

Provider Newsletter

Quarter 3 - 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.

Statin Medication Refills: A Key to Better Outcomes

Timely medication refills are not only best practice in clinical care but are essential to achieving better member outcomes. Consistent access to prescribed medications supports adherence, enhances clinical results and improves patient satisfaction.¹ This is particularly important for individuals with cardiovascular disease and diabetes, for whom statin therapy plays a key role in reducing the risk of heart attack and stroke.¹

A considerable number of members discontinue statin therapy due to missed refills, gaps in adherence or concerns about side effects.¹ Optimizing medication refill practices is a powerful approach to improving long-term adherence and member health outcomes. Key quality measures that focus on appropriate statin therapy and consistent use:

- **Statin therapy for members with cardiovascular disease (SPC)**
 - Evaluates adults aged 21–75 with atherosclerotic cardiovascular disease (ASCVD) who received at least one high- or moderate-intensity statin and remained on therapy for at least 80% of the measurement year.
- **Statin therapy for members with diabetes (SPD)**
 - Assesses adults aged 40–75 with diabetes who were dispensed at least one statin medication and maintained therapy for at least 80% of the measurement year.

Strategies to Enhancing Statin Adherence

To support continuous statin use and optimize outcomes, consider incorporating the following strategies into clinical workflows:

- **Implement refill alerts**
 - With electronic health record (EHR):
 - Set up automated alerts within your EHR to flag approaching refill dates and identify missed pick-ups.
 - Without EHR:
 - Develop a checklist system to monitor medication adherence.

- **Prescribe 90-day supplies**
 - Issue 90-day prescriptions to help members stay adherent with fewer opportunities to miss a refill.
- **Partner with pharmacies**
 - Collaborate with community.
 - Mail-order pharmacies monitor for refill gaps and proactively re-engage members.
- **Engage members proactively and ask members to repeat:**
 - How and when to take their statin medication.
 - Why they are taking the medication.
 - Side effects to monitor and when to seek help.

Beyond individual outcomes, ensuring uninterrupted statin therapy offers significant system-wide benefits. Sustained adherence reduces adverse cardiovascular events as well as contributes to lower healthcare costs and more efficient resource use.² By working collaboratively across clinical teams and pharmacy systems, we can create a more reliable medication experience that supports long-term health and enhances overall care delivery.

References:

- ¹ National Institutes of Health. December 21, 2006. [pmc.ncbi.nlm.nih.gov/articles/PMC1924753/](https://pubmed.ncbi.nlm.nih.gov/articles/PMC1924753/)
- ² National Library of Medicine. September 19, 2014. [pmc.ncbi.nlm.nih.gov/articles/PMC4239963/](https://pubmed.ncbi.nlm.nih.gov/articles/PMC4239963/)



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 the [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 Survey

Did you attend one of the Provider Summits in 2025 and want to provide feedback? Iowa Total Care will be sending a survey out by email and we want to hear from you!

Our summits featured key updates, educational sessions and opportunities to connect directly with subject matter experts from across Iowa Total Care.

We look forward to seeing you at the 2026 Provider Summits!



NEW: Health Equity Provider Toolkit



Iowa Total Care would like to introduce our [NEW Health Equity Provider Toolkit](#)! The Health Equity Provider Toolkit can be used for reference while working with our diverse member populations. Access this resource on our [Iowa Total Care Provider Toolkits webpage](#).

To request additional information or ask questions regarding the Health Equity Provider Toolkit, please connect with us: C&L@IowaTotalCare.com.

Enhanced Language Services Request Form

Check out our updated member and provider Language Services Request Forms! 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.

90-Day Supply List

Effective July 1, 2025, Iowa Medicaid made changes to the 90-day supply list. There are now more medications that Iowa Medicaid will allow to be filled for 90 days. Please consider prescribing 90-day supplies of maintenance medications for members to help them stay adherent and prevent additional trips to the pharmacy. For additional information, visit Iowa Medicaid's [Preferred Drug Lists webpage](#).

Preferred Drug List (PDL) Updates

Don't forget to check the most recent Iowa Medicaid [Preferred Drug List \(PDL\)](#)! Iowa Medicaid made updates effective on June 1, 2025, and July 1, 2025. The PDL is a great resource when prescribing for a Medicaid member.

Humira and Biosimilars

Do you have one of our members currently using Humira? Humira has many biosimilars available as preferred on Iowa Medicaid's [Preferred Drug List \(PDL\)](#). The biosimilars all have the same indications as Humira. For members newly needing adalimumab, please consider starting with a biosimilar.

For members currently on Humira that you would like to consider moving to a biosimilar, please contact us: ITC-pharmacy@iowaTotalCare.com or 1-833-404-1061 (TTY: 711).

Prepare Members for Back to School

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

Does the member have severe allergies requiring an epinephrine pen? Help members obtain needed epinephrine pens to safeguard against severe reactions. Medicaid requires a specific manufacturer for epinephrine pens. The preferred product is an authorized generic of EpiPen distributed by labeler 49502.

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

Is the member current on their immunizations? Immunizations including influenza are a covered medical benefit. Be sure to provide these vaccines to school-aged members when they visit the office.

Over-the-counter ibuprofen and acetaminophen are a covered benefit for Iowa Total Care members. Help members save money by sending their over-the-counter prescription to the pharmacy. Prescribing the right medication will help members feel safe and ready for their first day back in class.

Reminder: Attention Deficit Hyperactivity (ADHD) 30-Day Follow-Up

Have a child or adolescent member with newly prescribed medications to treat ADHD? Please schedule a follow-up appointment within 30 days after prescribing a new ADHD medication to assess effectiveness and address member concerns or questions.

Many medications available to treat ADHD do not require prior authorization for children and adolescents between the ages of 6 and 20 years old. A full list of medications available can be found on the Iowa Medicaid's [Preferred Drug List \(PDL\)](#).



Spread the Word

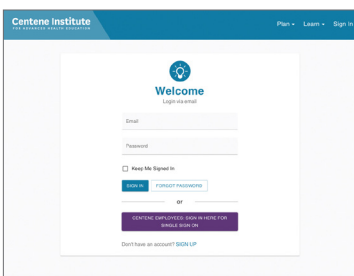
If Iowa Total Care members are pregnant or thinking about becoming pregnant, they should follow these steps:

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



Centene Institute

Iowa Total Care is a subsidiary of Centene Corporation (Centene) and offers trainings through the Centene Institute for Advanced Health Education. The trainings promote interprofessional continuing education to external providers and clinical employees at no cost.

The mission of the Centene Institute is to educate teams of healthcare professionals through empowering, research-informed content that aims to improve the skills, strategy, and performance of the healthcare team, patient

quality of care and health outcomes of the community.

Create an Account

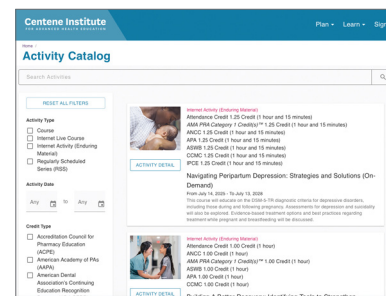
As a new user to the Centene Institute website, you will first go to the [Sign-In page](#). Please select “Sign Up” button, complete all required fields, and submit. After creating an account, you will receive an email with a validation code.

After entering this validation code, your profile will be ready to use. Setting up a profile with the Centene Institute allows you to house all your information in one location. You can easily access your transcript and certificates to confirm the continuing education credits obtained to date.

Register for a Course

If you are interested in attending an activity (a course), you can search for activities under [Activity Catalog](#). To select an activity, click on “Enroll Activity”.

- Search for activities under Activity Catalog.
- Click on "Activity Detail". Then click on "Enroll Now".



Successful Season of Green to Go – Giving Back to Communities in Iowa 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.

As of August 2025, we served over 1,286 attendees and were able to give out:

- 9,000 pieces of produce
- 851 baby care items
- 226 health risk screenings

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



Healthy Kids Iowa

[Healthy Kids Iowa](#) is a new program from the Iowa Department of Health and Human Services provides healthy foods options for kids during the summer months!

Members who qualify get access to healthy food such as fruits, vegetables, dairy items, grains and proteins!

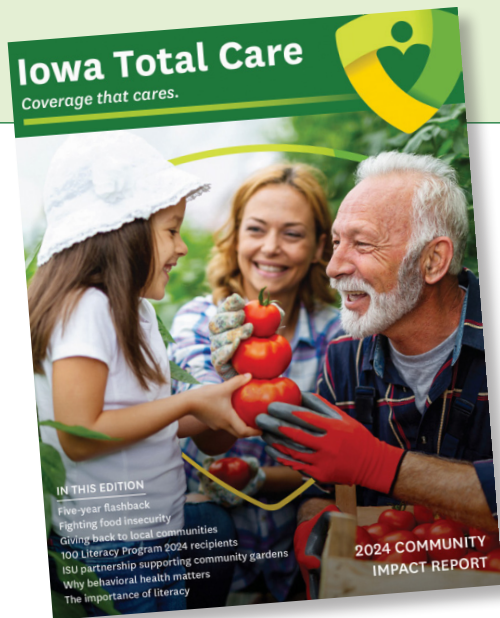


Iowa Total Care Opens Empowerment Center with Central Iowa Shelter & Services

[Iowa Total Care](#) and [Central Iowa Shelter & Services](#) revealed the new Empowerment Command Center in Grinnell. Homelessness is one of the most complex challenges of our time and it needs more than short-term fixes. These permanent Empowerment Command Centers will provide a space for those who need community-based organizations and resources. Watch our [video](#) about the event!



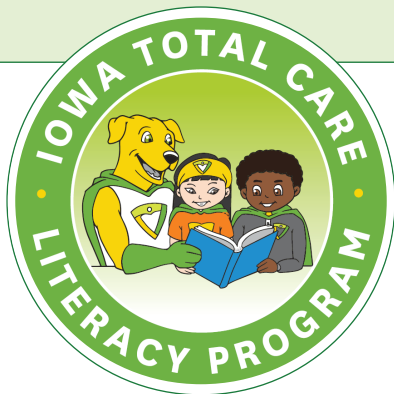
In the Community



Community Impact

At Iowa Total Care, we are strong believers in the power of local partnerships. We highly value all of our community partners and prioritize our community outreach.

Visit our new [Community Impact webpage](#) and follow along with our community impact initiatives!



Iowa Total Care Literacy Program

Members can access educational tools and discover community organizations that help support literacy in Iowa's youth!

Members can visit our [Iowa Total Care Literacy Program](#) page at IowaTotalCare.com to get started!

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.

Newborn Inpatient Stays

Iowa Total Care is committed to continuously evaluating and improving overall payment integrity solutions as required by state and federal governing entities. Below is a new policy that Iowa Total Care will implement and be effective on or after **May 1, 2025**.

Policy Number	CC.PP.075
Policy Name	Newborn Inpatient Stays
Line of Business Impacted	Medicaid
EX Code	EXfz (Retain Pay): Healthy Newborn Claim paid per policy, remit records for reconsideration.
Description	Review claims for coding appropriateness when normal newborn stays with non-NICU revenue codes are billed.

Thank you for your continued participation and cooperation in our ongoing efforts to render quality healthcare to our members. We look forward to helping you provide the highest quality of care for our 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).

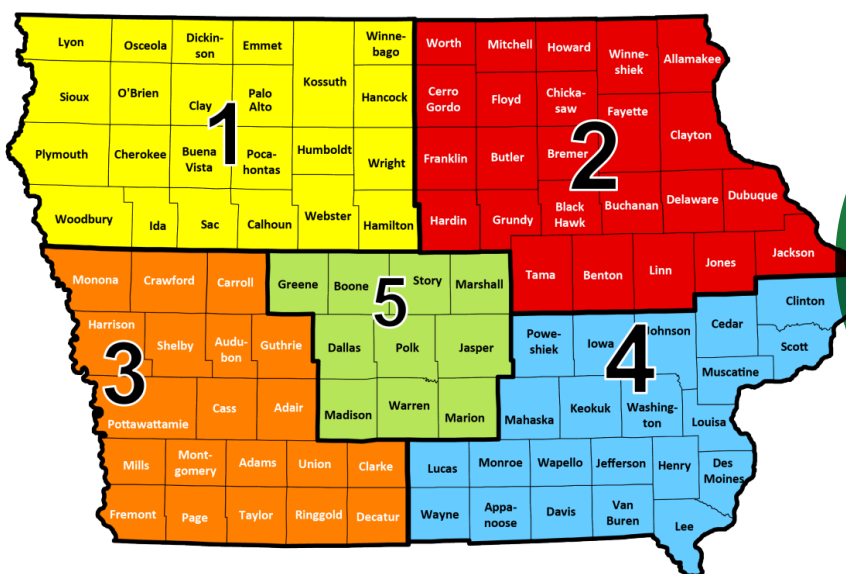
Policy Review

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.

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!



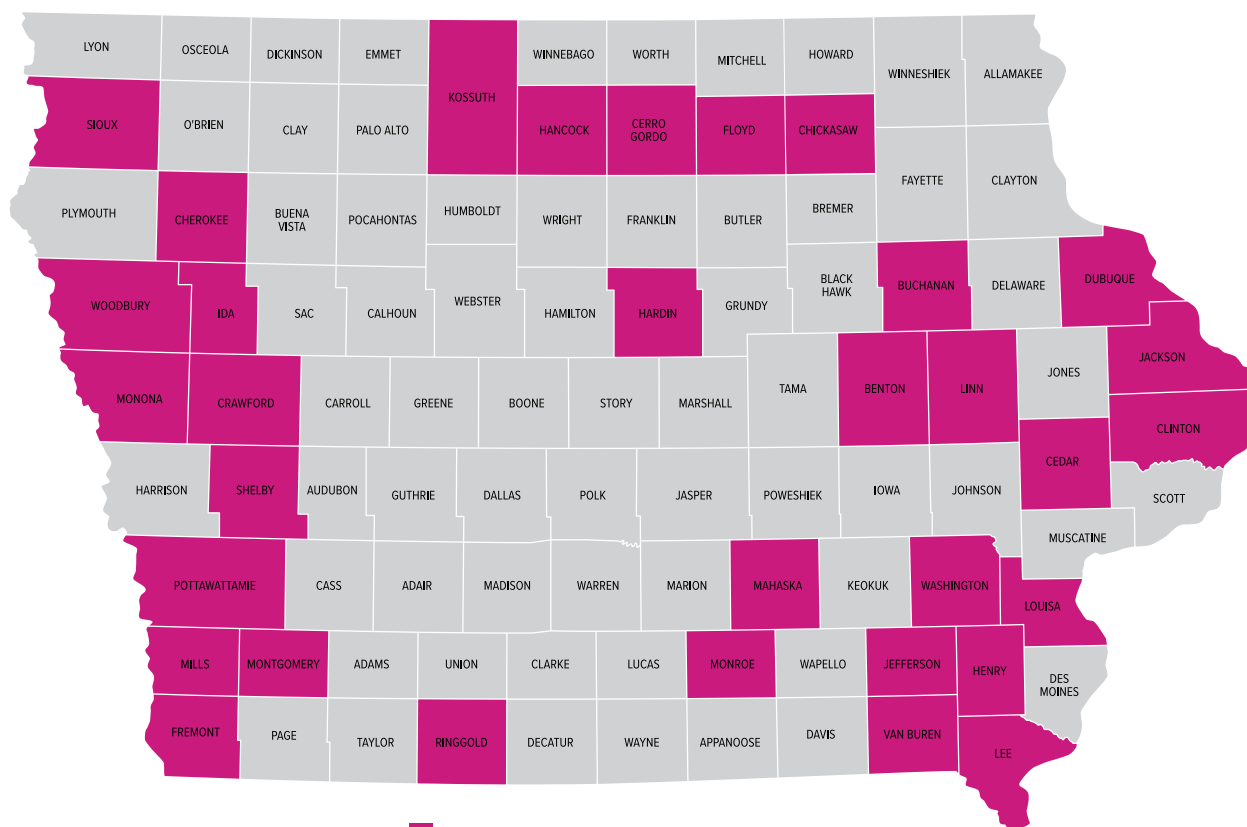
Ambetter provides market-leading, affordable health insurance in the marketplace. Ambetter delivers high quality, locally based healthcare services to its members, with our providers benefiting from enhanced collaboration, and strategic care coordination programs.

Together We Can Build a Healthier Iowa: Ambetter in Iowa

Ambetter Health plans are designed to provide comprehensive, affordable coverage that fits a variety of budgets. Since launching in Iowa on January 1, 2025, Ambetter has enrolled 9,087 members – and that number continues to grow. With an average monthly premium of \$178, approximately 95% of our members consistently maintain their coverage by staying current on their premium payments. That means your Ambetter patients are staying connected to you and the care they need.

Our operational performance has a strong focus on provider experience as well. Currently, 91.1% of claims are paid through our auto adjudication process, with 99.4% of all claims processed within 30 days. While we experienced a small uptick in claims denials in April due to incorrect type of bill code, denial rates have since improved and are now down to 7.5% (removed denials for out of network).

We're actively expanding our provider network to give members more access and increase provider choice. If you're interested in joining the Ambetter network or have questions about your current network status, please contact us at NetworkManagement@IowaTotalCare.com.



■ 2025 Ambetter's Current Service Areas

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
 - CSNP
 - PSP
 - PDP
 - DSNP
 - MMP
 - EGWP

Partnership For Quality (P4Q) Bonus Program Reminder!

Wellcare is excited about the launch of the 2025 Partnership for Quality (P4Q) Bonus Program. The program rewards primary care providers for delivering high-quality preventative care and addressing important care gaps throughout the year. The measurement period is January 1, 2025, to December 31, 2025. Wellcare must receive all claims/encounters by January 31, 2026.

Don't miss the opportunity to participate!

Program Measures

Cancer

- ✓ Breast Cancer Screening \$50
- ✓ Colorectal Cancer Screen \$50

Cardiovascular

- ✓ Controlling High Blood Pressure \$75
- ✓ Statin Therapy for Members With Cardiovascular Disease (CVD) \$25
- ✓ Medication Adherence – Blood Pressure Medications \$50
- ✓ Medication Adherence – Statins \$50

Diabetes

- ✓ Diabetes HbA1c ≤ 9 \$75
- ✓ Diabetes – Dilated Eye Exam \$25
- ✓ Statin Use in Persons With Diabetes \$25
- ✓ Kidney Health Evaluation for Members With Diabetes \$50
- ✓ Medication Adherence – Diabetes Medications \$50

Geriatric

- ✓ Care for Older Adults – Functional Status* \$25
- ✓ Osteoporosis Management in Women Who Had Fracture \$50

Transitions of Care

- ✓ Follow-Up After Emergency Department Visit Multiple High Risk Chronic Conditions \$50
- ✓ Medication Reconciliation Post Discharge \$25

*Special needs plans (SNP) members only.

Quality Bonus Instructions

1

Schedule members' annual appointments to see you. At the visit, order appropriate tests and preventative screenings. Take action to help members complete all preventive care and close care gaps by **December 31, 2025**.

2

Document care and treatment (not diagnosis) in the member's medical records and submit all applicable diagnoses codes on claims, encounter files and/or approved NCQA supplemental electronic flat files containing relevant ICD-10, CPT® and CPT II codes by **January 31, 2026**.

3

Review and counsel on results of tests and screenings with members.

Download the 2025 Partnership for Quality (P4Q) flyer and program companion guide on Wellcare's [Medicare Providers Quality webpage](#).

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.