

Iowa Total Care

System Configuration Issues/Projects

Updated: 09.18.2023

In an effort to provide ongoing communication, Iowa Total Care will provide weekly updates to confirmed system configuration issues that may impact claims processing and payment.

Below outlines information related to known system configuration issues ITC has identified and is currently working to correct. This process includes analysis, root cause identification, system correction and claim reprocessing. Issues will remain on the log up to 30 days after completion**.

This grid is not intended to be an admission of guilt, ITC strives towards issue resolution through analysis, root cause identification, system reconfiguration, and claim reprocessing, as applicable. These items may or may not impact individual providers who should consult their individual Provider Relations Representative with any questions or concerns. Use our website for current Provider Relations Representative contact information at:

<https://www.iowatotalcare.com/territory-maps.html>

* The date the system correction is in place and functioning as required. Once an issue is identified, claims will be manually priced or held until the system correction is complete.

** All previously received claims will be reprocessed following the system completion date. Providers should be paid for reprocessed claims by the beginning of the next week, once reprocessing begins, ITC will update when payment is expected to be complete.

Known System Issue	Brief Description	Date Issue First Identified	Status	Provider Types Impacted	Number of Providers Impacted	Expected System Completion Date *	Expected Reprocessing of Claims Date **
<i>2 open items pending clarification and updates, 1 pending configuration, 2 Project in Process (09.18.2023)</i>							
<i>Nursing Facility Rate Update for July 2023</i>	Nursing Facility Rate update for July 2023 - Pending HHS Partial file received 09/12/2023--Pending configuration	7/1/2023	Pending Update	Nursing Facility	All	TBD	TBD
<i>Behavioral Health Fee Schedule Updates</i>	Behavioral Health Fee Schedule Updates for CMHC, B3, PMIC, Behavioral Health Fee Schedule - Pending rate updates on HHS website	7/20/2023	Pending Update	Behavioral Health	All	TBD	TBD
<i>Modifier Requirements for ID and BI Waiver Services</i>	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.	7/18/2023	Project In Process	HCBS	All	8/18/2023	TBD
<i>July Addendum B</i>	July Addendum B updates - Pending Posting on HHS website	7/1/2023	Configuration	Outpatient Hospitals	All	9/8/2023	TBD
BHIS Denials for locations 02 and 10	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.	7/10/2023	Project In Process	BHIS Providers	All	9/1/2023	9/15/2023
January 2023 Addendum B fee schedule claims project	ITC received a retroactive Addendum B update from Iowa Medicaid effective 1/1/2023. Our system configuration was updated on 5/22/2023. The initial claims reprocessing project completed on 6/30/2023 and providers should have seen updated remits come through for accurate processing and reimbursement.	3/24/2023	Project Complete	All Iowa Total Care Hospital providers	All outpatient Hospitals	5/22/2023	6/30/2023