



# Provider Newsletter

Quarter 2 - 2026



Welcome to the Iowa Total Care Provider Newsletter, where we share news, training opportunities and more with our provider network!

As your partner in health, we want to support YOU in delivering the highest quality of patient care. Together, we will continue to transform the health of the communities we serve, one person at a time.

## Chronic Cardiac Wellness

Cardiovascular disease (CVD) remains the leading cause of morbidity and mortality worldwide.<sup>1</sup> Despite significant advances in treatment, chronic cardiac conditions continue to place an immense burden on healthcare systems. Frontline healthcare providers play a crucial role in promoting cardiac wellness, not only through acute care interventions but also through preventive and chronic disease management strategies.

### Role of Physicians in Promoting Cardiac Wellness

- **Early detection and risk assessment:** Routine screening for hypertension, dyslipidemia and diabetes is essential.
- **Medication adherence:** Ensure members understand the importance of adherence to prescribed therapies, including antihypertensives, statins and antiplatelet agents.
- **Member education and lifestyle counseling:** Encourage members to adopt heart-healthy habits, such as the Mediterranean diet, regular physical activity and smoking cessation.<sup>2</sup>
  - Members can participate in our Care Management Program. The [Care Management Program](#) assists in coordinating members with medical or social complex needs to optimize health and prevent disease.
  - Members can earn [My Health Pays](#)® rewards by completing healthy activities.

### Importance of Chronic Cardiac Wellness

Sustained focus on chronic cardiac wellness not only improves the member outcomes but also enhances quality of life. Integrating preventive strategies with ongoing member engagement enables providers to play a pivotal role in transforming cardiovascular care delivery.

#### References:

1. World Health Organization. Fact Sheets. [who.int/news-room/fact-sheets](https://www.who.int/news-room/fact-sheets)
2. American Heart Association. [heart.org](https://www.heart.org)

## Mid-Year Momentum – Preventive Care That Counts

When you complete and document preventive care early in the year, you drive stronger quality outcomes and improve continuity of care for members. Midyear is an important time to review and address any open gaps in care, while there is still plenty of time to act. Use upcoming visits (e.g., chronic care follow-ups, medication checks, sports physicals and pre-travel visits) to address preventive care gaps and complete needed follow-up services.

- **Annual wellness/physical visits:** Confirm problem list, medications, vitals, tobacco status and update the preventive care plan.
- **Screenings:** Review each member's preventive screening status and close gaps (e.g., cancer screenings); complete depression, substance use and vision/hearing risk screenings.
- **Cardiometabolic risk:** Reconcile blood pressure, lipid and diabetes monitoring needs; address overdue measures and document results and follow-up plans.
- **Immunizations:** Review vaccine status and administer recommended vaccines (seasonal and age-appropriate) as appropriate.
- **Care coordination:** Proactively schedule referrals and follow-up visits to ensure completion before travel or seasonal schedule disruptions.
- **Documentation:** Record all completed services (screenings, labs, vaccines, outside results) with dates and key findings; clearly indicate ordered vs. completed services to ensure care gaps are accurately closed and quality reporting is supported.

*Thank you for keeping preventive care front and center this summer.*



### PROVIDER COMMUNICATIONS – Share the News!

Please encourage your staff to sign-up for important Iowa Total Care provider communications from provider alerts to newsletters.

Here's how:

Visit our [Sign Up for Provider Emails page](#), click on the [Provider Email Sign Up Page link](#) and fill out the following information:

- Email address
- First and last name
- Company name



## Teach-Back Method: Making Sure Members Understand and Comprehend

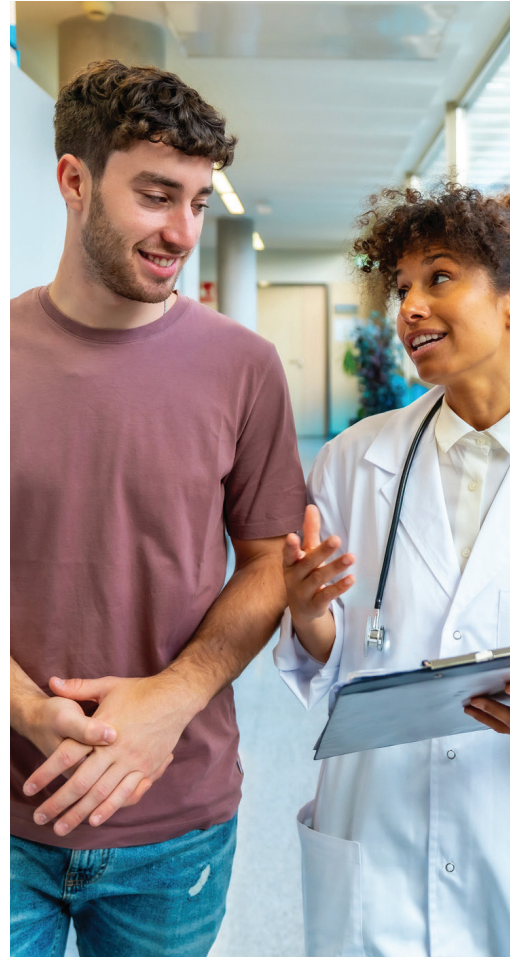
The purpose of teach-back is to remind all healthcare providers and front-line workers to learn, practice and use teach-back to support families throughout the care continuum. The teach-back concept consists of health literacy principles which include plain language to confirm patient and member understanding.

### What Is Teach-back?

- A way to make sure you—the healthcare provider—explains information clearly; it is not a test or quiz.
- Asking a member (or family member) to explain or show—in their own words—what they need to know or do, in a caring way.
- A way to check for understanding and, if needed, re-explain and check again.
- A research-based health literacy intervention that promotes adherence, quality and safety.
- Teach-back is even more crucial with non-English speaking members.

### How to Use the Teach-Back Method:

- **"Show Me" method:** Have the member demonstrate rather than just explain it. Example: Member using an inhaler.
- **Non-shaming approach:** Create a comfortable, shame-free environment so members feel confident explaining what they have learned.
- **Chunk and check:** Instead of delivering all information at once, break it down into smaller, digestible chunks and check for understanding after each piece.
- This method is considered the "gold standard" for member education and health literacy, ensuring that members leave with an accurate understanding of their care.



## Mental Health Support

May is Mental Health Awareness Month, and it's important Iowa Total Care provides behavioral health support to those we serve. Our Mental Health Guide provides resources and strategies that aim to foster a compassionate and knowledgeable community network who can help and promote mental wellness for all. Members struggling with mental health don't have to do it alone.

Visit our [Mental Health and Suicide Awareness webpage](#) for programs and resources that can help members with their mental health treatment. Give the support members need with our mental health programs:

- **Members can call 988:** National suicide and crisis lifeline.
- **[Your Life Iowa:](#)** Offered by the Iowa Department of Public Health, this program is available to all Iowans. It offers free, confidential support and connects members to resources meant to help them get their life back on track.
- **[Teladoc.com:](#)** Members can get 24/7 access to healthcare at no cost to them. Members can download the Teladoc app on the [App Store](#) or [Google Play](#) or visit Teladoc.com and schedule video appointments to meet with behavioral health providers. Find more information on our [Telehealth page](#).
- **[Doc's Kids Club:](#)** Iowa Total Care provides social-emotional support for kids. The Iowa Alliance for Healthy Kids section houses links to Sesame Street in Communities, resources that help kids develop skills like managing emotions and making good choices.
- **Iowa Total Care's Crisis Support Line:** Iowa Total Care has a **FREE** crisis support line for members to assist with depression, mental illness, substance use disorders and other behavioral health needs. If a member has a behavioral health concern, members can call **1-833-404-1061** (TTY:711). The line can also help members locate a provider in their area.

## Pharmacy Updates and Reminders

Iowa Total Care is sharing pharmacy updates and reminders to support timely prescribing, benefit navigation and member access to appropriate therapies.

### Pharmacy Updates at a Glance

- Effective June 1, 2026, Iowa Medicaid will make updates to the preferred drug list (PDL) and the prior authorization criteria. For the most up-to-date PDL and prior authorization details, visit the [Iowa Medicaid Pharmacy Program webpage](#).
- The Iowa Medicaid Pharmacy and Therapeutics (P&T) Committee and the Iowa Medicaid Drug Utilization Review (DUR) Commission reviewed changes to the Medicaid pharmacy benefit, including utilization management updates. These changes will be effective as of June 1, 2026.
  - P&T Committee
    - Mounjaro will now be a preferred agent for the treatment of diabetes.
    - Nemludio, an agent for atopic dermatitis and prurigo nodularis, is moving to a preferred agent status.
    - Novolog and Novolog products will now be preferred insulin agents.
  - DUR Commission: There have also been updates made to existing prior authorization criteria for several agents and classes of agents, including:
    - Antidepressants
    - CNS stimulants

- Multiple sclerosis agents
- Apremilast (Otezla)
- Dupilumab (Dupixent)
- Anti-diabetic non-insulin agents



### Key Reminders

- Iowa Total Care has not made recent changes to immunization coverage. Children remain covered through the Vaccines for Children Program, and adult vaccine coverage is unchanged.
- Iowa Total Care covers a variety of pain management medications, including Journavx® for short-term use.
- For members with substance use disorder, Sublocade® and Brixadi® are available as medical side benefits (not pharmacy benefits).
- For members approved for Spravato® (esketamine), Iowa Total Care's Care Management team can help with appointment scheduling, transportation and ongoing support. Call 1-833-404-1061 (TTY: 711) for more information.
- Incretin mimetics are covered for diabetic and certain non-diabetic indications; weight loss is not a covered indication. For additional information, visit [Iowa Medicaid's PDL webpage](#).
- Humira and biosimilars (adalimumab-aacf, adalimumab-adbm, adalimumab-fkjp and Yusimry) are preferred on the [Iowa Medicaid's PDL webpage](#).



## Spread the Word

If Iowa Total Care members are pregnant or thinking about becoming pregnant, they should follow these steps:

- Go before they show! Encourage members to go to their doctor as soon as they think they are pregnant. Early and routine care will help and protect them and their baby.
- Complete an Iowa Total Care Notification of Pregnancy (NOP) form online in [our member portal](#).
- Join our [Start Smart for Your Baby®](#) program for care and support throughout pregnancy.
- Keep healthy lifestyle habits! This includes exercising, eating healthy meals and resting for 8-10 hours each night.

Iowa Total Care members can earn up to **\$60 in My Health Pays® rewards** by going to the doctor and completing an NOP form in the first 12 weeks of pregnancy.



Iowa Total Care offers an extensive library of trainings for behavioral health (BH), physical health and long-term services and supports (LTSS) for providers at **no cost**.

## Expanded Mental Health and Substance Use Services (B3 Services) Monthly Training

Join Iowa Total Care for our monthly training series on B3 services! These training courses will provide participants with an overview of B3 services, how these services can benefit your organization and members and how to begin providing these services to your communities.

Iowa Total Care will offer the HCBS services training every **first** Wednesday of each month at 11 a.m. CT.

After registering, you will receive a confirmation email with details on how to join the webinar.

[Register now](#) for the upcoming session and save the date!

### Upcoming Sessions:

June 3, 2026 | 11 a.m. CT

July 1, 2026 | 11 a.m. CT



## In the Community



### Park-It Pantry

Iowa Total Care recently joined the Food Bank of Iowa for a check presentation recognizing our Park-It Pantry partnership and shared commitment to addressing food insecurity. Through Park-It Pantry, the partnership will deliver fresh, nutritious food directly to rural and underserved communities where distance, transportation and limited availability often create barriers.

This collaboration supports whole person care by addressing food as a critical social driver of health. By bringing resources directly into communities, Park It Pantry will help to reduce access gaps, strengthen community stability and complement the care providers deliver to members every day.



### Empowerment Command Centers in Iowa

Iowa Total Care has partnered with Central Iowa Shelter and Services (CISS), and with the Centene Foundation, to create [Empowerment Command Centers](#) in Iowa. Centene Foundation, the philanthropic arm of Centene Corporation, has gifted a two-year \$2.55 million commitment to CISS.

This project represents CISS commitment to addressing the urgent needs of rural Iowans facing homelessness and housing instability. The Empowerment Command Center provides essential services, including job training, veterans' resources, case management, health and wellness support and pathways to permanent housing. CISS aims to eliminate the obstacles that residents currently face when needing to travel to urban centers for these vital services.

### It's Here! Iowa Total Care's 2025 Community Impact Report Now Available to Read

Our [2025 Community Impact Report](#) is now available for you to read! This report summarizes some of our greatest accomplishments for 2025.

In this report, we talk about:

- How we are working together with local communities to help those struggling with homelessness,
- Our new literacy partnership with the 4-H Clover Kids Club,
- Our latest behavioral health resources,
- Our work with Ambetter and Wellcare,
- And so much more!



Want to read more? All of our past and latest Community Impact Reports are available to read on our [Community Impact webpage](#).

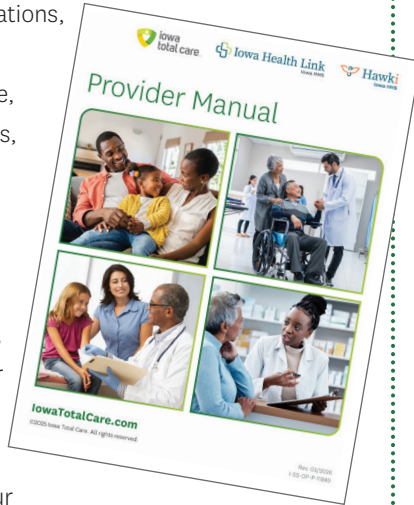


# New/Ongoing Initiatives

## Iowa Total Care's Newest Provider Manual Is Now Available!

The updated provider manual includes information on but not limited to:

- Program benefits and limitations,
- Prior authorizations,
- Urgent and emergency care,
- Member and provider rights,
- Cultural competence,
- Grievance and appeals,
- Key contacts,
- Billing guidelines,
- Cost sharing requirements,
- Policies and procedures for third party liability and
- Much more!



For the Provider Manual, visit our [Manuals, Forms and Resources webpage](#).



## Iowa Total Care is a 4-star NCQA plan!

Iowa Total Care was named a 4-star NCQA health plan. The overall rating is the weighted average of a plan's HEDIS® and CAHPS® measure ratings. This award is thanks to you, our provider partners, to Iowa Total Care staff and a collective commitment to transforming the health of the communities we serve, one person at a time.



## Coming Soon: Updated Provider Language Access Services Request Form

Iowa Total Care will be updating our Language Access Services Request Form. Please complete this form when requesting interpretation services and email to: [interpreterrequests@centene.com](mailto:interpreterrequests@centene.com). Providers can locate the Provider Language Access Services Request Form on one of the following Iowa Total Care webpages:

- [Provider Language Services](#)
- [Manuals, Forms and Resources](#)

For any questions, please contact Kay Tannatt: [kay.tannatt@iowatotalcare.com](mailto:kay.tannatt@iowatotalcare.com).



## Reminder: Clear Medical Records Needed

Do you have clear medical records? Providers must keep clear medical records to show services given to Iowa Total Care members.

For example, your records may include a service approval or denial letter, a service plan, notes about other health problems and mileage or transportation logs.

References: Iowa Admin. Code 441 Chapter 79.3 and 42 CFR Part 456.



## HOME Project

Stay abreast of the latest news related to the Hope and Opportunity in Many Environments (HOME) implementation!

The [HOME project](#) is an Iowa Department of Health and Human Services (Iowa HHS) led initiative. It is dedicated to improving and ensuring equal access to high-quality:

- Behavioral health,
- Disability and
- Aging services within Iowa communities.

Iowa Total Care and all Iowa managed care organizations are actively working with Iowa HHS on the HOME project. Bookmark the following websites for additional information:

- Iowa HHS: [Hope and Opportunity in Many Environments \(HOME\) webpage](#)
- Iowa Total Care: [For Providers webpage](#)

# Clinical Practice Guidelines

Iowa Total Care clinical and quality programs are based on evidence-based preventive and clinical practice guidelines. Whenever possible, Iowa Total Care adopts guidelines that are published by nationally recognized organizations or government institutions, as well as state-wide collaborative and/or a consensus of healthcare professionals in the applicable field.

[Clinical Practice & Preventative Health Guidelines \(PDF\)](#) provides the most current version of the guidelines adopted by Iowa Total Care. A paper copy of the practice guidelines can be requested by calling Provider Services: 1-833-404-1061 (TTY: 711).

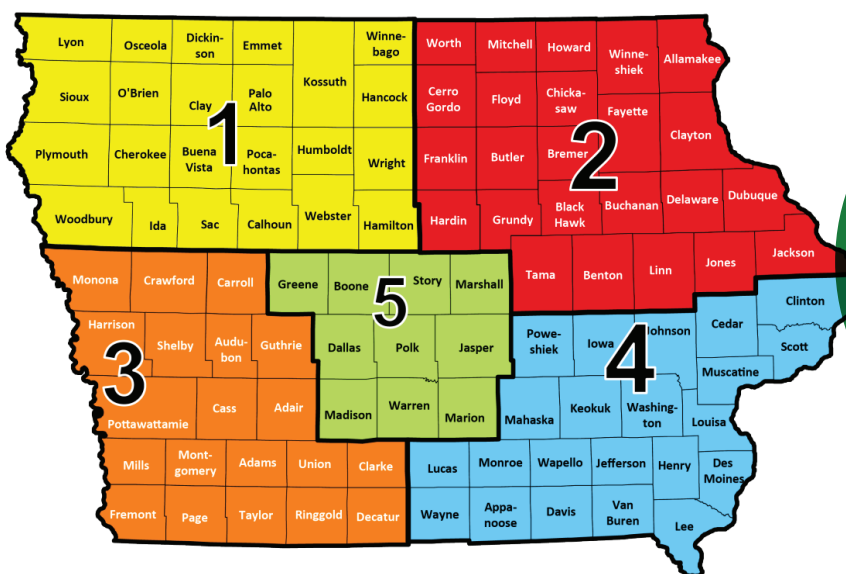
## Policy Review

### New, Revised, Retired: Clinical, Payment & Pharmacy Policies

Iowa Total Care continually reviews and updates our payment and utilization policies to ensure they are designed to comply with industry standards while delivering the best patient experience to our members. As a part of that review, some policies were revised or changed. For more detailed information about these policies, please refer to the [Clinical, Payment & Pharmacy Policies page](#) on our website.



## Provider Relations Territory Map



View the [Provider Relations Territory Map](#) to find the provider engagement account managers assigned to each region.

Iowa Total Care's provider relations department uses the provider engagement model approach, aligning staff skillsets to support our diverse providers. We believe the provider engagement model will better serve our providers end to end.

Provider onboarding, training and education will align with the appropriate subject matter experts (SMEs) within the health plan. That way, Iowa Total Care can better assist providers and improve their experience once onboarded. This will also allow staff to broaden their knowledge of provider types and offer more comprehensive, in-depth support to our valued provider partners across the state.



### Stay Connected

Visit our [provider website!](#)

Want to hear how Iowa Total Care is making a difference in the community? [Sign up for our Community Outreach Newsletter.](#)



### Contact Us

Provider Services is available by phone at  
**1-833-404-1061 (TTY: 711)**  
Monday through Friday  
from 7:30 a.m. – 6 p.m.



### Join Iowa Total Care on LinkedIn!

Iowa Total Care invites you to join us on [LinkedIn!](#) We would love to connect and share our community impact efforts with you. Follow us to see our most recent outreach efforts, volunteer events and more!

Ambetter provides market-leading, affordable health insurance in the marketplace. Ambetter delivers high quality, locally based healthcare services to its members, with our providers benefiting from enhanced collaboration and strategic care coordination programs.



## Provider Reimbursement for Marketplace & Preventing Claims Denials

Marketplace insurance, also known as Affordable Care Act (ACA) coverage, refers to private, comprehensive health insurance plans purchased through government run exchanges like HealthCare.gov, rather than through an employer.

Unlike Medicare or Iowa Medicaid, Marketplace plans do not use a single, federal or state standardized fee schedule. Instead, provider reimbursement is contract-based and negotiated directly between insurers and providers/systems.

Many Marketplace plans, including Ambetter Health, use health maintenance organization (HMO) networks requiring members to receive care from in-network providers. Out-of-network services are limited or not covered—directly impacting reimbursement.

### Marketplace, Medicare and Medicaid Reimbursement Comparison

| Category               | Marketplace                                       | Medicare                   | Medicaid                                                       |
|------------------------|---------------------------------------------------|----------------------------|----------------------------------------------------------------|
| <b>Who Sets Rates?</b> | Negotiated between insurer and providers          | Set by CMS (federal)       | Set by Iowa Department of Health and Human Services (Iowa HHS) |
| <b>Fee Schedules</b>   | Contract-driven; no federal or state fee schedule | National CMS fee schedules | Iowa-approved fee schedule or managed care rates               |
| <b>Network Limits</b>  | Yes; often narrow HMO networks                    | Varies by plan type        | Yes; managed care networks apply                               |

With many insurers, varying networks and different reimbursement rules, keeping up with requirements can be challenging. Before submitting a claim, confirm the following to help reduce avoidable denials:

- **Network status verified:** Confirm the rendering provider and facility are in network before scheduling the appointments or on an annual basis.
- **Member eligibility confirmed:** Marketplace eligibility can change monthly due to premium payments. Verify the member has active coverage when scheduling the appointment and again on the date of service. Eligibility can be checked through [Availability](#) or [Secure Portal](#).
- **Prior authorization obtained (if required):** Confirm whether the service requires prior authorization and ensure approval is in place before care is provided.

For more than 20 years, Wellcare has offered comprehensive plans featuring affordable coverage and innovative benefits beyond original Medicare.

- Local management with national expertise.
- Full continuum of Medicare products including:
  - HMO
  - CSNP
  - CSNP
  - PSP
  - EGWP
  - PDP

## Diabetes Testing Supplies, Member Rewards & Provider Incentives

Uncontrolled diabetes is a leading driver of preventable emergency room (ER) visits and inpatient admissions across Iowa. Routine monitoring, timely screenings and medication adherence can significantly reduce avoidable ER utilization and providers play a critical role in making that happen.

### Covered Diabetes Testing Supplies

With a prescription, covered benefits include:

- Blood glucose meters, test strips, lancets and lancet kits.
- Continuous glucose monitors (CGMs), when criteria are met.

Members may receive a **no-cost glucose meter** through any in-network pharmacy or from in-network provider samples during an office visit. Pharmacy billing information:

| True Metrix                  | Accu-Chek                |
|------------------------------|--------------------------|
| <b>BIN:</b> 018844           | <b>BIN:</b> 610524       |
| <b>RxPCN:</b> 3F             | <b>RxPCN:</b> 1016       |
| <b>Group #:</b> FVTRUEPORT50 | <b>Group #:</b> 40026479 |
| <b>ID #:</b> TRPT5023493     | <b>ID #:</b> 029318512   |

### Use Preferred Meters to Avoid Denials

Prescribing Wellcare preferred glucose meters and test strips helps:

- Reduce avoidable claims denials and treatment delays.
- Lower members out of pocket costs.
- Support consistent glucose monitoring and glycemic control.

### Preferred Meters

- True Metrix® Meter
- Accu Chek® Guide Meter
- True Metrix® Air Meter
- Accu Chek® Guide Me Meter

Coverage limits: one meter kit per every 365 days | Up to four test strips per day

### Provider Incentives + Member Rewards = Shared Success

Provider Incentive Spotlight: Earn more through partnership for quality (P4Q).

Many diabetes-related activities also qualify for 2026 P4Q incentives:

- Annual preventive visit (APV): Earn up to \$50 per member.
- Diabetes dilates eye exam: Earn up to \$35 per member.
- Diabetes HbA1c < 9: Earn up to \$125 per member.

Members can earn **My Wellcare Rewards®** by completing key diabetes related activities:

- **\$50** for an annual preventive visit (APV).
- **\$25** for certain healthy actions, including:
  - Hemoglobin A1C testing
  - Diabetic eye exam

Supporting routine diabetes monitoring and preventive care improves outcomes and helps close care gaps tied to incentive payments. Visit the Wellcare's [2026 Plan Benefits Materials webpage](#) or contact Provider Services at 1-800-977-7522.

For incentive details, visit our [Wellcare Provider Resources webpage](#). Medicare Incentive Programs can be found under the "Provider Resources" section.