	MCO Name:	Iowa Total Care
	Last Date Updated:	10/21/2024

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	All	Provider portal migration to Availity	7/1/2024	ITC	New	ITC will be migrating its provider portal from a legacy platform to the Availity platform	N/A	N/A	N/A	N/A	11/18/2024	28		0
Open	Home Health Providers	Home Health Authorizations loaded to CareBridge for EVV	9/1/2024	Provider	New	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	72		0
Open	IL 2636	E/M Code Rate Update	10/10/2024	Medicaid	New	E/M Code Rate update - Rates reverting back to pre March 1, 2024 rates. Recovery projects will be done over 90 days for claims March 1, 2024 - Current.	Fee schedule update/ Recovery Project	ALL	TBD	TBD	1/24/2025	0		0
Open	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		0
Closed	ABA, ACT, Crisis Response, Subacute Care Providers	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