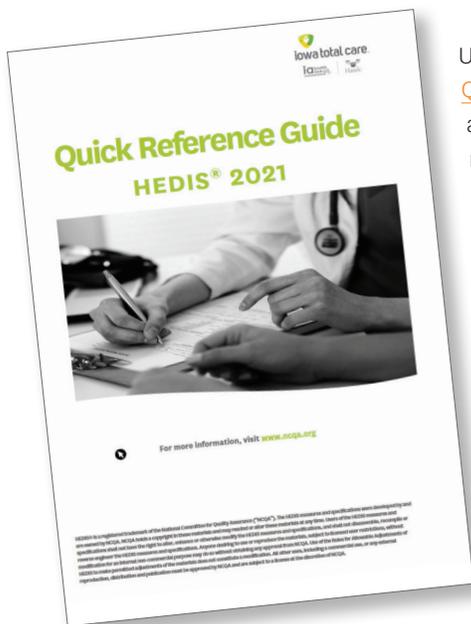


Welcome to the Iowa Total Care Provider Newsletter, where we share news, training opportunities and more with our provider network!

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.**

Your Go-To HEDIS® Guide



Use Iowa Total Care's [Quick Reference Guide](#) to answer all your HEDIS-related questions. This guide will cover topics such as controlling high blood pressure, lead screening in children and more. You can find this guide on the [Manuals, Forms and Resources page](#) at iowatotalcare.com.

Help Keep Colon Cancer at Bay

As colorectal (colon) cancer is the third leading cause of cancer death in the United States, it's important to ensure members get a colorectal cancer screening. **The Centers for Disease Control and Prevention and the U.S. Preventive Services Task Force recommend that everyone 45 to 75 years old get a colorectal cancer screening.**

Those with a family history of the disease or with other conditions that could lead to colorectal cancer may need to get screened earlier. Early detection is vital, especially for the African American population, as African Americans have a higher risk of death from colorectal cancer than any other racial or ethnic group in the US.

Here are some are some educational resources for patients and providers alike:

- [What is Colorectal Cancer?](#)
- [What Should I Know About Screenings?](#)
- [How to Reduce the Risk of Colorectal Cancer](#)
- [Questions for Patients to Ask Doctors About Colorectal Cancer](#)

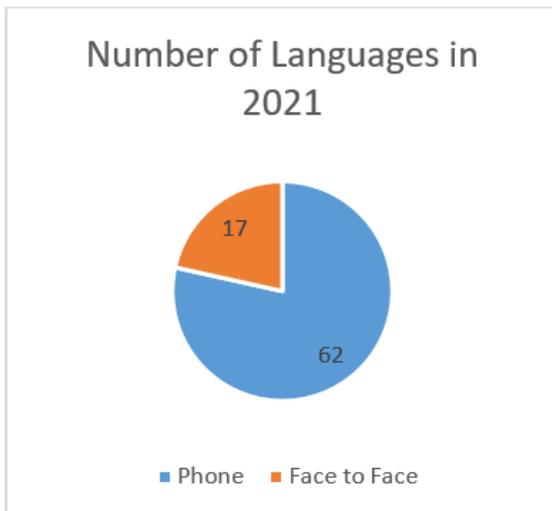
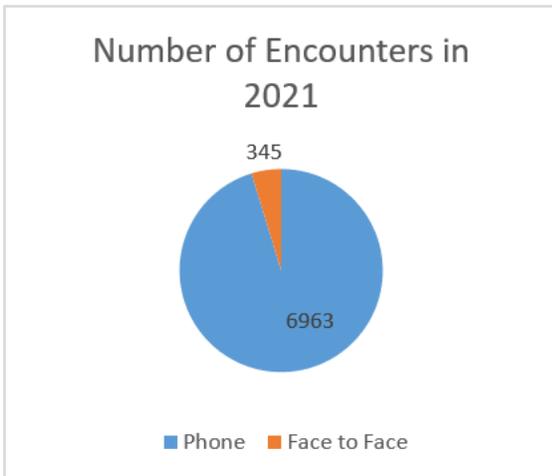
Health Equity

Iowa Total Care Cultural Competency

A major component of delivering quality healthcare is treating the whole person and not just the medical condition. Iowa Total Care strives to understand and address a member's culture, language, beliefs and backgrounds to effectively communicate. Practicing cultural and linguistic competency allows us to provide respectful and responsive care to patients with diverse values, beliefs and behaviors, including tailoring healthcare delivery to meet patients' social, cultural and linguistic needs.

Better cross-cultural and linguistic communications can play a role in reducing health disparities prevalent throughout Iowa. Iowa Total Care estimates that our membership represents **over 140 spoken languages and cultures** with 7.65% of the Iowa Total Care population identifying as speaking a non-English language. The most common non-English language is Spanish, which is spoken by 3.9% of the Iowa population.

Here is a recap of the language services Iowa Total Care provided in 2021!



Upcoming Training Opportunities

Iowa Total Care offers trainings for both behavioral health and physical health providers in our network at no cost. Trainings are completed through virtual instructor-led webinars. Visit our [Provider Trainings & Webinars page](#) to register for a training session!

Here are a few of the current educational opportunities:

- Adverse Childhood Events (ACE)
- Screening Brief Intervention and Referral to Treatment (SBIRT)
- Adult Mental Health First Aid (MHFA)
- Youth Mental Health First Aid (YMHFA)

Project ECHO (Extension for Community Healthcare Outcomes)

Project ECHO is a lifelong learning and guided practice model that revolutionizes medical education and amplifies local capacity to provide best practice care for underserved people locally and all over the world. Visit our [Provider Trainings & Webinars page](#) to register for the Iowa Primary Care Association's Project ECHO trainings. Learn more about these sessions on the [Project ECHO flyer](#).



Spotlight



Supporting Workforce Retention

As part of Iowa Total Care’s commitment to our providers and workforce retention, three organizations in our network were awarded mini grants of **\$15,000** each.

- Iowa Association of Community Providers (IACP)
- Iowa Behavioral Health Association (IBHA)
- Iowa Health Care Association (IHCA)

One organization used the grant to establish a leadership development training scholarship program for middle managers at long-term care facilities in Iowa. Thanks to Iowa Total Care’s support, 40 middle managers will now receive scholarships for the American Health Care Association’s Paraprofessional Healthcare Institute (PHI) Coaching Supervision course!



New Initiatives

Two New Explanation of Payment (EOP) Codes

The EOP now includes these EX codes to help ease the identification of reconsideration decisions:

- **EXh7:** The reconsideration decision is overturned. Providers will receive this code if there is a payment on the EOP.
- **EXhA:** The reconsideration decision is upheld. Providers will receive this code if the reconsideration decision is upheld and thus no payment is reflected.

Please contact your [Provider Relations Specialist](#) with questions.

Provider Tip: Downcoding

In response to provider outreach to our Provider Relations Specialists, Iowa Total Care wants to remind providers of a payment policy related to [Evaluation and Management \(E&M\) Overcoding](#).

The E&M Overcoding policy was put in place by our Coding & Analytics team on March 3, 2021. This is a pre-payment edit on E&M claims that reviews the code billed in relation to the diagnostic codes also used on the claim. Pre-payment decisions can be overturned if/when providers file a claim dispute submitting medical documentation to support the level of E&M code they billed.

Routine analysis by an internal Iowa Total Care team will modify those edits for a particular provider if needed. Providers that disagree with denials or downcoding can dispute and attach the medical documentation to support that billing.

Limited Doula Services Currently Available for African American/ Black Identifying Individuals

According to the [Iowa Department of Public Health](#), a doula is a trained, non-medical professional who will provide continuous emotional and physical support before, during and after childbirth. Those identifying as Black or African American AND living in a county listed below may contact their local agency to see if they qualify.

Black Hawk County

Allen Women's Health: 319.235.5090
Black Hawk County Health Department: 319.291.2413 (ask to speak with Michelle or Tonya)

Dubuque County

Dubuque Visiting Nurse Association: 563.556.6200 x1916

Polk County

EveryStep: 515.558.9946

Scott County

Scott County Health Department: 563.328.4114

Policy Review

New, Revised, Retired: Clinical & Payment Policy Review

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 Policies page](#) on our website.

Coming Soon:

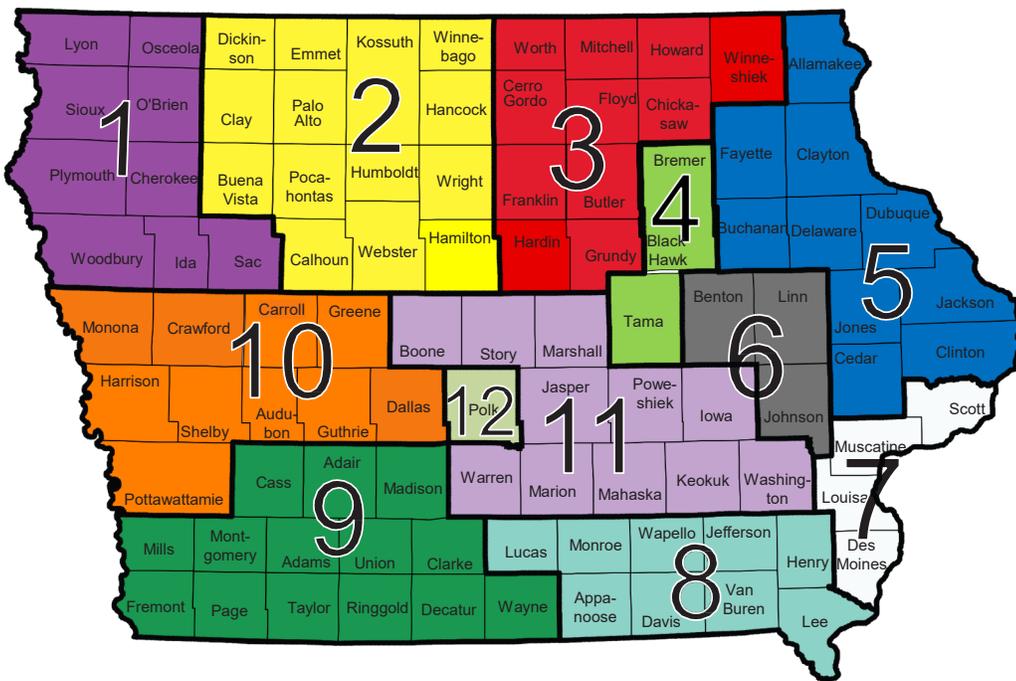
New Provider Engagement Model

Spring is just around the corner and so are some exciting changes in the Provider Relations Department! Iowa Total Care is looking forward to sharing our enhanced **Provider Engagement Model** with you later this season.

This model includes new service maps, contacts and other important website updates. Watch your mailbox for more information and also in our next newsletter!



Provider Relations Specialists Support You



Have you connected with your Provider Relations Specialist?

Refer to our [Provider Relations Territory Map](#) to locate a Provider Relations Specialist near you.



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. – 6:00 p.m.