



iowa total care™



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## Care and Risk Gaps –Daily View

Provider Portal

*Why we're in business*

**OUR PURPOSE**

Transforming the health of the community, one person at a time

*What we do*

**OUR MISSION**

Better health outcomes at lower costs

*What we represent*

**OUR PILLARS**



Focus on the Individual



Whole Health



Active Local Involvement

*What drives our activity*

**OUR BELIEFS**

We believe healthier individuals create more vibrant families and communities.

We believe treating people with kindness, respect and dignity empowers healthy decisions.

We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well.

We believe in treating the whole person, not just the physical body.

We believe local partnerships enable meaningful, accessible healthcare.

# Iowa Total Care Provider Portal – Interpreta Demo

Eligibility Patients Authorizations Claims Messaging

Viewing Dashboard For : TIN  Plan Type Health Plan

**Now LIVE! Daily Care and Risk Gap Analytics for Better Patient Care**

PCP providers can now access Interpreta's Daily Care Gaps tool to help identify and close patient care gaps. Case studies and other trainings will soon be available on this page.

Reach out to your plan's Provider Services/Provider Performance Team if you:

- Have any questions about this new feature, or
- Want to view the case studies and trainings now

[What you need to know about COVID-19](#)

### Quick Eligibility Check

Member ID or Last Name  Birthdate

- Add a TIN to My ACCOUNT >
- Manage Accounts >
- Reports >
- Patient Analytics >
- Provider Analytics >
- Care and Risk Gaps - Daily View >**

# Interpreta TIN Dashboard

Great! You've made it to the dashboard page of Interpreta. The first page is the TIN dashboard. Here we can see HEDIS performance for all providers that are associated with your TIN.

In this example, the TIN has closed 47% of the total care gaps, as indicated in the color-coded circle.

Search for members or providers 🔍

QUALITY 34% MEMBERS

HEDIS Status: All

EXPORT DATA

**Interpreta**

**Your Health Plan**

PROVIDER ORGANIZATION



## HEDIS Compliance Alerts

PROVIDER ▲	DENOMINATOR	COMPLIANT	DUE	OVERDUE	FAILED
Abilez, Adrian J	1,383	614 44%	14 1%	512 37%	243 18%
Adamczyk, Devin A	10	4 40%	0 0%	4 40%	2 20%
Ade, Chris J	4	3 75%	0 0%	1 25%	0 0%
Adelgren, Val T	5	4 80%	0 0%	1 20%	0 0%
Aduddell, Ash P	3	1 33%	0 0%	2 67%	0 0%
Akau, Val C	2	0 0%	0 0%	0 0%	2 100%
Alatorre, Ash D	18	7 39%	0 0%	11 61%	0 0%
Alattar, Val E	3	2 67%	0 0%	1 33%	0 0%

Select the first provider to see HEDIS performance at the provider level.

HEDIS Measures

Sort by: Name

- AAAB Avoidance of Antibiotic Treatment for Acute Bronchitis/Bronchiolitis  
ELIGIBLE: 135  
37% 0% 0% 63%
- AAP Adults' Access to Preventive/Ambulatory Health Services  
ELIGIBLE: 690  
80% 0% 20% 0%
- ABA Adult BMI Assessment  
ELIGIBLE: 181  
25% 0% 75% 0%
- ADD1 Follow-Up Care for Children Prescribed ADHD Medication - Initiation phase  
ELIGIBLE: 25  
60% 0% 0% 40%

# Interpreta Provider Dashboard



**Abilez, Adrian J**  
PROVIDER

All HEDIS Measures

Denominator Alerts: 1,383   Eligible Alerts: 1,387   Excluded Alerts: 4



Here we can see HEDIS performance for a single provider. This provider has closed 44% of all total care gaps.

A user can export care gaps by selecting the blue hyperlink beneath Compliant, Due, Overdue, or Failed alerts.

Search for members or providers



Status: All

EXPORT DATA

Below the provider performance will be a list of members in the Selected provider's panel. Selecting a member will navigate the user to a single member's care gaps.

Select the last member below.

HEDIS Compliance Members

NAME ▲

<b>Abboud, Dewitt K (39 M)</b> HCA-3332, E51CE7A0F612F12BF40BA36F167C60AE, MCAID51CE7A0F612F12BF40BA36F167	AAP	Compliant		
<b>Acevado, Buster J (24 M)</b> 52C35A76B566A5C4D328EB2DBF44D7C2, MCAID52C35A76B566A5C4D328EB2DBF4	AAP	Overdue	Jan 01 2017	Dec 31 2017
<b>Ackliss, Jonathon B (9 M)</b> D54C8B642C4F686DF448C135A599B69A, MCAID54C8B642C4F686DF448C135A59	ADV	Compliant		
	CAP	Compliant		
<b>Adolf, Clemencia M (23 F)</b> 1788E2E11FC1FE2DEF91FAA23BE014A3, MCAID1788E2E11FC1FE2DEF91FAA23BE	AMM2-LKA	Due	Jan 25 2018	Apr 19 2018
	AMM3-LKA	Due	Jan 25 2018	Aug 14 2018
<b>Aeling, Javier V (51 M)</b> 8E0F2D2AC8AB299D5876CD738C66C468, MCAID8E0F2D2AC8AB299D5876CD738C6	AAP	Compliant		
	CDC1	Compliant		
	CDC10	Overdue	Oct 24 2017	Dec 31 2017
	CDC2	Overdue	Jul 27 2017	Dec 31 2017
	CDC3	Overdue	Oct 24 2017	Dec 31 2017

Bronchitis/Bronchiolitis  
ELIGIBLE: 14

AAP **77%** 0% 23% 0%

Adults' Access to Preventive/Ambulatory Health Services  
ELIGIBLE: 253

ABA **0%** 0% 100% 0%

Adult BMI Assessment  
ELIGIBLE: 3

ADD1-LKA **100%** 0% 0% 0%

Follow-Up Care for Children Prescribed ADHD Medication - Initiation phase (Look Ahead)  
ELIGIBLE: 2

ADV **57%** 0% 43% 0%

Annual Dental Visit  
ELIGIBLE: 84

# Iowa Total Care Member Resources

## Transportation Services

Non-emergency medical transportation to appointments at no cost. Call Iowa Total Care at **1-833-404-1061** (TTY 711), **then press 2 for member services, then 1 for transportation.**

## Video Appointments with a Doctor

We have partnered with Babylon Health to give 24/7 access to medical care at no cost to Iowa Total Care members. Members can schedule through the Babylon App or call **Babylon Health** directly at **1-800-475-6168** (TTY 711).

## Free Smartphone from SafeLink Wireless

Iowa Total Care is proud to be working with SafeLink Wireless. This program is offered at no cost to you. Members who qualify get a free smartphone and up to 350 minutes per month. Unlimited texting is included too. To apply for this program, visit **safelink.com** and use promo code **IATOTALCARE** or call **1-877-631-2550**.



## 24/7 Nurse Advice Line

Staffed with registered nurses. Assistance in English and Spanish is available. If you speak a different language, you can ask for an interpreter. To access the **24/7 Nurse Advice Line**, call Iowa Total Care at **1-833-404-1061** (TTY 711).

## Language Access Services

Access to interpreters over the phone or face-to-face. You can get interpreters for American sign language, too. Just call Iowa Total Care at **1-833-404-1061** (TTY 711) for help.

## FindHelp.org

Online tool that connects people in need to the programs that serve them. You can search for places that can help with food, housing, transportation, jobs and more! To find resources near you, just log on to **IowaTotalCare.com**, listed under the Helpful Links section. Then enter your ZIP code to find help near you.



# Iowa Total Care Provider Resources

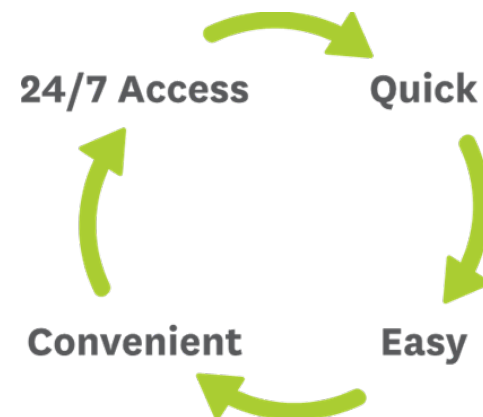
Get the tools you need at [iowatotalcare.com](http://iowatotalcare.com)

From the Providers tab on our website you can access:

- ✓ Training on programs and gap closure support to fit your practice needs
- ✓ [Manuals, forms and HEDIS tip sheets](#) to assist with caring for your patient

From the Provider Portal ([provider.iowatotalcare.com](http://provider.iowatotalcare.com)), you can:

- ✓ Click on **Patient** and select member's name to access patient's medical records
- ✓ Click on **Authorization** to create or view status of submitted prior authorizations
- ✓ Click on **Claims** to review status of submitted claims



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Questions?

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