



# Provider Newsletter

Quarter 3 - 2026



**Welcome to the Iowa Total Care Provider Newsletter! Here, we'll share:**

- News,
- Helpful resources,
- Friendly reminders,
- New and ongoing initiatives,
- Free training opportunities
- and more with our provider network!

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

## Making the Most of Annual Preventive Visits (APV): Understanding Modifier 25

Annual preventive visits (APVs) often include more than routine screening. In many cases, providers address additional health concerns that require further evaluation. How services are reflected in claims can influence both reimbursement and how care is represented.

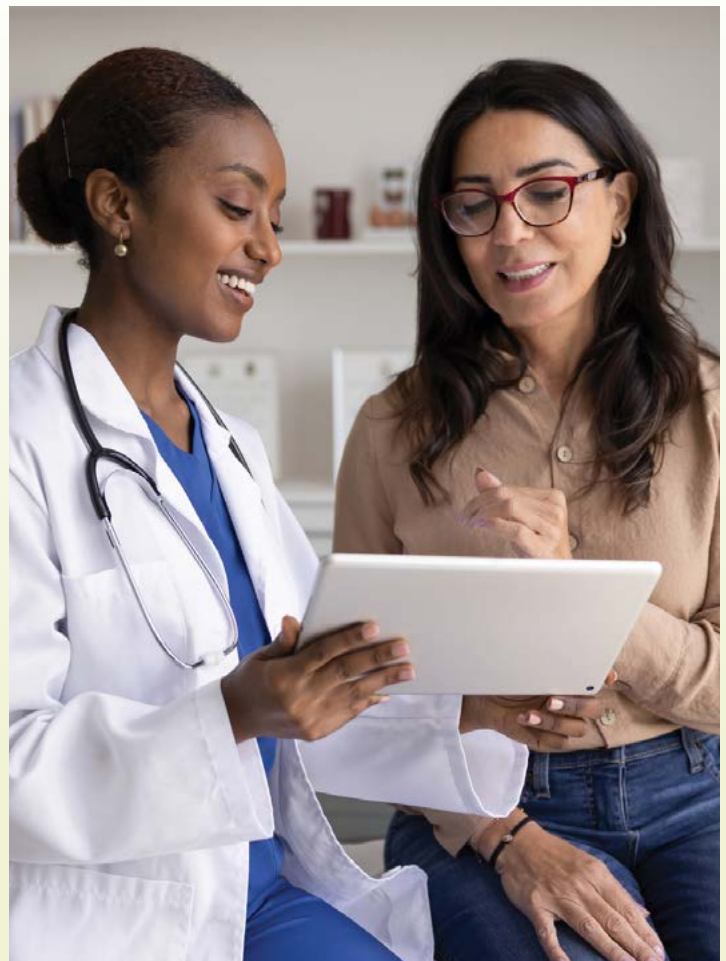
Providers use Modifier 25 to show that they delivered a distinct, medically necessary evaluation and management (E/M) service on the same day as another service. In the context of an APV, this modifier allows providers to reflect both preventive care and separately identifiable clinical management, when appropriate.

### Example:

A member may present for an APV and require E/M of a chronic condition, such as hypertension. In this scenario, providers may reflect both the preventive service and the additional E/M work when the services are separate and significant.

Providers may consider this approach when an APV includes both a preventive service and additional evaluation for a separate condition. Structuring claims in a way that distinguishes these services can help ensure the claim represents the full scope of care delivered.

Taking a moment to review billing practices and workflows can help identify whether opportunities like this are consistently captured. This can support more accurate reporting, reduce the need for corrections and better align claims with the care provided.



## 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



## Statin Medication Refills: Supporting Adherence and Better Member Outcomes

Timely statin refills support medication adherence, reduce gaps in therapy and improve member outcomes and satisfaction. This is especially important for members with cardiovascular disease or diabetes, where statin therapy helps lower the risk of heart attack, stroke and other cardiovascular complications.<sup>1</sup>

Improving refill processes can strengthen long-term adherence, support better health outcomes and improve performance on key statin therapy quality measures:

- **Statin Therapy for Members with Cardiovascular Disease (SPC)**  
Tracks eligible members with atherosclerotic cardiovascular disease (ASCVD) who received an appropriate high- or moderate-intensity statin and remained on therapy for at least 80% of the treatment period.
- **Statin Therapy for Members with Diabetes (SPD)**  
Tracks eligible members with diabetes who received a statin and remained on therapy for at least 80% of the treatment period.

### Strategies to Support Statin Refill Adherence

Refill gaps often occur because of missed pick-ups, expired prescriptions, access barriers or side-effect concerns.<sup>1</sup> Provider teams can reduce these gaps by building adherence support into routine workflows:

- **Implement refill alerts**  
Use electronic health record (EHR) alerts for upcoming refill due dates, expired prescriptions and missed pharmacy pick-ups.
- **Prescribe 90-day supplies when clinically appropriate**  
Use 90-day prescriptions, when appropriate, to reduce refill frequency and missed-dose opportunities.
- **Partner with pharmacies**  
Work with community and mail-order pharmacies to identify refill gaps, support synchronization and re-engage overdue members.
- **Engage members proactively**
  - Educate members on how and when to take their statin.
  - Reinforce how statin therapy supports heart health.
  - Discuss side effects and encourage members to contact the care team before stopping therapy.

By making refill support part of routine care, provider teams can help members stay on statin therapy and avoid preventable gaps in treatment.

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#### References:

<sup>1</sup>Gazmararian, J., Kripalani, S., Miller, M., Echt, K., Ren, J., Rask, K. (2006, December 21). Factors Associated with Medication Refill Adherence in Cardiovascular-related Diseases: A Focus on Health Literacy. National Institutes of Health. [pmc.ncbi.nlm.nih.gov/articles/PMC1924753/](https://pubmed.ncbi.nlm.nih.gov/articles/PMC1924753/)



## Demographic Change Online Form

Providers can use Iowa Total Care's provider website to self-report race, ethnicity, language preferences and completed health equity trainings through our [Demographic Change Online Form](#).

This online form supports our collective efforts to advance health equity and ensure we better reflect and serve the diverse needs of our member population.

We encourage you to take a few moments to update your information. Providers who prefer fax or email can use the Provider Change form on our [Contracting & Credentialing Forms page](#). For questions or concerns, reach out via email to [NetworkManagement@IowaTotalCare.com](mailto:NetworkManagement@IowaTotalCare.com).



## 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 [rewards](#) by going to the doctor and completing an NOP form in the first 12 weeks of pregnancy.





## Reminder for Mandatory 90-Day Supply Prescription

Iowa Total Care is sharing pharmacy updates and reminders to support timely prescribing, benefit navigation and member access to appropriate therapies. Pharmacies must now dispense many generic oral solid maintenance medications in 90-day supplies unless a clinical rationale supports a shorter supply. For the list of these medications, refer to the Mandatory 90-Day Supply Prescription List. This list is found on Iowa Medicaid's [Preferred Drug List \(PDL\)](#) web page, under the "Current PDL" section.



## Back-To-School Reminders

Help Iowa Total Care members prepare for back-to-school!

Iowa Medicaid has updated the [Preferred Drug List \(PDL\)](#) options for albuterol rescue inhalers and epinephrine pens.

Does the member have asthma? Help members obtain needed albuterol inhalers that could help address shortness of breath, coughing and open their airways.

Does the member have severe allergies requiring an epinephrine pen? Help members obtain needed epinephrine pens to safeguard against severe reactions.

Encourage members to schedule an appointment for a medical check if they take medications, especially medications for behavioral health, and make sure they are up to date on their vaccines. Vaccinations, including those for influenza, are a covered medical benefit.

Remember, children are eligible to receive vaccinations through the Vaccines For Children program. Help members feel safe and ready for their first day back in class!

## Trainings

*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**.*

### Long-Term Services and Support and Who We Serve

This training gives those who work in LTSS, including direct care workers, a high-level review of LTSS and an overview of the various populations served in LTSS. This training also reviews conditions people receiving LTSS services may live with and the activities of daily living and/or instrumental activities of daily living that consumers may need support with in LTSS.



#### • LTSS Learning Objectives:

- LTSS populations overview
- LTSS sub-populations
- Common conditions in LTSS

#### Upcoming Sessions:

September 11, 2026 | 8 a.m. – 9 a.m. CT

#### Session Length

1 hour

#### Continuing Education (CE)

1 CE hour

[View session & register.](#)



### Iowa Total Care Joins American Heart Association for Heart Walk

In June, Iowa Total Care staff came together to walk in support of those affected by cardiovascular disease. For Iowa Total Care, participating in the American Heart Association's annual Heart Walk is a powerful reflection of the team's shared commitment to health and wellness, reinforcing our mission to improve the lives of all Iowans, one person at a time.



### Iowa Total Care takes part in Wiggles & Giggles

The Des Moines Public Library invited Iowa Total Care to join them during Wiggles and Giggles Storytime at Central Library. The visit provided an opportunity to support childhood literacy while providing a free activity for families to learn, play and grow. Plus, the kids really enjoyed meeting Doc the Dog.



### Iowa Total Care Celebrates Easterseals Iowa's 100-year Anniversary

In July, Iowa Total Care participated in Easterseals Iowa's Sunnyside Regatta. The Sunnyside Regatta is an annual corporate paddle board race and fundraiser hosted by Easterseals Iowa at Lake Cheerio on the Camp Sunnyside campus in Des Moines. Our boat captains and cheer squad were honored to celebrate Easterseals Iowa's century-long commitment to providing essential services and support to children and adults with special needs and their families.





## New/Ongoing Initiatives

### Introducing Iowa Total Care's New Director of Provider Relations



We are excited to announce Megan Maher is Iowa Total Care's new Director of Provider Relations. Megan brings more than 25 years of experience developing and implementing solutions for the healthcare and insurance industries. Her background includes leadership in network administration, process

improvement and project management, health informatics and accountable care.



### 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 works to improve and ensure 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 Medicaid Projects: HOME Project](#)
- [Iowa Total Care: Providers webpage](#)



### 2026 Virtual Provider Summits

Provider Relations invite you to attend one of our virtual Provider Summits. Each virtual summit will feature key updates, educational sessions and plenty of opportunities to connect directly with subject matter experts from across Iowa Total Care.

Whether you have questions about claims, contracting, authorizations or programs and services, Iowa Total Care teams will be on hand to provide answers and support.

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

#### Provider Summit Sessions

| Location | Date               | Time             |
|----------|--------------------|------------------|
| Virtual  | September 10, 2026 | 9 a.m. - 11 a.m. |
| Virtual  | September 10, 2026 | 1 p.m. - 3 p.m.  |

For questions or concerns, [contact](#) your provider engagement account manager in your area or call Provider Services at 1-833-404-1061, Monday – Friday 7:30 a.m. to 6 p.m. CT.

Thank you for your partnership in serving Iowa Total Care members.



# 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).

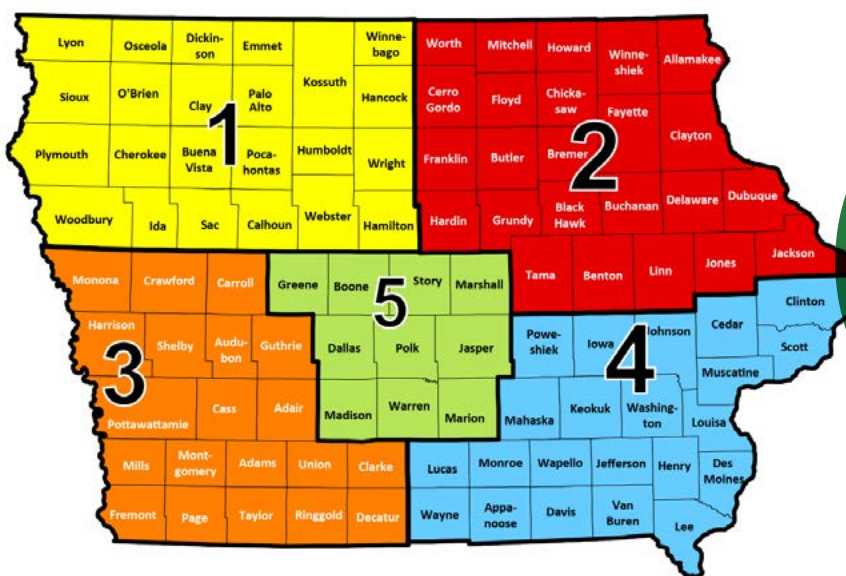
## Policy Review

### 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.

The appropriate subject matter experts (SMEs) within the health plan will support provider onboarding, training and education. 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!



## UPDATE

*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.*

### Ambetter Health 5-Minute Provider Directory

**A few minutes today can help members find you tomorrow!**

Centers for Medicare and Medicaid Services (CMS) Secret Shopper evaluates how easily members can find participating providers, reach your office and schedule appointments. Accurate provider information plays a key role in ensuring members can access care when they need it.



#### TAKE THE 5-MINUTE CHALLENGE THIS WEEK



##### Confirm Your "Accepting New Patients" Status

Review your listing on the Ambetter Health's [Find A Provider](#) directory and verify your current panel status. If your practice has recently opened or closed panels, please update your information.



##### Verify Phone Numbers and Locations

Ensure all office phone numbers, practice locations and contact information are current. Incorrect information can prevent members from reaching your office.



##### Review Primary Care Provider (PCP) Eligibility and Specialty Information

Confirm your practice has correctly designated eligible PCPs, listed accurate provider specialties and removed inactive providers.



#### Need to Make Updates?

Visit Iowa Total Care's [Contracting & Credentialing](#) web page and download the Non-Delegated Practitioner & Facility Roster Form.

Complete and submit form by email to: [NetworkManagement@IowaTotalCare.com](mailto:NetworkManagement@IowaTotalCare.com).

Small updates make a big difference in helping members find care and keeping provider information accurate. Thank you for partnering with Ambetter Health to improve member access and experience!



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    ○ DSNP    ○ CSNP    ○ PSP    ○ EGWP    ○ PDP

## Wellcare Makes Changes to Inpatient and Post-Acute Care Authorizations

As part of our ongoing operational improvements and commitment to creating a more streamlined, consistent authorization experience, Wellcare is updating the process for inpatient and post-acute care authorization determinations.

| Effective August 17, 2026: |                                                                                                                                                                                                           |
|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ●                          | Wellcare will no longer use peer-to-peer (P2P) discussions to reconsider inpatient or post-acute care authorization determinations.                                                                       |
| ●                          | Providers may still request pre- and post-decision P2P discussions for clarification of the clinical rationale behind a decision, but these discussions will not result in a change to the determination. |
| ●                          | Providers must submit requests to reconsider an adverse determination through the formal appeals process.                                                                                                 |
| ●                          | Providers and members retain the right to submit additional clinical information during the appeals process.                                                                                              |
| ●                          | This change applies to all Wellcare health plans, including Medicare Advantage and D-SNP plans across all markets.                                                                                        |

### What Providers Need to Know

If you disagree with an authorization determination, please refer to the adverse determination notification letter that outlines the appropriate process for requesting reconsideration and includes information on where and how to submit an appeal.

#### When you submit an appeal:

- Follow the instructions provided in the adverse determination notification letter.
- Include any additional clinical documentation that supports the request for reconsideration.
- Submit the appeal through the formal appeals process, which is the exclusive pathway for reconsideration of an adverse coverage determination.

Visit Wellcare's **Provider Bulletins** web page for the most updated news and information.

