

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.**



Mental Health Awareness Month

May is Mental Health Awareness Month, and it's important we provide behavioral health support to those we serve. Iowa Total Care offers an online tool for our adult members called **myStrength**, which can be found on our [website](#). This tool can help members build emotional strength, find inspiration and stories of hope, receive support for their mind/body/spirit and track their progress along the way.

Mental health services are also available for Iowa Total Care members via the **Babylon app**. Members can download the Babylon Health app and schedule video appointments to meet with behavioral health providers Monday through Friday, 7:00 a.m. to 7:00 p.m. Find more information on our [telehealth page](#).

Iowa Total Care also provides social-emotional support for kids on the [Doc's Kids Club page](#). Here, a section called **Doc & Friends** houses links to Sesame Street in Communities resources that help kids develop skills like managing emotions and making good choices.

If a member has a behavioral health concern, Iowa Total Care can help through our **FREE crisis support line** to assist with depression, mental illness, substance use and other behavioral health needs. The toll-free phone number is **1-833-404-1061 (TTY: 711)**. The line can also help members locate a provider in their area.

Additional **mental health resources** can be found on the [National Alliance on Mental Illness website](#), [Your Life in Iowa website](#), [Mental Health America website](#) and the [Iowa Healthiest State website](#).



Prescribing Antipsychotic Medications

Antipsychotic medications are effective in treating symptoms of certain mental health illnesses such as schizophrenia and bipolar disorder, in addition to a range of emotional problems.

Despite benefits for many, antipsychotics may have significant side effects such as:

- Considerable weight gain and obesity-related complications
- Diabetes
- Cardiovascular issues such as hypertension
- Hypercholesterolemia
- Movement disorders

It's important to perform a metabolic baseline test and ongoing annual testing for all patients (children through adults) who take antipsychotic medications.

Ensure all patients prescribed antipsychotic medications have the appropriate metabolic testing.

** CPT Codes HbA1c Test: 83036, 83037 Glucose Test: 80047, 80048, 80050, 80053, 80069, 82947, 82950, 82951 LDL-C (Cholesterol) Test: 80061, 83700, 83701, 83704, 83721 **

(The HEDIS measure for Metabolic Monitoring for children requires both LDL-C and HbA1c/Glucose testing.)

Before prescribing:

- Conduct a thorough physical exam of your patient.
- Ensure patients have been appropriately evaluated and diagnosed.
- Collaborate with and refer patients to mental health professionals.
- If intended as short-term intervention, note the Stop Date and schedule the follow-up.



- Educate patients about possible side effects that must be monitored with regular blood tests.
- Tell patients why it's important to keep appointments with all treating providers.

Next steps—talk with your patient about:

- How to take the medication
- How they work
- Medication benefits
- How long the patient should take them and why it's important to keep taking medication even if the patient begins feeling better

We're here to help. We support our provider partners with quality incentive programs and are dedicated to our local market. **Please contact us** through your local Provider Relations (PR) representative or Clinical Quality Consultant (CQC) if you need assistance with these recommendations. Call 1-833-404-1061 (TTY: 711) or visit our website at iowatotalcare.com for more information.



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!



Spotlight



MEMBER STORY:

Member-Provider Connection Saves Lives

An Iowa Total Care member had multiple untreated health issues, but no providers. The member's conditions included high blood pressure, arthritis, COPD, anxiety, vision impairment and soon-to-be-diagnosed cancer. When the member asked a Case Manager to arrange a connection with a physician, one thing led to another. Now, the member is being treated by a team of PCP healthcare specialists, including a physician, therapist, psychiatrist, optometrist and surgeon.

Because the team of providers treated the whole person with kindness, dignity and respect, Stage 2 cancer was discovered in time to operate. This member continuously expresses gratitude to the Case Manager and the Iowa Total Care healthcare team for their support and intervention. Getting the total care of needed attention, medications and treatments, plus an early cancer diagnosis, was – in the member's own words – “life-saving.”

Saving lives. That's why we do what we do.



Announcements

PRESCRIPTION DRUG LIST CHANGES



In November, Iowa Medicaid published [Informational Letter 2291](#), which moved Vyvanse from “preferred” to “non-preferred, and Clinical PA criteria apply” as shown on page 3 of that letter. The Clinical Prior Authorization criteria can be found on the [Iowa Medicaid Preferred Drug website](#).

Additionally, there are alternative medicines that can be utilized. For anyone in the age group 6–20, dextroamphetamine sulfate ER and amphetamine-dextroamphetamine ER are long-acting medications in the amphetamine family that do not require a prior authorization.

There are also several long-acting medications in the methylphenidate family that **do not** require a prior authorization for this age group. For adult patients, any previously approved and in-date prior authorization for Vyvanse continues to be honored.



Prior Authorization for Drugs

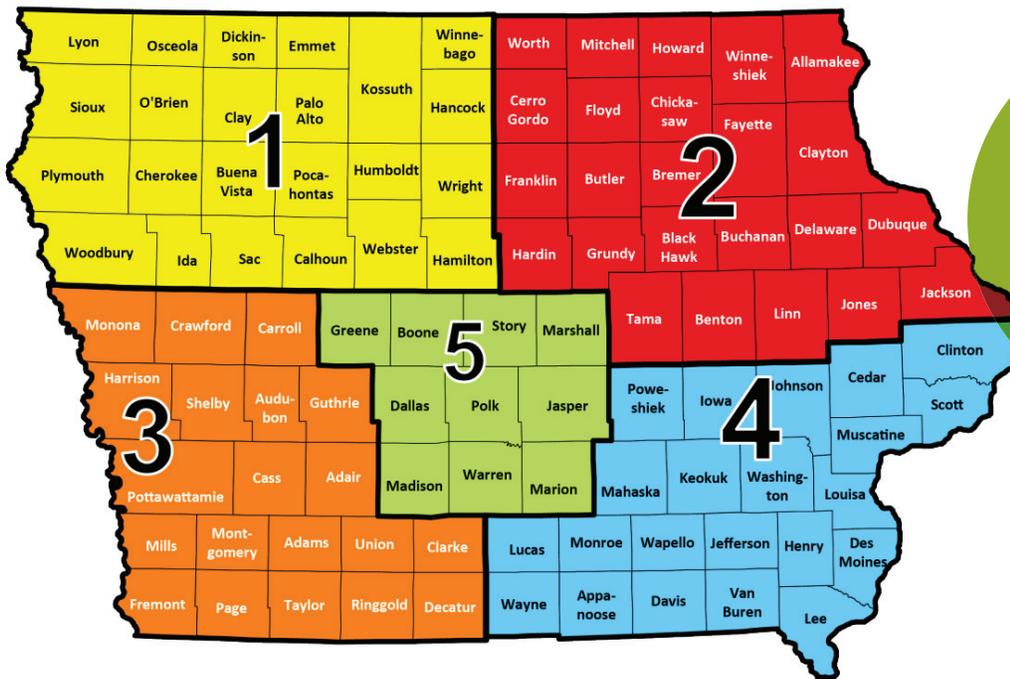
As of **July 1, 2022**, medical benefit prior authorizations for drugs are required to be determined by the next business day from the request date. Additional information will be requested within 24 hours of receipt of prior authorization request. We are bringing this to your attention because this may impact prior authorizations submitted later in the day on Fridays. Please reach out to the Iowa Total Care pharmacy team with questions: ITC-Pharmacy@IowaTotalCare.com.

Policy Review

New, Revised, Retired: A 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.

New Provider Engagement Model & Provider Relations Specialist Territory Map



View the updated [Provider Relations Territory Map](#) to find the Provider Relations Specialists assigned to each region.

Iowa Total Care evaluated the structure of the Provider Relations department and subsequently created a new Provider Engagement Model. This new approach will better align staff skill sets to support our many provider types. We believe this new 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 base by provider type, support the needs of our providers in a more in-depth way and provide comprehensive support to providers 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. – 6:00 p.m.