

Provider Newsletter

Quarter 1 - 2025



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 Wellness for Diabetes

Diabetes is rapidly becoming a global epidemic, affecting over 415 million people worldwide.¹ This number is expected to continue to grow over the next 15 years.

The impact of diabetes is significant, not only globally but also in the Midwest. According to the Centers for Disease Control and Prevention (CDC), on average, diabetes can reduce life expectancy by 5.8–10.8 years across regions.² Additionally, diabetes is often accompanied by chronic conditions and disabilities which may impair independence, reduce quality of life and increase healthcare costs. The CDC reports that medical expenses for people with diabetes are more than twice as high as for people who do not have diabetes.³

What can providers do to help manage diabetes?

Healthcare providers play a crucial role in helping members manage and prevent diabetes. Here are key steps to take:

- Ensure routine testing and exams, including:
 - Blood pressure monitoring.
 - Regular HbA1c lab draws.
 - Diabetic retinal eye exam by an eye care professional (optometrist or ophthalmologist).
 - Regular (minimum of annual) kidney function lab testing:
 - eGFR
 - CPT® codes: 80047, 80048, 80050, 80053, 80069, 82565.
 - uACR (quantitative urine albumin **and** urine creatinine)
 - CPT codes 82043 **and** 82570, respectively.
- Educate members about diabetes and its management.
- Guide members in setting achievable goals for managing their diabetes.
- Provide social support to help members navigate their condition.

- Encourage healthy lifestyle changes, including:
 - A balanced diet.
 - Increased physical activity.
 - Smoking cessation (if applicable).
 - Consistent medication adherence.

Additional resources:

- [Diabetes Self-Management Education \(DSME\)](#): Patients learn how to manage their diabetes day-to-day.
- [Lifestyle Change Programs](#): These programs teach patients how to make lasting changes to better manage their condition.
- [National Diabetes Prevention Program](#): Aimed at improving nutrition, increasing physical activity and building effective coping skills.

References:

1. National Library of Medicine. Chatterjee S, Khunti K, Davies MJ. Type 2 Diabetes. PMID: 28190580. pubmed.ncbi.nlm.nih.gov/28190580/
2. National Library of Medicine. Zang E, Lynch SM, West J. Regional Differences in the Impact of Diabetes on Population Health in the USA. PMID: 32855262; PMCID: PMC8128513. pmc.ncbi.nlm.nih.gov/articles/PMC8128513/
3. Centers for Disease Control and Prevention. (2024, May 15). Diabetes Basics. cdc.gov/diabetes/about/index.html



Provider Communications – Spread the Word!

Please encourage your staff to sign-up for important Iowa Total Care provider communications from Provider Alerts to Newsletters.

Here's how:

Visit our [Provider Email Sign Up Page](#) and fill out the following information:

- Email address
- First and last name
- Company name



Limited English Proficiency and Health Inequities

Iowa Total Care is committed to providing culturally and linguistically appropriate healthcare services in a competent manner. We provide reasonable accommodations to ensure equal access to communication resources for our members. Iowa Total Care's language access services are available free of cost to all Iowa Total Care members.

Language barriers are associated with lower quality of care, poor clinical outcomes, longer hospital stays and higher rates of hospital readmissions. Access to language assistance for members is essential to the delivery of high-quality care for all populations with limited English proficiency.

Around 100,000 Iowans have limited English proficiency, with around 4% speaking Spanish only, which can negatively affect all their interactions with the healthcare system, from making an appointment to understanding their doctor's instructions.

Providing members with access to interpretation services can reduce disparities and improve healthcare quality and health outcomes.

Need help finding language resources for members? Our [Language Services page](#) for providers offers:

- Language services forms.
- Information about interpretation services and translation services.
- Resources and toolkits:
 - Interpretation Services Poster
 - Helps to identify languages members may speak.
 - Language Services Quick Reference Guide
 - Provides information regarding guidelines on services offered, tips, best practices and much more!
- Grievance and appeals information.

To request additional information or ask questions regarding interpretation services, please reach out to: C&L@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 My Health Pays**® rewards by going to the doctor and completing an NOP form in the first 12 weeks of pregnancy.

Iowa Total Care Is a 3.5-Star NCQA 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 communities we serve, one person at a time.



Iowa Total Care's Prescription Reminders

Iowa Total Care covers most prescription medications for our Iowa Medicaid members. Some prescriptions require prior authorization and may have limitations based on age or the amount of medicine prescribed. Iowa Total Care also covers certain over-the-counter medications with a prescription from an in-network provider.

Automatic refills are allowed by Iowa Medicaid!

Please see pharmacy requirements in 441 Iowa Administrative Code 78.2(6). Encourage members that are stable on a maintenance medication to ask their pharmacist about automatic refills and/or extended days' supplies of medication.

Did you know?

• Continuous Glucose Monitoring:

- All devices and supplies are part of the medical benefit.
- Prior authorization requests should be directed to Iowa Total Care Utilization Management. Using the provider portal is preferred.
- These devices and supplies, while generally available at and dispensed from pharmacies, are not part of the pharmacy benefit.

• Humira:

- Iowa Medicaid has recently added several biosimilars of adalimumab to the Iowa [Medicaid Preferred Drug List](#).
- The following have all been added as preferred products requiring a prior authorization:

- Adalimumab-aacf
- Adalimumab-adbm
- Adalimumab-fkjp
- Amjevita
- Simlandi
- Yusimry

• Naloxone:

- Naloxone rescue medications are a covered benefit for our members. Please consider prescribing a Naloxone rescue medication to members that are taking opioids for pain management.

• Bronchitis Treatment:

- Encourage members to rest, drink plenty of water, use a humidifier or use steam.
- If needed:
 - Dextromethorphan/Guaifenesin syrup 10-100mg/5mL is a covered benefit and can be used for cough.
 - Albuterol HFA, Proventil HFA and Ventolin HFA can be used to open airways.

• Vaccinations:

- These are covered by Iowa Total Care as medical side benefits.
- Please consult the [Iowa Medicaid Fee Schedules](#) for open codes that can be used to bill for these, as well as published [Iowa Medicaid Informational Letters \(IL\)](#), especially IL 2575 (Respiratory Syncytial Virus (RSV) vaccines Beyfortus, Abrysvo and Arexvy).

Trainings

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

On-Demand Learning: 2023–2024 Crisis Provider Training Series Hosted by the Iowa Department of Health and Human Services (Iowa HHS)

The purpose of this training is to empower you with the knowledge and skills to identify and support at-risk individuals, allowing for timely and effective support. This course is accredited by Centene Institute for Advanced Health®.

Iowa HHS hosted free webinar series to assist Iowa’s 988 and behavioral health crisis providers in serving children, their families and individuals who identify as LGBTQ+.

Live webinar trainings are no longer offered, but many are available for on-demand viewing on the University of Iowa’s UI Learn Educational Platform – at no cost.

Certificates of attendance are available following completion of a survey and quiz. No specific CE credits are obtained.

To access the following **FREE** on-demand trainings, visit the [Iowa HHS Behavioral Health Training page](#).

- Suicide Risk Screening and Safety Planning
- Crisis Intervention and De-Escalation with Families and Youth
- Child Behavior and Brain Development
- How Trauma Impacts Behavior
- Intervening at the Stage, Not the Age



- Safety, Comfort and Consent: Crisis Work with LGBTQIA+ Clients
- Practicing Cultural Humility with LGBTQIA+ Populations
- Practicing Cultural Humility with Children and Families in Crisis

Note: First-time users will be asked to create a free account to access the on-demand trainings.

Coming Soon – 2025 Iowa Total Care Provider Summit Series

After a successful 2024 Summit Series, we took your feedback to heart and are excited to bring you an even bigger and better lineup in 2025!

This year, we’re hosting five in-person summits across multiple regions in Iowa, making it easier for providers to join us in their area. Each 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. Dates, locations, and registration details will be shared soon — stay tuned! We look forward to seeing you at one of our 2025 Provider Summits!



2025 CAHPS® Survey Coming Soon: How Members Evaluate the Care They Receive

Each spring, a random sample of Iowa Total Care members receive the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey by mail. By completing the survey, members can evaluate the aspects of care delivery that matter most to them.

Interested in learning more about the annual CAHPS survey? For insight to how our members are evaluating the care they receive, review Iowa Total Care’s ‘Provider CAHPS Resource Guide’ and additional resources on our [CAHPS Corner page](#).



Green to Go – Giving Back to Communities in Iowa 2024, More to Come in 2025

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 healthier throughout Iowa.

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 Green to Go, an event series where Iowa Total Care provides fresh, free produce for Iowa communities.

During our 2024 Green to Go events, we more than doubled the amount of community health fairs, jumping from four events to 11. We served communities all across Iowa.

Iowa Total Care will continue our Green to Go outreach in 2025.

Check out our upcoming events below:

Tanger’s Imagination Square Event

Date: Saturday, June 28, 2025

Time: To be determined.

Location: To be determined.

Siouxland Community Health Center’s Rock the Center Event

Date: To be determined.

Time: To be determined.

Location: 1021 Nebraska Street, Sioux City, Iowa



Stakeholder Advisory Board

Iowa Total Care transforms the health of the communities we serve, one person at a time and are dedicated to improve the health of members through focused, compassionate and coordinated care. Iowa Total Care’s Stakeholder Advisory Board (SAB) is a great opportunity to make a positive impact.

The SAB is a collaboration between providers, members, members’ representatives and health plan staff. Through the SAB, members and providers can share thoughts and ideas to improve the way the health plan works. Meetings take place across the state and online, so it is easy to attend.

There are two focuses at each SAB meeting:

- Long-Term Services and Supports (LTSS) Program focus: 5 p.m. – 5:45 p.m.
- Iowa Total Care General Health Plans focus: 6 p.m. – 7:30 p.m.

Want to join the board or submit topic suggestions for future meetings? Visit our [Stakeholder Advisory Board page](#).

Upcoming SAB meetings:

- June 4, 2025
- September 3, 2025
- December 3, 2025

Members will earn \$25 in [My Health Pays](#)[®] by attending. Providers may contact their quality practice advisors (QPA) or Provider Services at 1-833-404-1061 to learn more about compensation.



Bringing Literacy To Life For Iowa Youth

Literacy can build the foundation of education. That’s why we are always adding new resources and initiatives to our literacy program.

In 2024, we gave \$500 Amazon gift cards to 100 providers across the state to purchase books and literacy kits through our 100 Literacy Program. The literacy tool kit helped providers support their patients’ literacy needs. Providers were able to purchase children’s books for their waiting areas, distribute books to patients or enhance any library initiatives.

We also introduced our newest interactive storybook, *Susie’s Big Day*. *Susie’s Big Day* promotes early childhood literacy through an interactive story that readers can color in to bring the storyline to life.



Iowa Total Care

Coverage that cares.



Community Impact: View Our 2024 Community Impact Report

[Iowa Total Care’s 2024 Community Impact Report](#) is here! We worked hard to give back to our communities and build resources for our members. This report summarizes some of our greatest accomplishments for 2024. In this report, you’ll learn about:

- Our five-year anniversary of Iowa Total Care.
- Our new value-added services.
- How we fought food insecurity in 2024.
- And so much more!



My Health Pays[®] at Hy-Vee: Now Offered At Local Hy-Vee Gas Stations



Iowa Total Care’s My Health Pays program rewards members for focusing on their health. Our program awards members with points for completing healthy activities, such as annual screenings and wellness exams.

In 2023, we were able to expand our My Health Pays rewards program to Hy-Vee, an employee-owned company with retail locations nationwide. Members were able to use their rewards to pay for necessities, such as groceries, utilities, transportation, telecommunications, childcare services, education and rent*. In 2024, we were able to partner with Hy-Vee’s gas station, Hy-Vee Fast & Fresh, to add a gas option for members.

Members can now stop by their local Hy-Vee Fast & Fresh and use their My Health Pays rewards to fill up their tank. Members can learn more to earn more by visiting IowaTotalCare.com/MyHealthPays.

*Rewards may not be used to buy alcohol, tobacco, firearm products, lottery tickets, gift cards or for cash.

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 at 1-833-404-1061 (TTY: 711).

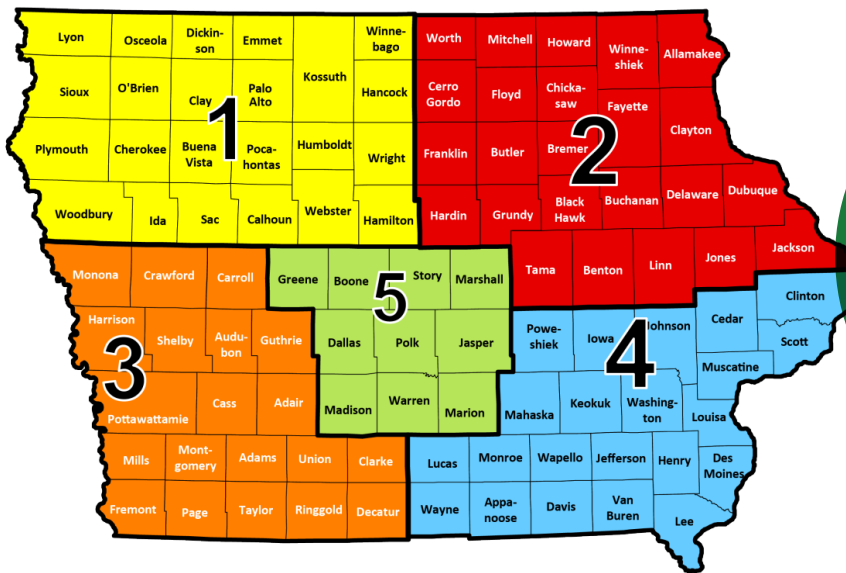
Policy Review

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!



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.

Supporting Your Practice With Ambetter Health Provider Resources

Ambetter Health understands that having the right tools at the right time can make all the difference in streamline administrative tasks. You can access key information quickly and easily on the [Ambetter Health Provider Resources page](#). Helpful guides include our Provider and Billing Manual, patient forms, prior authorization tool and provider engagement account manager map. You can also find the Ambetter Quick Reference Guide, which provides essential details like registration links, claims submission information and key services phone numbers.

To find Provider Resources: [Ambetter Health](#) → Select State: Iowa → For Providers → Provider Resources

Provider Resources

Iowa Provider Engagement Account Managers
[Provider Engagement Manager Map \(PDF\)](#)

Ambetter Health provides the tools and support you need to deliver the best quality of care.

Reference Materials

- [2025 Provider and Billing Manual \(PDF\)](#)
- [Quick Reference Guide \(PDF\)](#)
- [Provider Engagement Manager Map \(PDF\)](#)
- [Pharmacy Guide \(PDF\)](#)
- [Claims, Disputes & Recovery/CCU Guide \(PDF\)](#)
- [Appeals/Reconsiderations \(Medical\) And Grievances Guide \(PDF\)](#)
- [Care Options for Ambetter Health Patients \(PDF\)](#)
- [No Surprises Act](#)



UPDATE

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
 - MMP
 - PSP
 - EGWP
 - PDP

Expanding Your Services With Wellcare: Medical and Routine Services for Dental, Vision or Hearing

We're committed to ensuring members have access to the full spectrum of care they need—whether it's routine services like cleanings or exams, or medical necessary treatments for conditions affecting dental, vision or hearing health. Currently, Wellcare dental, vision and hearing network providers can deliver medical necessary treatments and services.

For providers interested in expanding their offerings to include both routine and medical necessary services for dental, vision or hearing care, there are two important steps required. Providers must establish a contract with Wellcare and then contract with one of our specialty partner networks.

Service	Specialty Partners	Join Our Network
Dental	DentaQuest	Phone: 1-855-873-1283 Enrollment form: dentaquest.com/en/providers/join-our-network/enrollment-form
Vision	Premier	Phone: 1-800-738-1889 Email: networkmanagement@premiereyecare.net Subject: Join the Network
Hearing	HearUSA	Phone: 1-877-541-0421 Request application: hearusa.net/join-the-network/

For questions or concerns, [contact](#) your provider engagement account manager in your area or call Wellcare Provider Services at 1-855-538-0454, Monday – Friday 8 a.m. to 8 p.m. CT.