

MCO Name:
Last Date
Initiated

Iowa Total Care
8/10/2026

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	Addendum B July 2026 Rates	Addendum B July 2026 Rates	7/14/2026	Medicaid	New	Addendum B July 2026 Rates	Configure Updated Rates in the system	TBD	N/A	N/A	8/14/2026	4		
Open	BH	H0046 being denied as an unlisted code.	5/26/2026	ITC	New	H0046 was inadvertently flipped to being considered an unlisted code and is being denied by our coding analytics team for that reason.	A ticket has been submitted to our coding analytics team. In the meantime as a work around a check run edit has been implemented.	TBD	TBD	TBD	8/26/2026	16		
Closed	Out of State NF HCBS CNRS	Rate Update for Multiple provider types	7/31/2026	Medicaid	New	Rate Update for Multiple provider types	Configure Updated Rates in the system	6	TBD	TBD	8/31/2026	0	8/7/2026	7
Closed	Hospice FQHC RHC NF Special Pop and out of state HCBS CNRS	Rate Update for Multiple provider types	7/21/2026	Medicaid	New	Rate Update for Multiple provider types	Configure Updated Rates in the system	TBD	TBD	TBD	8/21/2026	0	8/7/2026	17
Closed	NF GEMT	Rate Update for NF and GEMT	7/7/2026	Medicaid	New	Rate Update for NF and GEMT effective 7/01/2026	Configure Updated Rates in the system	TBD	N/A	N/A	8/7/2026	0	7/27/2026	20
Closed	EPSDT HH HCBS NF	Rate Update for HCBS, HH and Nursing Facility	6/26/2026	Medicaid	New	Rate Update for HCBS, HH and Nursing Facility	Configure Updated Rates in the system	10	N/A	N/A	7/26/2026	0	7/17/2026	21
Closed	HCBS, Nursing Facility and RHC	Rate Update for HCBS, Nursing Facility and RHC	5/29/2026	Medicaid	New	Rate Update for HCBS, Nursing Facility and RHC	Configure Updated Rates in the system	17	N/A	N/A	6/29/2026	0	6/26/2026	27
Closed	Critical Access Hospital	Rate Update for Critical Access Hospital effective 07/01/2026	5/29/2026	Medicaid	New	Rate Update for Critical Access Hospital	Configure Updated Rates in the system prior to 7/1/2026 Effective date.	86	N/A	N/A	6/29/2026	0	6/26/2026	27
Closed	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	6/14/2026	0	6/5/2026	22
Closed	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	0	5/29/2026	35
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	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 Cares 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