

MCO Name:	Iowa Total Care
Last Date Updated:	10/27/2025

Status	Provider Speciality	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	Nursing Facility HCBS	10/17/2025 Rate File	10/17/2025	Medicaid	New	ITC received rates on 10/17/2025 including: 2 Nursing Facility 10 HCBS Providers	Configure Updated Rates in the system	10	N/A	N/A	11/17/2025	20		
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. 10/13/2025 - Reprocessing continues to be underway.	ALL	N/A	N/A	10/29/2025	23		
Closed	Out of State HCBS	10/3/2025 Rate File	10/3/2025	Medicaid	Repeat	ITC received rates on 10/3/2025 including: 1 Out of State 9 HCBS Providers	Configure Updated Rates in the system	10	N/A	N/A	11/3/2025	20	10/24/2025	21
Closed	HCBS ICF-ID EPSDT	9/10/2025 Rate File	9/10/2025	Medicaid	Repeat	ITC received rates on /10/2025 including: 2 EPSDT Providers 1 ICF-ID Provider 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 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	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 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	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 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	5/22/2025	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	5/22/2025	11
Closed	Nursing Facilities & HCBS Rates	Rate file received on 4/14/2025	4/14/2025	Medicaid	Repeat	1 Provider's HCBS Rates 28 Nursing Facility 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	7 Provider's HCBS Rates 1 Special Population Provider Rate	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	25 Provider's HCBS Rates 1 Special Population Provider Rate	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	4 Provider's HCBS Rates 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