

MCO Name:	Iowa Total Care
Last Date Updated:	9/15/2025

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	RHC FQHC NF HCBS SCI	Rate Update 09-02-2025 RHC, FQHC, NF, HCBS SCI	9/2/2025	Medicaid	Repeat	ITC received rates for RHC, FQHC, NF, HCBS SCL on 09-02-2025	Configure Updated Rates in the system	ALL	N/A	N/A	10/2/2025	17		
Open	Hospital	10 Inpatient Hospital Base Rates	8/25/2025	Medicaid	New	ITC received rates on 8/25/2025 for 10 hospital base rate increases effective 10/1/2024.	Inpatient base rates are being configured in the system	ALL	N/A	N/A	9/26/2025	9		
Open	HCBS	Project for HCBS rates updated 8/1/25 in IL 2699	8/22/2025	Medicaid	Repeat	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	4		
Open	Hospital	MS-DRG update to Version 42 with base rate update claims reprocessing	8/19/2025	Medicaid	Repeat	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	4		
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 1 Provider's 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	28 Nursing Facility Rates 7 Provider's HCBS 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	1 Special Population Provider Rate 25 Provider's HCBS Rates	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	1 Special Population Provider Rate 4 Provider's HCBS Rates	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	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
Closed	Outpatient 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 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 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 Response, 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 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 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 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 Hospital	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