

Provider Newsletter

Quarter 2 - 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 Cardiac Wellness

Cardiovascular disease (CVD) remains the leading cause of morbidity and mortality worldwide.¹ 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.
- **Patient Education and Lifestyle Counseling:** Encourage members to adopt heart-healthy habits, such as the Mediterranean diet, regular physical activity and smoking cessation.²
 - 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

Cardiovascular conditions, such as hypertension, coronary artery disease and heart failure, can be effectively managed with lifestyle modifications, pharmacologic therapy and regular monitoring. By prioritizing early intervention, preventive care and patient-centered approaches, physicians can make an impact on the long-term health of patients and the overall burden on healthcare systems.

References:

1. World Health Organization. June 11, 2021. [who.int/news-room/fact-sheets](https://www.who.int/news-room/fact-sheets)
2. American Heart Association. May 15, 2024. [heart.org](https://www.heart.org)

Allergy Season



Allergy season is in full swing. Consult the Iowa Medicaid [Preferred Drug List](#) for medication options to help members with relief. Many medications for allergies are covered without prior authorization.



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

- Email address
- First and last name
- Company name



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.

Register now and save the date! Visit forms.office.com/r/cY1U55eJxv.



Northeast Iowa

Date: Friday, June 27, 2025
Time: Doors open 9 a.m.
Location: Hilton Garden Inn
4640 North River Blvd. NE,
Cedar Rapids, Iowa



Eastern Iowa

Date: Tuesday, July 22, 2025
Time: Doors open 1 p.m.
Location: River Center/Adler Theater
136 East 3rd Street
Davenport, Iowa



Southeast Iowa

Date: Tuesday, August 12, 2025
Time: Doors open 1 p.m.
Location: Catfish Bend Convention Center
3001 Winegard Dr.,
Burlington, Iowa

Enhanced Language Services Request Form

Check out our updated member and provider Language Services Request Form!

Key enhancements include:

- A prompt to confirm whether video remote interpreting (VRI) is an option.
- Inclusion of product line information for better service alignment.
- Clarification that ongoing interpreter requests are valid for up to three months. If services are still needed after that period, a new request form must be submitted to avoid any interruption in interpretation services.

Visit our provider [Language Services webpage](#) to access both the member and provider Language Services Request Form.

Demographic Change Online Form

Iowa Total Care is pleased to announce an enhancement to our provider website designed to make your experience more efficient and accessible.

You can self-report your race, ethnicity, language preferences and completed health equity trainings with our [Demographic Change online form](#) for your convenience. 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 to update demographic information by 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.

Iowa Medicaid Prior Authorization

Effective April 1, 2025, Iowa Medicaid had changes to their prior authorization criteria. Changes apply to the following:

- Dupilumab (Dupixent)
- Ensifentrine (Ohtuvayre)
- Incretin mimetics for non-diabetes indications
- Select preventative migraine treatments
- Select topical agents
- Vonoprazan (Voquezna)

For additional information, visit Iowa Medicaid's [Prior Authorization Criteria webpage](#).



Prepare Members for Summer

Summer is approaching fast! Help keep members safe this summer by sharing **the following tips**:

- Keep medications in a cool, dry place.
- Do not store medications in the sun or car. Heat and moisture can break down medications.
- Remind members to use sunscreen, especially if prescribing medications that increase sun sensitivity. Inform members of the following:
 - Use sunscreen that offers broad-spectrum protection against both UVA and UVB rays.

- Use sunscreen with a SPF of at least 15, but higher SPF is recommended for extended outdoor activities.
- Apply sunscreen generously and reapply every two hours. Apply more often if swimming or sweating.
- Wear sunglasses that block 100% of UVA and UVB rays to protect eyes from sun damage.
- Consider clothing specifically designed to block UV rays.¹

References:

U.S. Food and Drug Administration.

[fda.gov/consumers/consumer-updates/tips-stay-safe-sun-sunscreen-sunglasses](https://www.fda.gov/consumers/consumer-updates/tips-stay-safe-sun-sunscreen-sunglasses)



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, physical health and long-term services and supports trainings for all Iowa providers – at no cost!

Adult Mental Health First Aid (MHFA)

The Adult MHFA course focuses on recognizing the patterns of thoughts, feelings, behaviors and appearance that show there might be a challenge rather than on a specific disorder. Adult MHFA teaches a five-step action plan to help people who might be experiencing a mental health crisis.

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

- Identify common signs and symptoms of mental health and substance use challenges.
- Understand how to interact with a person in crisis and connect them with help.
- Understand the expanded content on trauma, substance use and self-care.

Session Information

These courses use MHFA Connect and Zoom. Once you register, you will receive a link to join MHFA Connect. You must create an account in MHFA Connect to complete the self-paced introduction. You will not be able to attend the virtual instructor-led portion unless you complete the self-paced introduction.

Americans with Disabilities Act (ADA) Accommodations: Please contact the trainer at least 2 weeks in advance of the training date to arrange for accommodations.



Upcoming Sessions:

July 8, 2025 | 10 a.m. - 4:30 p.m. CT

August 20, 2025 | 10 a.m. - 4:30 p.m. CT

November 5, 2025 | 9 a.m. - 3:30 p.m. CT

[View session & register](#)

*Registration will close once 30 participants have registered.

Session Length

This course includes two components, a self-paced portion (2 hours) and an instructor-led portion (6.5 hours) – both will be virtual.

Continuing Education (CE)

*** This course does NOT offer CE credit***

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 Support (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:

- 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.



Baby Bloom

Iowa Total Care was proud to once again be the presenting sponsor for this year's Baby Bloom hosted by EveryStep. Baby Bloom is a FREE resource fair and community building event for pregnant and one-year postpartum families designed to raise awareness and provide support for healthy pregnancies and babies. Attendees received baby supplies, lunch and produce supplies by Iowa Total Care.



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 2025 Green to Go events below:

Tanger's Imagination Square Event

Date: Saturday, June 28, 2025

Time: 11:30 a.m. – 1:30 p.m.

Location: NewBo City Market, 1100 3rd St. SE, Cedar Rapids, IA

Siouxland Community Health Center's Rock the Center Event

Date: Tuesday, August 5, 2025

Time: 4 p.m. – 6 p.m.

Location: 1021 Nebraska Street, Sioux City, Iowa



Iowa Total Care Supports Local Food Pantries

To better serve our members where they need us, our staff set up resource tables at local food pantries across the state. Thank you to Davenport Community Food Pantry for letting us engage your staff and patrons.



Member Day at the Market

Iowa Total Care attended one of Des Moines' Downtown Farmers Market to provide support to our members. Thank you to everyone that stopped by our booth for the Member Day at the Market. We enjoyed the perfect weather and had a blast interacting with our members and the community at this event!



In the Community

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 aims 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 & 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 health care 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.

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!



Doc Kid's Club

Any Iowa residents age 10 and under can join [Doc's Kids Club](#) at any time to sign up! New club members get a free kids activity book, ID card, and sticker. Doc's Kids Club is a free educational program that provides kid-friendly recipes, activities and healthy tips every month.



Appeal – Laws and Policies

Iowa Total Care utilizes a hierarchy when determining the most appropriate law or policy to reference while conducting an appeal investigation. As a reminder, federal guidelines establish the foundational requirements for Medicaid programs. Each state uses their own clinical policies within the federal framework, including which services require prior authorization and the criteria for approval. Iowa Total Care is responsible for implementing the policies in accordance with the rules and standards set by the Iowa Department of Health and Human Services.



Outpatient Mental Health Survey

Iowa Total Care members will receive the Outpatient Mental Health Survey (OPMH survey) this summer by mail. By completing the OPMH survey, members can evaluate the aspects of mental health services that matter most to them.

Visit our [CAHPS corner page](#) for:

- Best practices for improving members' health care experience.
- Insight into how our members evaluate the care they receive.
- Iowa Total Care's provider CAHPS resource guide and additional resources.

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).

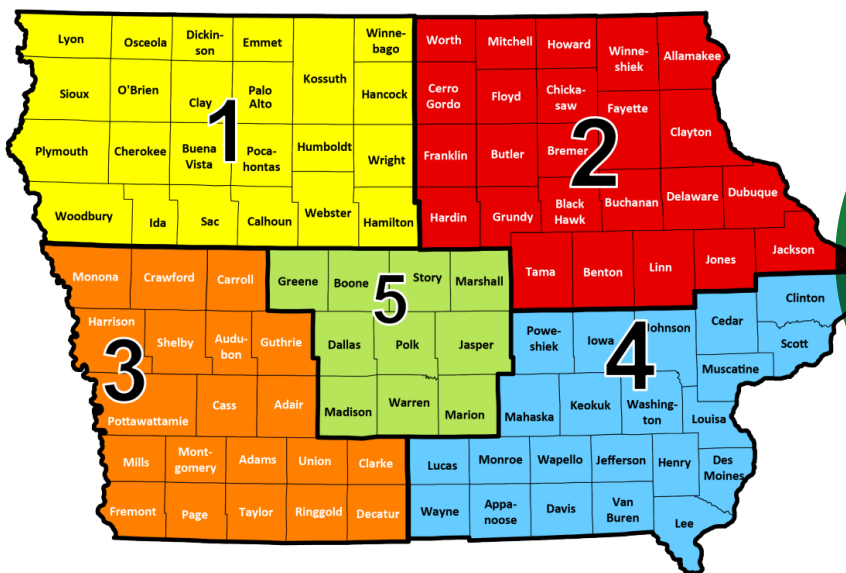
Policy Review

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!



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.

Avoid Claim Rejections – Ensure Your Taxonomy Code is Accurate

To help ensure timely claims payment and minimize rejections, it's critical to include a valid taxonomy code when submitting a claim. Since Ambetter launched in Iowa on January 1, 2025, 23.1% of claim rejections have been due to Reject 91: Invalid or Missing Taxonomy Code. We want to help reduce this issue and keep your claims moving smoothly.

What is a taxonomy code?

A taxonomy code is a 10-digit code established at the federal level that identifies a provider's unique specialty or area of expertise.

Where can I find my taxonomy code?

You can locate your taxonomy code using the [National Uniform Claim Committee \(NUCC\)](#) code set list.

Why does it matter?

Using the correct taxonomy code ensures:

- Accurate identification of your specialty
- Correct contract pricing
- Compliance with claims processing standards
- Timely and accurate reimbursement

Need help?

For additional support and examples, visit Ambetter's [Provider Resources webpage](#) to download the Taxonomy guide.