults.	10	82	\$ 64,979	6/20/2025	0	6/20/2025	56
Closed	HCBS Nursing Facility Critical Access Hospital FQHC	Rate updates for HCBS, Nursing Facility, Critical Access Hospital and FQHC.	5/23/2025	Provider	New	1 Provider Rate for HCBS 1 Provider Rate for Nursing Facility 86 Provider Rate for Critical Access Hospital 5 Provider Rates for FQHC	Update the system with the new rates.	93	N/A	N/A	6/20/2025	0	6/6/2025	13
Closed	HCBS ICF-ID EPSDT	Rate updates for HCBS, ICF-ID and EPSDT	5/16/2025	Provider	Repeat	10 Provider Rates for HCBS 1 Provider Rate for ICF-ID 1 Provider Rate for EPSDT	Update the system with the new rates.	12	N/A	N/A	6/13/2025	0	5/30/2025	14
Closed	HHA EPSDT Out Of State HCBS	Rate file received on 5/2/2025	5/2/2025	Provider	Repeat	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	0	5/16/2025	14
Closed	Outpatient Hospital	April 2025 Addendum b update	4/16/2025	Medicaid	New	April 2025 Addendum b update from Iowa Medicaid received and is being loaded into ITC's system.		ALL	N/A	\$ -	5/20/2025	0	5/16/2025	30
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	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 & 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	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