

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 community, one person at a time.**

Human Papillomavirus (HPV)

Every year in the United States, an estimate of 36,500 individuals receive a diagnosis of cancer caused by the HPV infection. HPV vaccination is a critical prevention tool safeguarding patients against more than 90% of HPV cancers when given at recommended ages. The American Cancer Society recommends that children between the ages of 9 and 13 get two HPV vaccinations with dates of service 6 months apart¹. Older teens and young adults are recommended to complete the HPV vaccine series if they have not already done so. Those with weakened immune systems and those 15 years of age and older will need a three-dose series.

The HPV vaccine has been given for more than 15 years and provides long-lasting protection. The HPV vaccine is safe

and effective, with no long-term side effects. With 109 studies conducted among 2.5 million people in 6 countries, these studies have shown that there have been no serious side effects other than what is typical for all vaccines (i.e., allergic reactions, fainting).

The Iowa Department of Health and Human Services data shows the rate of the HPV vaccination rate in Iowa has fallen slightly in the past 3 years, from 56% in 2023, to 57% in 2022, and 58% in 2021².

As a provider, you have the power to increase vaccination rates and reduce the incidence of HPV cancers and pre-cancers among members in your care. Make it a goal within your clinic practice to vaccinate against HPV for every member **before** the age of 13. HPV cancer prevention begins with you!

¹American Cancer Society (2020). [Don't Wait to Vaccinate.](#)

²Iowa Department of Public Health (2023). [Workbook: HPV.](#)

Language Resources on IowaTotalCare.com

Need help finding language resources for members? Iowa Total Care provides free aids and services to help our members communicate effectively. Our provider [Language Services page](#) provides access to:

- Language services forms.
- Interpretation services.
- Translation services.
- Resources and provider toolkits.
- Quick reference guides:
 - Service animals.
 - Language services.
 - How to request an interpreter.
 - Health literacy: plain talk, teach-back.
- Grievances & appeals information.



Why provide an interpreter?

- Better understanding and comprehension.
- More compliant.
- It's the right thing to do.
- Increased client satisfaction.
- Closes disparity gaps in the healthcare system.

Providers have the option to submit a request for interpretation online! Visit our provider [Language Services page](#) for the provider Language Services Request Form.

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.*

Trainings

Iowa Total Care is excited to offer behavioral health (BH), physical health, and long-term services and supports (LTSS) trainings for all Iowa providers –at no cost!

Clinical Topics in BH: Schizophrenia & Other Psychotic Disorders

The purpose of this training is to provide an overview of schizophrenia with emphasis placed on defining mental illness, prevalence statistics of mental illness, medical and substance use comorbidity, risk/protective factors for developing an illness, and treatment options.

Providers will be able to:

- Differentiate between positive and negative symptoms.
- List two symptoms of schizophrenia.
- Describe risk factors associated with development of psychosis.



Session Length

June 13, 2024 | 10 a.m-12 p.m. CT

[View session & register](#)

2024 Provider Summit Trainings

Iowa Total Care will host several provider summit trainings this summer and fall. Iowa Total Care and our community partners welcome you to join us for informational updates, educational presentations, and networking with Iowa Total Care's senior management and innovative solution providers. To register now and save the date, visit <https://forms.office.com/r/7p9P4wPkG5>.

Northeast Iowa / Bremer County Provider Summit

Date: Wednesday, June 26, 2024

Time: Doors open 9 a.m. | Presentation begins at 9:30 a.m.
Lunch 11:30 a.m.

Location: Waverly Civic Center, 200 1st Street NE,
Waverly, Iowa 50677

Northwest Iowa / Woodbury County Provider Summit

Date: Thursday, August 8, 2024

Time: Doors open 9 a.m. | Presentation begins at 9:30 a.m.
Lunch 11:30 a.m.

Location: Stoney Creek Hotel & Conference Center,
300 3rd Street, Sioux City, IA 51101

Central Iowa / Dallas County Provider Summit

Date: Tuesday, July 23, 2024

Time: Doors open 9 a.m. | Presentation begins at 9:30 a.m.
Lunch 11:30 a.m.

Location: Hotel Pattee, 1112 Willis Avenue, Perry, IA 50220

Southwest Iowa / Cass County Provider Summit

Date: Wednesday, September 11, 2024

Time: Doors open 9 a.m. | Presentation begins at 9:30 a.m.
Lunch 11:30 a.m.

Location: Cass County Community Center,
805 West 10th Street, Atlantic, IA 50022



On-Demand Learning: Behavioral Health: Experience of Care & Health Outcomes (BH ECHO) Survey

Each summer a sample of Iowa Total Care members receive the BH ECHO survey by mail. By completing the survey, members can evaluate the aspects of mental and behavioral health care delivery that matter most to them.

Interested in learning more about the annual BH ECHO survey and how our members evaluate the care they receive? Visit the on-demand learning, 'Behavioral Health: BH ECHO Survey' found on our [Provider Trainings & Webinars page](#). This 20-minute training provides awareness and strategies to enhance our members' satisfaction and experience with mental health and substance use services.

By the end of the training, providers will be able to:

- Describe the purpose and benefits of the BH ECHO survey.
- List the survey composite measures.
- Identify strategies to help improve our members' experience with mental health and substance use services.

Mental Health Awareness Month

May is Mental Health Awareness Month, and it's important we provide behavioral health support to those we serve. Suicide and suicidal behavior among youth and young adults is a major public health crisis.



The National Council for Mental Wellbeing reports suicide is the second leading cause of death among young people 10-24 years of age in the United States (US), and rates have been rising for decades. Visit our [Suicide Awareness, Education](#)

[and Prevention page](#) for programs and resources that can help members with their mental health treatment.

Mental health services are also available for Iowa Total Care adult members through Teladoc for a no-cost visit. 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](#).

Iowa Total Care also provides social-emotional support for kids on the [Doc's Kids Club page](#). The Doc & Friends section houses links to Sesame Street in Communities resources that help kids develop skills like managing emotions and making good choices.

If a member has a behavioral health concern, Iowa Total Care can help through our **FREE** crisis support line to assist with depression, mental illness, substance use, and other behavioral health needs at 1-833-404-1061 (TTY: 711). The line can also help members locate a provider in their area.

Additional mental health resources can be found on the [National Alliance on Mental Illness website](#), [Your Life in Iowa website](#), and the [National Suicide Prevention Lifeline website](#).



GREEN TO GO

Be Well. Eat Well. is an Iowa Total Care initiative that promotes healthy living through healthy eating. As a health plan, our goal is to make communities throughout Iowa healthier.

Finding access to affordable, healthy food can be hard. We educate Iowans on where and why they should access affordable, nutritious food. Through our Be Well. Eat Well. initiative, we connect to our members through iowatotalcare.com/greentogo, an event series where Iowa Total Care provides fresh, free produce for Iowa communities.

Our Green to Go Community Health Fairs are off to a great start this year! These events are open to the community, not just Iowa Total Care members. We have hosted three events so far and are welcoming several more this summer and fall.

With over 1,400 attendees that have attended this year, we were able to give out:

- 27,000 pieces fresh, free produce,
- 90 pounds jalapenos,
- 756 – 1-pound bags of brown rice,
- 810 free kid’s meals bags filled with non-perishable items, and
- 750 baby care items.

Check out our upcoming 2024 Green to Go events below:

In partnership with Tanager

Date: Saturday, June 29, 2024

Time: 11 a.m. – 2 p.m.

Location: Greene Square Park, 400 4th Ave. SE, Cedar Rapids

Siouxland Community Health Center’s Rock the Center

Date: Thursday, August 8, 2024

Time: 4 p.m. – 6 p.m.

Location: Siouxland Community Health Center
1021 Nebraska St., Sioux City

Back 2 School Bash

Date: Sunday, August 18, 2024

Time: 2 p.m. – 5 p.m.

Location: John R. Grubb YMCA, 1611 11th St., Des Moines

Viva Ottumwa International Festival

Date: Sunday, September 7, 2024

Time: TBD

Location: Quincy Place Mall, 1110 N Quincy Ave., Ottumwa

For additional resources on how members can access healthy food and save money while eating healthy, visit our Be Well. Eat Well webpage.





Value-Added Services

Iowa Total Care offers coverage that cares and suits our members' needs or the needs of their family. Our value-added services are offered to our members all at no added cost such as:

- Start Smart for Your Baby®.
- Doula Program.
- Car/booster seat.
- Home-delivered meals.
- Transportation.
- MemberConnections®.
- Flu prevention program.
- Diabetic at-home test kits.
- Health coaching.
- Substance abuse support program.
- Suicide prevention program.
- Foster care kits.
- Education benefits.
- Doc's Kids Club.

Whether a member is having a baby, or a member just needs a ride to the doctor, we've got Iowa Total Care members covered. For additional information, visit our [Value-Added Services page](#).

Coverage that cares
Get more from your plan, all at no added cost.

- Support for new & expecting parents**
 - Free education and support during and after pregnancy
 - Prenatal, delivery and postpartum doula care*
 - Free car or booster seat*
 - Baby showers, including gifts
 - Home-delivered meals for new parents*
- Care for the whole you**
 - My Health Pays® program: Earn rewards for healthy activities. Use for household expenses** or buy everyday items at Hy-Vee stores, Walmart & Sam's Club.
 - Learn what earns: IowaTotalCare.com/MyHealthPays
 - Customized health coaching
 - Member rewards for high school equivalency test (HSET) completion
 - Scholarships for community college certificate programs
 - Behavioral health & wellness resources
 - Kits for members in foster care
- More member benefits**
 - Transportation for medical appointments*
 - Free smartphone from SafeLink Wireless*
 - Personalized support
 - 24/7 nurse advice line
 - And much more!
- Community-based care**
 - Find local assistance when you need it: IowaTotalCare.Findhelp.com
 - Doc's Kids Club: open to Iowans ages 10 & under. Sign up: IowaTotalCare.com/DocsKidsClub
 - Green to Go: free produce and more! Find an event near you: IowaTotalCare.com/GreenToGo
 - Cooking videos & recipes: IowaTotalCare.com/BeWellEatWell

*For eligible members; visit IowaTotalCare.com/ValueAdds for details.
**Visit IowaTotalCare.com/MyHealthPays for full list of eligible purchases.

IowaTotalCare.com 1-833-404-1061 (TTY: 711)



Health Pays at Hy-Vee

Iowa Total Care members can now use their My Health Pays® card at their local Hy-Vee to purchase* everyday items.

- Hy-Vee Grocery Stores.
- Hy-Vee HealthMarket Rx.
- Dollar Fresh Markets.

Members can learn more to earn more. Visit IowaTotalCare.com/MyHealthPays.

*Members may not use their card to purchase alcohol, firearm products, lottery tickets, gift cards, or for cash.

View our 2023 Community Impact Report



Here at Iowa Total Care, we have three core beliefs: supporting holistic care, enhancing local partnerships, and practicing an innovative mindset. That's why in 2023 and into 2024, we have been prioritizing our outreach to communities and strengthening our goals.

Check out our [2023 Community Impact Report](#), full of our 2023 initiatives and impacts.

Iowa Total Care is now a 4-star NCQA plan.



Iowa Total Care was recently 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 our community, one person at a time.



McKESSON Clear Claim Connection Sign Out Help

McKesson Edit Development | Glossary | About

CLAIM ENTRY Clear Review Audit Results

Claim Type: Professional

Gender: Male Female

Date of Birth:

ICD Code Set: ICD9 ICD10

Diagnosis Codes: 1 2 3 4

Bill Type:

For quick entry, use your Down Arrow key after you enter a procedure code. Qty will default to 1, Billed Amount will default to 100, Date of Service From and To will default to today's date, and Place of Service will default to 11 (Office). Tabbing through these same fields will give you the same defaults.

LINE	PROCEDURE	MOD1	MOD2	MOD3	MOD4	QTY.	REV CODE	BILLED AMT.	DOS FROM	DOS TO	PLACE OF SERVICE	PROVIDER STATE	LINE DIAG. 1	LINE DIAG. 2	LINE DIAG. 3	LINE DIAG. 4	LINE DIAG. 5	LINE DIAG. 6	
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5	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add More Procedures >>](#)

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Manage Finances

Explanation of Payment (EOP)

View all recent payment transactions, including downloadable EOPs, check numbers, dates and payment amounts.

[View all EOP](#)

Reports & Tools

- [Batch Claims Report](#)
- [Claim Audit Tool](#)

Now Available on the Iowa Total Care Portal: Claims Audit Tool

The claims audit tool is now available for providers registered on our Iowa Total Care secure [provider portal](#). This is a web-based claims auditing reference tool, designed to mirror how the code auditing product(s) evaluate code(s) and code combinations during the auditing of claims.

The claims audit tool offers benefits such as:

- Access the appropriate coding and supporting clinical edit clarifications for services before claims submission.
- Determine the appropriate code(s)/code combination(s) representing the service for accurate billing purposes.

This tool reviews code entries and determines if the code(s) or code combination(s) are correct based on the age, sex, location, modifier (if applicable), or other code(s) entered.

The claims audit tool's intended use is for a "what if" or hypothetical reference. It is meant to apply coding logic only. The tool does not take into consideration historical claims information which may determine if an edit is appropriate.

For questions or concerns on the claim audit tool, [contact](#) your provider relations specialist.

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.

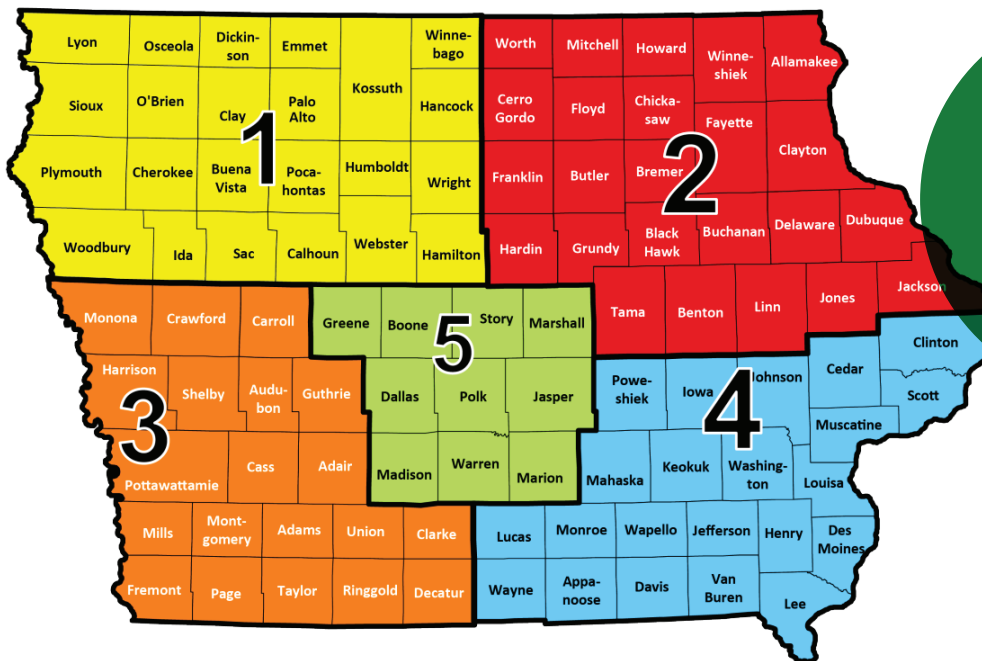
[Clinical Practice & Preventative Health Guidelines \(PDF\)](#) provides the most current version of the guidelines adopted by Iowa Total Care. A paper copy of the practice guidelines can be requested by calling Provider Services 1-833-404-1061 (TTY: 711).

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 Specialist Territory Map



View the [Provider Relations Territory Map](#) to find the Provider Relations Specialists 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.