

## Introduction to Iowa Total Care



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*Our purpose is to transform the health of the community, one person at a time.  
We know this is only possible by building a strong partnership with you.*

We are dedicated to providing you with reliable services and support. As our partner, you have access to industry knowledge, resources and programs created to deliver efficiencies for your practice so you can focus on your patients.

We developed this packet to introduce ourselves and to welcome you by providing some initial resources. We look forward to working with you.

### **Suggested next steps:**

- Register on our **Secure Provider Portal**
- Set up **Electronic Funds Transfer** with Iowa Total Care
- Get familiar with **Prior Authorization** requirements
- Review the **Quick Reference Guide** for office administrative task information
- Hang the **Window Decal** to show you accept Iowa Total Care
- Let us know what we can do to help
- Provider Services Toll Free 1-833-404-1061

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## Iowa Total Care Overview

*Established to deliver quality healthcare in the state of Iowa through local, regional and community-based resources, Iowa Total Care is a Managed Care Organization and subsidiary of Centene Corporation (Centene). Iowa Total Care exists to improve the health of its beneficiaries through focused, compassionate and coordinated care. Our approach is based on the core belief that quality healthcare is best delivered locally.*

## Benefits & Services for Patients

*We deliver top-quality coverage for your patients, but the focus doesn't stop there. Our coverage extends beyond your office or organization to offer valuable programs and educational tools to patients, making it easier for them to be engaged in their health.*

- **Comprehensive Medical Care**

Our plan includes essential health benefits that your patients need such as preventive care, maternity care, and emergency services.

- **Care Coordination**

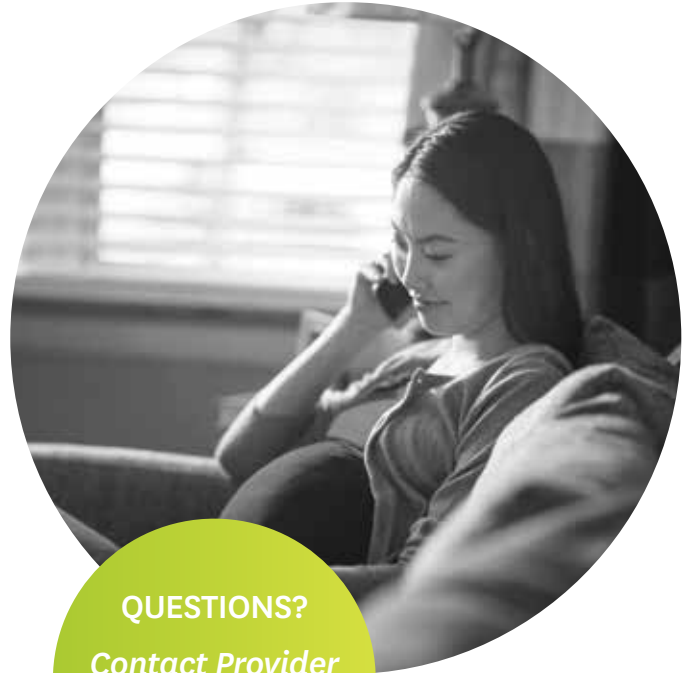
Care coordinators work closely with you and your patients to make sure their health needs are always met, including medical, behavioral, and social needs.

- **24/7 Nurse Advice Line**

Rest assured knowing that patients have 24/7 access to our medical advice line for answers to all of their health questions.

- **Maternity Care Coordination**

Our dedicated maternity care coordination team works closely with you and your maternity patients, especially those that have a medium or high risk level for an adverse event.



**QUESTIONS?**

**Contact Provider  
Services: Toll Free  
1-833-404-1061**



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## Payspan: A Faster, Easier Way to Get Paid



*Iowa Total Care offers Payspan, a free solution that helps Providers transition into electronic payments and automatic reconciliation.*



### **Improve cash flow**

by getting payments faster



### **Settle claims electronically**

through Electronic Fund Transfers (EFTs) and Electronic Remittance Advices (ERAs)



### **Maintain control over bank accounts**

by routing EFTs to the bank account(s) of your choice



### **Match payments to advices quickly**

and easily re-associate payments with claims



### **Manage multiple payers,**

including any payers that are using Payspan to settle claims



### **Eliminate re-keying of remittance data**

by choosing how you want to receive remittance details



### **Create custom reports**

including ACH summary reports, monthly summary reports, and payment reports sorted by date

SET UP YOUR  
**PAYSPAN  
ACCOUNT**  
.....TODAY.....

Visit [Payspanhealth.com](https://payspanhealth.com) and click Register.

You may need your National Provider Identifier (NPI) and Provider Tax ID Number (TIN) or Employer Identification Number (EIN).

Toll Free 1-833-404-1061  
[IowaTotalCare.com](https://IowaTotalCare.com)

## How to Secure Prior Authorization



### Prior-Auth Check Tool

Use the Prior-Auth Check Tool on the website to quickly determine if a service or procedure requires prior authorization.

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### Submit Prior Authorization

Emergency services, family planning, post stabilization services, and table top x-rays do not require prior authorization. If a service requires authorization, submit via one of the following ways:



#### SECURE WEB PORTAL

[Provider.IowaTotalCare.com](http://Provider.IowaTotalCare.com)

*This is the preferred and fastest method.*

Notification of authorization will be returned phone, fax, or web.



#### FAX

1-833-257-8327



#### PHONE

TOLL FREE  
1-833-404-1061

*See reverse side for a list of services that require prior authorization.*

#### Please note:

- All out-of-network services require prior authorization EXCEPT emergency services, family planning, post stabilization services, and table top x-rays.
- Failure to complete the required authorization or certification may result in a denied claim.

# Prior Authorization Guide

## Out-of-Network Services

All out-of-network (non-par) services and providers require prior authorization, excluding emergency services, family planning, post stabilization services, and table top x-rays.

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### SERVICES THAT REQUIRE PRIOR AUTHORIZATION INCLUDE BUT ARE NOT LIMITED TO:

#### Ancillary Services

- Hearing devices and implants
- Durable Medical Equipment (DME) including orthotics & prosthetics
- Fixed wing non-emergency air transport
- Home health care
- Hospice services
- Implantable devices
- Specialty pharmaceuticals
- Therapy services (PT, OT, ST) (excludes initial evaluation)

#### Procedures/Services

- Potentially cosmetic
- Bariatric surgery
- Transplants
- Advance radiology imaging administered by National Imaging Associates (CT/CTA, MRI/MRA, PET scan & nuclear radiology)
  - Requests: RadMD.com
- Cardiac imaging administered by NIA (Myocardial Perfusion Imaging (MPI), MUGA scan, echocardiography, & stress echocardiography)
  - Requests: RedMD.com
- Certain other radiology & laboratory services
- Pain management
- Infertility treatment
- Chiropractic services
- Sleep studies
- Joint replacement
- Services that are experimental/investigational

#### Inpatient Services

- All elective/scheduled admission notifications requested at least five (5) days prior to the scheduled date of admission including but not limited to:
  - Medical admissions
  - Surgical admissions
  - Rehabilitation facilities
  - Skilled nursing facilities
  - Behavioral and substance use disorder facilities (including detox)
- All emergency admissions and/or observation stay (exceeding 23 hours require Inpatient authorization/concurrent review) notification within 1 business day of admission
- All state approved intermediate care facility and nursing home residential facility admissions for concurrent review authorization

#### Outpatient Services

- Behavioral health: Intensive Outpatient (IOP), Partial Hospitalization (PHP), and outpatient electroconvulsive therapy (ECT)
- Surgeries/procedures performed in outpatient facilities or ambulatory surgery center

#### Home- and Community-Based Waiver Services

- Adult day care
- Assisted living
- Consumer Choice Option (CCO)
- Consumer directed Attendant Care (CDAC)
- Day habilitation
- Home-based habilitation
- Non-emergent transportation administered by [To Be Determined]
  - Requests: [web link TBD]



**TO SUBMIT A PRIOR AUTHORIZATION,  
LOG INTO OUR SECURE WEB PORTAL**

**Provider.IowaTotalCare.com**

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## Simplify Administrative Tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.



### Website: [IowaTotalCare.com](http://IowaTotalCare.com)

- Patient care forms
- Prior-Auth Needed tool
- Iowa Total Care News
- Provider Manual
- Member resources
- Provider alert

### Secure Provider Portal:

#### [Provider.IowaTotalCare.com](http://Provider.IowaTotalCare.com)

- Verify member eligibility
- Access patient health records
- View patient gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

### Member Eligibility

Check member eligibility via:

- Secure Web Portal
- Provider Services phone

### Patient Care Gaps

Find recommended services that a member has not completed.

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointments.

### Prior Authorization

Use the Prior-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorizations via 3 ways:

- Secure Provider Portal
- **OR** Fax: 1-833-257-8327
- **OR** Provider Services: Toll Free 1-833-404-1061

### Claims

Timely Filing guidelines: 180 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:  
Iowa Total Care  
Attn: Claims  
PO Box 8030  
Farmington, MO 63640-8030

**Provider Services**  
**Toll Free**  
**1-833-404-1061**

## Secure Provider Portal

Manage patient administrative tasks quickly and easily.



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### Visibility of Multiple TINs

One point of entry allows for quick and easy access to Iowa Total Care member information for multiple TINs/practices.



### Access Daily Patient Lists from One Screen

One concise view allows primary care providers to scan patient lists for Iowa Total Care member eligibility, care gaps, and much more.



### Manage Batch Claims for Free

Submit and manage claims, including batch files, for free. View detailed Electronic Funds Transfer (EFT) payment history.



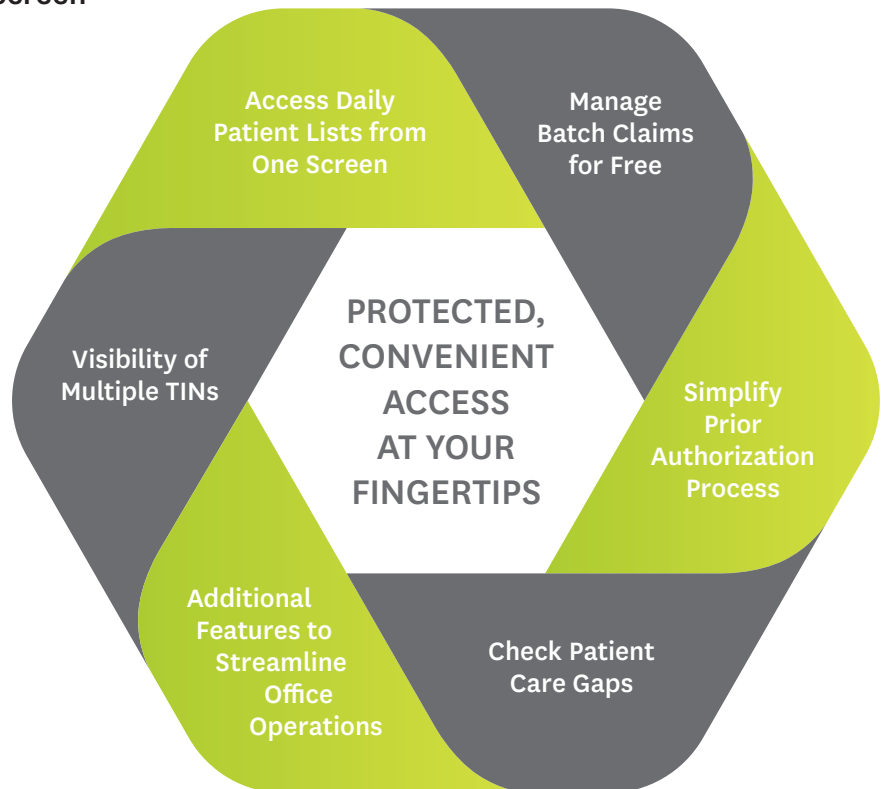
### Simplify Prior Authorization Process

“Smart Sheets” feature prompts for required clinical information when submitting prior authorization requests.



### Additional Features to Streamline Office Operations:

- View patient demographics & history
- Secure messaging between provider and Iowa Total Care
- Update provider demographics



Get  
Started  
Now!

Visit [Provider.IowaTotalCare.com](https://Provider.IowaTotalCare.com) and click Create an Account. Have your tax ID number ready during sign up.

Toll Free 1-833-404-1061  
[IowaTotalCare.com](https://IowaTotalCare.com)