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| MCO Name: | Iowa Total Care |
| Last Date Updated: | 8/25/2025 |

| 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 | Project for HCBS rates updated 8/1/25 in IL 2699 | 8/22/2025 | Medicaid | New | ITC is reprocessing any impacted claims for HCBS providers that billed HCBS claims with dates of service between 8/1/2025 and 8/22/2025 while rates were being updated. | Retro reprocessing impacted claims | ALL | N/A | N/A | 9/19/2025 | 26 | | |
| Open | Hospital | MS-DRG update to Version 42 with base rate update claims reprocessing | 8/19/2025 | Medicaid | New | ITC is reprocessing impacted claims for the update to version 42 of the DRG grouper and base rate changes back to 10/1/2024 | Retro reprocessing inpatient hospital claims. Reprocessing is 30% complete | ALL | N/A | N/A | 9/19/2025 | 26 | | |
| Closed | CNRS HCBS ICF-ID Nursing Facility | Rate File 8/7/2025 | 8/7/2025 | Medicaid | Repeat | ITC received 32 provider's rates for CNRS, HCBS, ICF-ID and Nursing Facilities on 8/7/2025 | Configure Updated Rates in the system | ALL | N/A | N/A | 9/5/2025 | 18 | 8/22/2025 | 15 |
| Closed | HCBS | Informational Letter #2699 - SFY HCBS and Habilitation Rate Changes | 8/1/2025 | Medicaid | Repeat | Informational letter outlined a 6.1% increase for Intermittent SCL, 7.4% increase for Employment Services, 0.9% increase for Day Habilitation, and 0.8% increase for Respite services. | Calculate and configure updated rates in the system based on the code list and percentages in IL2699. | ALL | N/A | N/A | 9/1/2025 | 0 | 8/22/2025 | 22 |
| Closed | Outpatient Hospital | July 2025 Addendum B | 7/18/2025 | ITC | Repeat | ITC received the July 2025 Addendum B rate updates on July 18, 2025 and is loading those rates in the system. | Configure updated rates in the system | ALL | N/A | N/A | 8/18/2025 | 0 | 8/13/2025 | 26 |
| Closed | HCBS Out of State | Rate file 7/23/2025 | 7/23/2025 | Medicaid | Repeat | ITC received 6 updated Rate for HCBS and 1 Out of State Nursing Facility Rate. | Configure Updated Rates in the system | 8 | N/A | N/A | 8/22/2025 | 0 | 8/11/2025 | 19 |
| Closed | Telehealth | 99452 missing from the Iowa Medicaid Telehealth list until 7/1/2025 | 7/15/2025 | Medicaid | Repeat | 99452 was inadvertently dropped from the list of approved telehealth codes | Add 99452 to the list of approved telehealth code in the ITC system | 1 | 4 | \$ 130 | 8/15/2025 | 0 | 8/8/2025 | 23 |
| Closed | GEMT & HCBS Rates | GEMT & HCBS Rate Updates | 7/3/2025 | Medicaid | Repeat | ITC received updated rates for GEMT and HCBS providers | Configure updated rates in the system upon receipt of the rates | 3 | N/A | N/A | 8/1/2025 | 0 | 7/25/2025 | 20 |
| Closed | 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 | 0 | 7/23/2025 | 30 |
| 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 | 0 | 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 | 0 | 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 |