

ProviderReport



Welcome

Welcome to the first Iowa Total Care (ITC) Provider Quarterly Report! This publication will highlight timely articles that coincide with calendar specific services for our providers and members. Additional guidance on topics of interest as expressed to ITC staff will be researched and contained here for your review. We hope you will enjoy this additional source of information and as always, we thank you for your partnership in *transforming the health of the community, one person at a time.*

COVID-19

The current COVID-19 pandemic is having massive impact on the health of our society, but that isn't limited to just physical health. Mental health is also being tested by COVID, as we all deal with the stresses of staying safe and keeping our families healthy. Luckily there are countless resources available to help us work through our mental health struggles. COVID Recovery Iowa is a new state-sponsored initiative that offers mental health counseling through remote meetings. It's sponsored by FEMA, the Federal Emergency Management Agency, and allows for anyone in need to access counseling through a computer or phone.

You can access services through the following options:

- Call **800-447-1985** to connect with a counselor specializing in rural issues and agriculture 24 hours a day, seven days a week.
- Call the Iowa Warm Line, **844-775-9276**; to connect with a peer counselor or request to get in touch with a COVID Recovery Iowa counselor.
- Visit **www.COVIDrecoveryiowa.org** and complete a contact form and a counselor will get back to you.

This resource can have a positive impact on the community and your mental health. Please utilize this if you feel like the stresses of the current pandemic are weighing heavily on you.





Prepare for Back-to-School Wellness Visits

School will be starting before we know it. That means it is time to think about wellness examinations for our children. For those children covered by Medicaid (excluding HAWKI children), the summary below highlights the screening program, **Early Periodic Screening, Diagnosis Treatment (EPSDT)**, which is:

- Early: Assessing and identifying problems early
- Periodic: Checking children's health at periodic, age-appropriate intervals
- Screening: Providing physical, mental, developmental, dental, hearing, vision, and other screening tests to detect potential problems
- Diagnostic: Performing diagnostic tests to follow up when a risk is identified
- Treatment: Controlling, correcting, or reducing health problems found

In Iowa, the EPSDT program is titled Care for Kids. The purpose is to promote physical, mental, social, emotional, and behavioral health of children from birth to age 21.

The EPSDT program requires that Medicaid pay for any medically necessary diagnostic and treatment services for problems detected as part of a well-child exam.

Make sure you are using the most up-to-date periodicity schedule. [Click here](#) for more information on the EPSDT schedule, which outlines the timeframe for scheduling services.

Incentives for Your Members

Iowa Total Care encourages members to take care of their health, and the health of their loved ones. This is done through our healthy rewards program. If you provide a wellness exam to any Iowa Total Care member, he/she can receive a monetary reward on a reloadable Visa card.

This Visa card can only be used at participating retailers, such as Walmart, and for additional options such as transportation, utilities, phone bills, education costs, child care and rent. This card does not allow for the purchase of tobacco, firearms, or alcohol. In addition to this, members may utilize this card for medical cost share.

Be sure to code the wellness visit accurately so the member can receive their incentive. [Click here](#) for information about the program, including the billing codes to use.



Cultural Competency

Are you Culturally Competent?

Cultural and linguistic competency is the ability to provide respectful and responsive care to patients with diverse values, beliefs and behaviors, including tailoring health care delivery to meet patients' social, cultural and linguistic needs. [The National CLAS Standards](#), developed by the Health and Human Services Office of Minority Health, aim to improve health care quality and advance health equity by establishing a collective set of mandates and guidelines that inform, guide and facilitate culturally and linguistically appropriate services.

Communicating Across Cultures

Clear communication is the foundation of culturally and linguistically competent care. Organizations with strong communication policies improve patient outcomes while those that do not have effective procedures in place can negatively affect the patient's well-being.

Best practices for guiding the conversation:

- Initial greetings can set the tone for an interaction. If the patient's preference is not clear, ask how they would like to be addressed (i.e. Mr. Jones, Michael, Ms. Gonzalez).
- Ask open-ended questions whenever possible.
- Some individuals can tell you more about themselves through story telling than by answering direct questions.
- Inquire about preferred language and preferred method of communication (i.e. written, spoken, graphics, sign language, assistive listening devices, etc.).
- Consider treatment plans with respect to the patient's culture-based beliefs about health.
- Ask about any complimentary or alternative medicine possibly used by the patient.

Assisting patients whose first language is not English

- Inform the interpreter of any specific patient needs
- Speak in the first person
- Talk to the patient directly, rather than addressing the interpreter
- Speak slowly and try not to raise your voice
- Use simple words and avoid jargon
- Do not use acronyms, idioms and avoid technical language if possible (i.e. shot vs. injection)
- Please articulate words
- Give information in small chunks and short sentences
- Repeat important information and have the patient repeat information back to you
- Hold a brief introductory discussion
- Reassure the patient about confidentiality
- Allow enough time for the interpreted sessions
- Avoid interrupting during interpretation



Iowa Total Care's Language Access Services



Iowa Total Care is committed to the development, strengthening, and sustaining of healthy provider/patient relationships. Patients are entitled to dignified, appropriate care. Provider services should meet the unique needs of every patient regardless of race, ethnicity, culture, language proficiency, or disability. In all interactions, providers are expected to act in a manner that is sensitive to the ways in which the patient experiences the world.

To ensure effective communication with our members, Iowa Total Care supports providers with free language access services.

Providing language access services is a legal requirement for health care systems that are recipients of federal funds; a patient cannot be refused services due to language barriers. Language access services ensure mutual understanding of illness and treatment, increase patient satisfaction and improve the quality of health care for Limited English proficiency patients. Iowa Total Care provides the following services to its members at no cost, when needed:

- Written material in other formats (i.e. large print, audio, accessible electronic formats, Braille)
- Written material translated into languages other than English
- Oral and Sign Language Interpreter Services
- Relay Service (711)
- 24-Hour Nurse Advice Line
- Bilingual/Bicultural Staff

In addition, Iowa Total Care's materials are always written simply in plain language and at required reading levels.

For additional information on Iowa Total Care's language access services or cultural competency resources, contact our Cultural Competency Specialist at C&L@IowaTotalCare.com.

Always ready to go the extra mile

Iowa Total Care Provider Relations Specialists are available to provide assistance. They are assigned specific regions and provider groups. Please [click here](#) for more information about our Provider Relations Specialists.

Sources:

U.S. Department of Health & Human Services: Office of Minority Health. Health Research & Educational Trust, 2013.

Industry Collaboration Effort, Better Communication, Better Care: Provider Tools to Care for Diverse Populations. Industry Collaboration Effort, Cultural and Linguistic Services, 2017.



New Addition of FREE Provider Trainings for Continued Education Credits

ITC will begin offering provider webinar trainings in July on the following two topics.

Adverse Childhood Event (ACE) Study

Description:

This training reviews the concepts and results of the Adverse Childhood Events (ACE) Study, a decades-long landmark study showing the relationship between traumatic childhood experiences with adult health and social problems.

2.0 CE hours available for this event for NBCC, FL Board of Clinical Social Work, MFT and Mental Health Counseling, IL Boards for Social Work, Counseling and Marriage and Family Therapy, and TX State Board of Social Work Examiners.

Registration links:

July 14, 2020 11:30am – 1:30pm CDT: [Click here to register](#)

October 6, 2020: 11:30am – 1:30pm CDT: [Click here to register](#)

Screening Brief Intervention and Referral to Treatment (SBIRT)

Description:

Attendees will gain clinical knowledge and skills to implement the use of SBIRT in their practice. This training focuses on screening and referral to treatment for alcohol and substance use in patients in a health care setting.

2.0 CE hours available for this event for NBCC, FL Board of Clinical Social Work, MFT and Mental Health Counseling, IL Boards for Social Work, Counseling and Marriage and Family Therapy, and TX State Board of Social Work Examiners.

Registration Links:

(Once you click on the link, be sure to select your desired date.)

July 29, 2020 1:30 pm – 3:30 pm CDT: [Click here to register](#)

October 21, 2020 1:30pm – 3:30pm CDT: [Click here to register](#)



Centene has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6673. Programs that do not qualify for NBCC credit are clearly identified. Centene is solely responsible for all aspects of the programs.



Supporting **member health**

Any time Iowa Total Care decides to deny, reduce or suspect coverage of certain services, we will send you and your patient written notification. The denial notice will include information on the availability of a medical director to discuss the decision. The denial notice will also inform you and our member about how to file an appeal. In urgent cases, an expedited appeal is available and can be submitted verbally or in writing.



Access Provider Updates

Provider Updates are posted on our website. To access new or previous ones, just log on to IowaTotalCare.com.

