Iowa Total Care
System Configuration Issues/Projects
Updated: 1.14.2022

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/content/dam/centene/iowa-total-care/PDF/PrvdrRelationsTerritoryMap-March2021v2.pdf

* 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 **
No current open items (1.14.2022)							
Client Participation Applied Incorrectly	ITC identified in some cases member client participation amounts were charged less than the required CP amount. 3,479 members impacted. **Provider Alert: Posted 4/23/2021 https://www.iowatotalcare.com/providers/provider-alerts/client-participation-issue.html** **Provider Outreach complete: 6/4/2021**	4/15/2021 confirmed	**CLOSED**	SNF, ICF-ID & Hospice	All	Automation in place for new claims 04/22/2021. Configuration complete 6/11/2021	Reprocessing of Hospice claims paid out 06/18/2021 - 7/23/2021. ICF/ID and NF paying out beginning 7/6/2021 - 8/6/2021. Hospice recovery, ICF/ID recovery, Nursing Facility recovery - All recovery projects complete as of 12/24/2021
Client Participation	Issues identified when the member eligibility span is different than CP allocation span, which causes CP to not be assigned. Creating a change request for submission. Implementation is TBD once requirements are submitted. 1/15/2021: ITC has researched provider feedback on the institutional recoupment project and although the correct CP amount was applied, an incorrect rate file was used to calculate the recoupment amounts. Providers DO NOT need to file a dispute related to this recoupment project. ITC will cancel the project, a subsequent project will be developed with the correct rate file. **Provider Alert: https://www.iowatotalcare.com/providers/provider-alerts/recoupment-project-issue.html**	7/6/2020	**CLOSED**	LTC	All where member has a span variation	9/3/2020, UAT question on specialty codes. Configuration complete. Provider set-up (specialty codes) ticket submitted. Configuration completed 10/08/2020.	Automated report creation in process to identify Client Participation adjustments Project in development (for ongoing reports). Automated reconciliation report process began 10/02/2020. Institutional claims, Waiver Claims - All recovery projects complete as of 12/24/2021