

MCO Name:  
Last Date  
Indicated

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|-----------------|
| Iowa Total Care |
| 10/6/2025       |

| 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   | Hospital   | 10 Inpatient Hospital Base Rates  | 8/25/2025                      | Medicaid            | Repeat                        | 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. 9.29.2025 Configuration is complete. Reprocessing has started for the 10 providers impacted. ETA extended for reprocessing. | ALL                          | N/A                       | N/A                     | 10/29/2025          | 23                         |             |                      |
| Closed | HCBS<br>ICF-ID<br>EPSDT  | 9/10/2025 Rate File   | 9/10/2025                      | Medicaid            | Repeat                        | ITC received rates on /10/2025 Including:<br>2 EPSDT Providers<br>1 ICF-ID Provider<br>1 HCBS Provider   | ITC is configuring updated rates in our system   | ALL                          | N/A                       | N/A                     | 10/10/2025          | 0                          |             | 26                   |
| Closed | 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 80% complete.  | ALL                          | N/A                       | N/A                     | 10/1/2025           | 0                          | 10/1/2025   | 45                   |
| Closed | RHC<br>FQHC<br>NF<br>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           | 0                          | 9/19/2025   | 17                   |
| Closed | 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           | 0                          | 9/19/2025   | 28                   |
| Closed | CNRS<br>HCBS<br>ICF-ID<br>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            | 0                          | 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<br>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<br>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<br>HCBS<br>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<br>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<br>Nursing Facility<br>Critical Access<br>Hospital<br>FQHC                    | Rate updates for HCBS, Nursing Facility, Critical Access Hospital and FQHC.             | 5/23/2025                      | Provider            | New                           | 1 Provider Rate for HCBS<br>1 Provider Rate for Nursing Facility<br>86 Provider Rates for Critical Access Hospital<br>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<br>ICF-ID<br>EPSDT  | Rate updates for HCBS, ICF-ID and EPSDT   | 5/16/2025                      | Provider            | Repeat                        | 10 Provider Rates for HCBS<br>1 Provider Rate for ICF-ID<br>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<br>Out Of State<br>HCBS  | Rate file received on 5/2/2025  | 5/2/2025                       | Provider            | Repeat                        | 1 provider rate for HHA EPSDT<br>1 provider rate for Out of State<br>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<br>Special Population<br>Intermediate Care<br>Facility<br>Rural Health Clinic | Rate file received on 4/25/2025   | 4/25/2025                      | Medicaid            | Repeat                        | 5 Providers HCBS Rates<br>1 Provider Special Population Rate<br>1 Providers Intermediate Care Rate<br>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                   |