

Provider Newsletter



Quarter 4 - 2023

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.**

HEDIS® Training

Healthcare Effectiveness Data and Information Set (HEDIS) Hybrid Season is upon us. The HEDIS Hybrid Season begins annually in late January and goes through the end of April.

HEDIS is a tool used by more than 90 percent of America's health plans to measure performance on important dimensions of care and service. The impact of HEDIS affects health care providers, insurance companies, and our members. Because HEDIS is the gold standard of value-based performance, with primary focus on improving preventive care, we want the opportunity to collaborate and support your efforts during the busy HEDIS Hybrid Season. Iowa Total Care will be offering two training opportunities in January 2024 for our medical record partners at provider offices/clinics.

Target Audience:

Medical office personnel who are responsible for retrieving and submitting medical record documentation to the health plan for HEDIS measure gaps.

Purpose:

This education will provide medical office personnel information related to abstracting medical record information for select clinical outcome measures from NCQA's HEDIS.

Key measures to be discussed include:

- Blood Pressure Control for Patients with Diabetes (BPD),
- Cervical Cancer Screening (CCS),
- Childhood Immunization Status (CIS),
- Controlling High Blood Pressure (CBP),
- Eye Exam for Patients with Diabetes (EED),
- Hemoglobin A1c Control for Patients with Diabetes (HBD),
- Immunizations for Adolescents (IMA),
- Timeliness of Prenatal & Postpartum Care (PPC), and
- Weight Assessment and Counseling for Nutrition and Physical Activity for Children/Adolescents (WCC).

Virtual Training:

The virtual trainings will be offered two separate days, covering the same material/content during each training session. Invites/links to register for the training will be sent out closer to the training dates.

Dates:

January 8, 2024; 11 a.m. – 12 p.m. CT

January 11, 2024; 12 p.m. – 1 p.m. CT

For questions or to ensure you receive an invite for the trainings [please email us](#).

Cultural Competency, Sensitivity, and Humility

Cultural competence is a set of skills, values and principles that acknowledge, respect, and contribute to effective interactions between individuals and the various cultural and ethnic groups they come in contact with at work and in their personal lives¹.

Cultural humility is a lifelong process of self-reflection and self-critique whereby the individual not only learns about another's culture, but one starts with an examination of her/his own beliefs and cultural identities².

Cultural Competency and Humility Training is recommended annually. Trainings can be taken through your employer or online. Visit the [Language Services page](#) under the 'Resources & Toolkits' section for the following articles:

- [Substance Abuse and Mental Health Services Administration \(SAMHSA\): Increasing Cultural Competence to Reduce Behavioral Health Disparities](#)
- [U.S. Department of Health & Human Services | Office of Minority Health: Resources to Implement Cross-Cultural Clinical Practice Guidelines for Medicaid Practitioners](#)
- [U.S. Department of Health & Human Services: A Physician's Practical Guide to Culturally Competent Care](#)
- [U.S. Department of Health & Human Services: National Standards for Culturally and Linguistically Appropriate Services \(CLAS\) in Health and Health Care](#)

¹Wilson, S. (2021, April 6). Understanding Cultural Competency. HumanServicesEDU.org Human Services Guide. <https://www.humanservicesedu.org/cultural-competency/>

²Yeager KA, Bauer-Wu S. Cultural humility: essential foundation for clinical researchers. Appl Nurs Res. 2013 Nov;26(4):251-6. doi: 10.1016/j.apnr.2013.06.008.

Epub 2013 Aug 12. PMID: 23938129; PMCID: PMC3834043. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3834043/>

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 (LTSS) 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. 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 the “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”.

Home- and Community-Based Services (HCBS) Incentive Program Training

Iowa Total Care is proud to invite our HCBS providers, which does include Waiver and Habilitation providers, to participate in our 2024 HCBS incentive program. The program is designed to assist members in improving social determinants of health (SDOH) and closing certain care gaps. This program is “upside only” and involves no risk to you. Based on program performance, you are eligible to earn compensation in addition to what you are paid through your Participating Provider Agreement. Incentives are based on completing metrics on the following measures:

- Follow-Up After Hospitalization.
- Homelessness.
- Employment.
- Community Inclusion.
- Somatic Cares.

Iowa Total Care will be offering training opportunities in December 2023. The trainings will be offered two separate days, covering the same material/content during each training session. Invites/links to register for the training will be sent out closer to the training dates.

For questions or to ensure you receive an invite for the trainings, [please email us](#).



Successful Ottumwa-Area Provider Summit

Thank you for all that attended the Iowa Total Care provider summit in Ottumwa, Iowa. We had 60 attendees that joined Iowa Total Care and our community partners for updates, educational presentations, exhibits, and an open forum. We are excited to announce that we will continue to host the provider summit events for 2024. We look forward to seeing everyone in 2024!



In the Community

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.



National Alliance of Mental Illness (NAMI) Walk

Millions of people are affected by mental illness each year. Iowa Total Care was proud to be a presenting sponsor for the 2023 NAMI walk. NAMI is an alliance of more than 600 local affiliates who work in different communities to raise awareness and

provide support and education that was not previously available to those in need. The walk supports mental health education and is a great opportunity to learn about a great cause. During this event, Iowa Total Care was also the largest walk group with over 160 Iowa Total Care participants!



Green to Go – Giving Back to Four Communities in Iowa

In 2023, Iowa Total Care gave out free fresh produce to four different communities in Iowa. During the Green to Go events, Iowa Total Care was able to serve the communities of Des Moines, Cedar Rapids, Sioux City, and Corning.

Highlights include:

- Giving out a total of 44,540 pieces of fresh, free produce including peppers, potatoes, bananas, apples, and pears.
- Serving 2,000+ attendees.
- And working with 50+ community partners.

Iowa Total Care will continue our Green to Go outreach in 2024 to continue promoting healthy living through healthy eating.

Education Support

We are dedicated to improving the health of the community, one person at a time. Iowa Total Care partners with organizations across the state to help support and provide education opportunities to our members such as:

DMACC Scholarships

Iowa Total Care and DMACC have partnered to create a joint scholarship program. This certificate program is called Direct Support Professional Developmental Disabilities:

www.dmacc.edu/careertraining/certificates.

This program continues Iowa Total Care's commitment to workforce development and partnership with DMACC.

There are currently 28 individuals enrolled:

- 17 employees from eight providers.
- 10 Iowa Total Care members.
- One Molina member.

Back to School Events

Iowa Total Care was proud to partner with Back-to-School Iowa for the annual Back 2 School Bash to help provide back to school supplies and support education. It was a great way for us to share our mission and to lend a helping hand by volunteering. Held at the John R. Grubb YMCA, the event had enough school supplies for approximately 1,000 students.

100 Literacy Program

100 Providers will be one of Iowa Total Care's biggest initiatives for 2024. Studies show that people with higher levels of education tend to live longer, healthier lives. This means access to educational and literacy tools is a social determinant of health.

Through the 100 Providers Literacy Program, we can help bring literacy to life. To support these efforts, we plan to distribute donations and literacy kits to 100 providers across the state to help support patients and members literacy needs. Providers will have the flexibility to purchase children's books for their waiting areas, distribute books to patients, enhance any library initiatives, etc. to support readers' literacy advancement.

For questions, please contact Peggy Mongar at Peggy.Mongar@iowatotalcare.com.

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



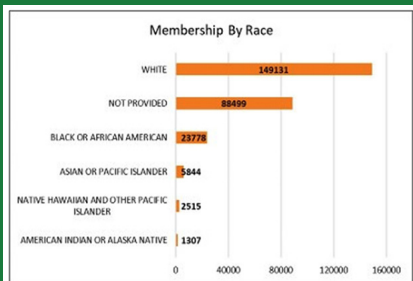
Iowa Total Care was recently named a 4-star NCQA health plan. The overall rating is the weighted average of a plan's HEDIS® and CAHPS® measure ratings. This award is thanks to Iowa Total Care's staff and their commitment to transforming the health of our community, one person at a time.

Race, Ethnicity, and Language (REL) Data

Iowa Total Care tracks REL data through monthly, quarterly, and annual reporting. We want to make sure we are sharing our rich and diverse membership with our providers. Below are two charts depicting REL numbers thus far in 2023.

Iowa Total Care Membership Population Statistics Overall Population: 264,578

Race/Ethnicity Charts

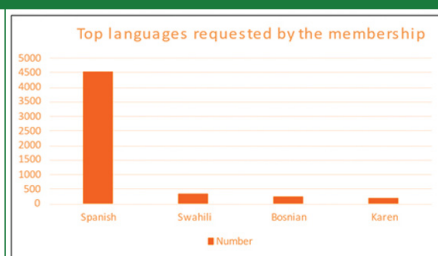
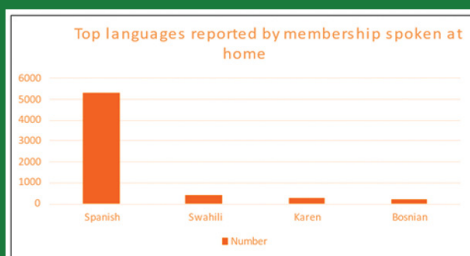


Top 3 Race and Ethnicity	
Race	
1. White	
2. Not Provided	
3. Black or African American	
Ethnicity	
1. Not Provided	
2. Non Hispanic	
3. Hispanic or Latino	

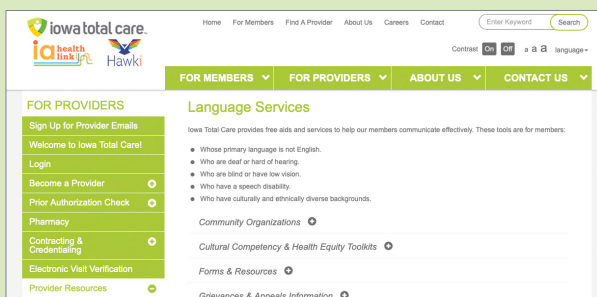
Iowa Total Care Language Data

A majority of Iowa Total Care's membership speak English (91.37%) followed by Spanish (4.26%). This correlates with the state census data. Members who note Spanish as their preferred language utilize interpretation services the most (65.2%). Indicating most members speak English with Spanish as the second most spoken.

Language Charts



We'll continue to share our diversity statistics at least annually with you. [Please reach out](#) if you have questions or request additional information.



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 [Language Services page](#) provides access to:

- Community organizations.
- Cultural competency and health equity toolkits.
- Forms and resources such as:
 - Interpretation services poster,
 - Language services request forms,
 - Language services quick reference guide, and
 - Much more!
- Grievances & Appeals information.

For easy access, language resources can also be found on our [Manuals, Forms, and Resources](#) and [For Providers](#) webpages.

New Pharmacy Benefit Management Starting 2024

We are pleased to announce that, effective January 1, 2024, Express Scripts® will begin processing pharmacy claims for our plan members.

Express Scripts is a pharmacy benefit management (PBM) company serving more than 100 million Americans. Express Scripts Pharmacy delivers specialized care that puts patients first through a smarter approach to pharmacy services. Prior to January 1, 2024, continue to submit claims using the CVS/Caremark platform:

RxBIN: 004336
RxPCN: MCAIDADV
RxGroup: Rx5477

Effective January 1, 2024, pharmacists should plan to use the following processing information to submit claims:

RxBIN: 003858
RxPCN: MA
RxGroup: 2EGA

Members have been notified in advance and will receive a new ID card with updated pharmacy information, so that they are prepared to begin having their prescriptions filled at participating network pharmacies when this change occurs. Providers can direct members to call the Member Services phone number listed on their ID card should they have questions about this change.

Please [contact](#) your Provider Relations Representative with any additional questions. Thank you for the care you provide to our members.

Welcome Vision Providers!

Visit the NEW www.envolvevision.com, to determine what plans are covered in your state, see member ID cards, and find valuable provider education.

If you are a contracted Enolve Vision provider, [click here](#) to register now. Once you have created an account, you can use the Eye Health Manager provider portal to:

- Verify member eligibility
- Manage Claims
- Check the status of a claim
- Review past claim submissions
- Reprint EOBs
- View office manual and plan specifications
- View Enolve Vision's policies and procedures

You have three (3) ways to update your information for the Provider Directory:

- Complete and submit the following form: [Online Provider Update Form](#)
- Call us at 800-531-2818 or
- Email us at: Enolve_AdvancedCaseUnit@EnolveHealth.com

Click [here](#) for more Provider Update Forms

Provider Login

Username

Case Sensitive. Max 30 characters

Password

Case Sensitive. Max 30 characters

[Forgot Password?](#)

Login

The secure on-line Eye Health Manager is available to all participating Providers. By logging in to this site, you indicate your acceptance of the Online Health Information Sheet, Disclosure, and Access Agreement.

Enolve Vision Provider Resource Reminder

Enolve Vision is the administrator of vision benefits for Iowa Total Care. Participating providers have access to the secure online portal, Eye Health Manager (EHM). The EHM is available 24/7 at envolvevision.com/logon. Information on how to access the portal and create a username and password is included in the 'Provider Welcome Letter' and can be provided upon request.

The EHM gives the providers the ability to:

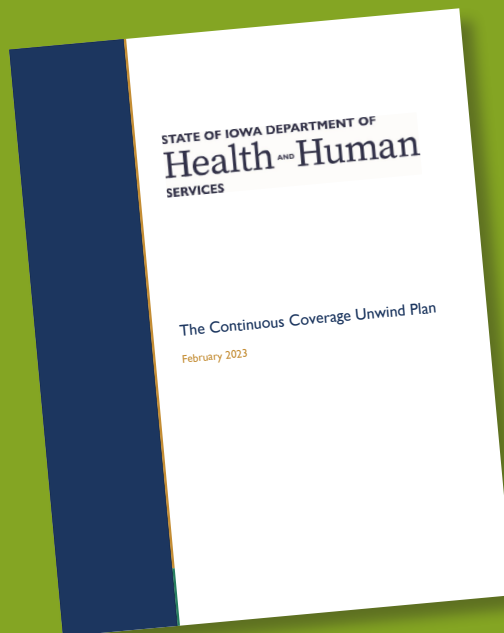
- Verify member eligibility and benefits.
- File claims.
- Review claim status.
- Download, research, and reprint Explanation of Benefits (EOB)/Explanation of Payments (EOP).
- Request/submit secure, HIPAA-compliant prior authorizations.

Providers also have access to:

- Provider manual.
- Plan specifics.
- Policies and procedures.
- Forms.
- Educational webinar schedule.
- Group benefit information.
- Newsletters.
- Announcements.

Thank you for being our partner in care. We appreciate the opportunity to work with you to provide quality vision services to Iowa Total Care members.

Contact Enolve Customer Service at 1-833-564-1205 for questions regarding claim payments or denials.



End of Medicaid Continuous Coverage

When COVID-19 first began, there was a rule put in place to make sure all of Iowa Medicaid members received healthcare coverage, no matter if they were eligible for the program or not. This rule is known as the Continuous Coverage Requirement. As of April 1, 2023, this rule has ended. This means your patients will now go through a review process to see if they qualify for Iowa Medicaid coverage.

To verify if a patient is still enrolled in Medicaid, view the ELVS system at the time of service. Eligibility requirements will continue to take place on the first of the month, so members who are no longer eligible will not lose coverage mid-month.

If you see a patient who no longer has Medicaid coverage, you can direct them to reapply. They should call Iowa Department of Health and Human Services (Iowa HHS) Contact Center at 1-855-889-7985. Members should also call Iowa HHS to update their contact information to ensure they receive their renewal materials at their current address.

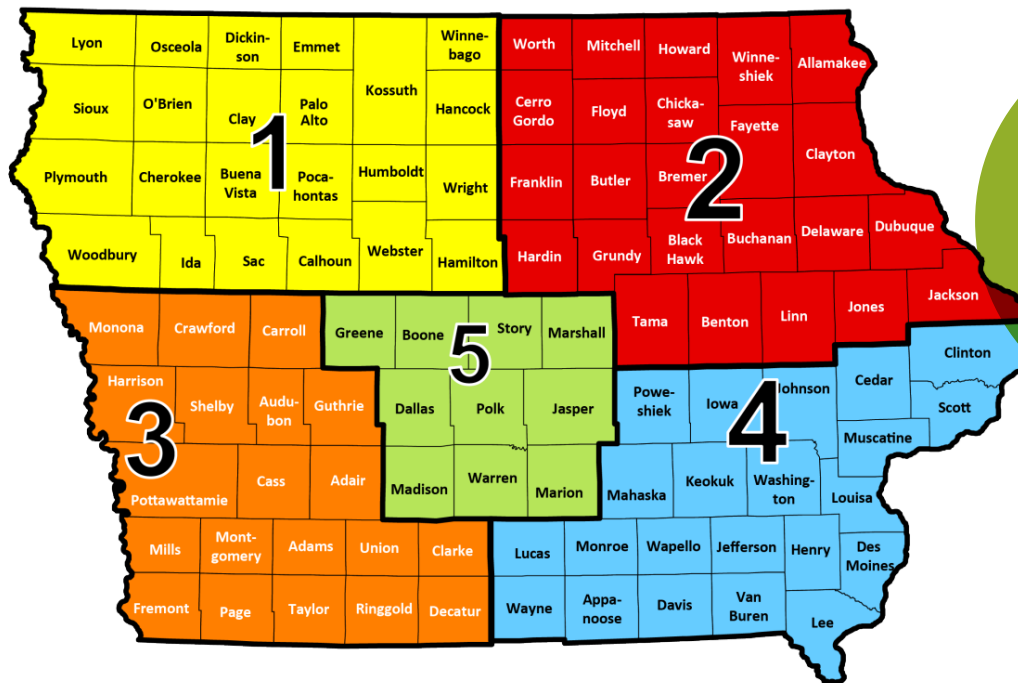
The latest information about the end of continuous coverage and the eligibility process is available on the Iowa HHS **COVID -19 Unwind** webpage.


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.