



Provider Watch: November 2020

Welcome back to Iowa Total Care's monthly update.

Provider Watch is a publication to ensure that all network providers have the information and resources they need to serve our members.

Provider Relations Representatives are available to help address your complex claims concerns or provider education requests. Representatives are assigned to specific regions and provider groups, and can be contacted directly. Access the updated map [here](#).

Visit our website

Did You Know?

Provider Accessibility Initiative and Survey Has Started

Iowa Total Care continuously works to remove barriers that prevent our members from accessing quality healthcare because we have a responsibility to make it simple to get well, stay well, and be well.

To continue this mission, Iowa Total Care has launched our Provider Accessibility Initiative (PAI). The goal of the PAI is to improve member access and health outcomes by increasing the percentage of practitioner locations and services in our network that meet minimum federal and state disability access standards.

We Need to Hear From You!

In order to ensure your disability access is current and accurate, we ask you to complete the [survey](#). Please fill it out to the best of your abilities, for every service location where you serve Iowa Total Care members.

We thank you for your continued commitment to providing equal access to quality healthcare and services that are physically and programmatically accessible for our members with disabilities and their companions.

If you have any questions, please contact our Provider Services staff at 1-833-404-1061 or contact your [Provider Relations Specialist](#).

[Access the survey.](#)

AuntBertha.com Has New Name

Iowa Total Care's online community resource tool, AuntBertha.com, is now called [Findhelp.org](https://www.findhelp.org). While the name has changed, its mission to connect all people in need of the programs that serve them (with dignity and ease) remains unchanged. If you are working with one of your ITC members with a social determinant of health need and you need additional assistance, visit Iowa Total Care's website or call Member Services at 1-833-404-1061 (TTY: 711). [Findhelp.org](https://www.findhelp.org) is accessible to the public and has resources available in Spanish.

Remind Members About Flu Shots

It's Flu Season! Recommend the flu shot for your patients, especially those with chronic lung conditions and those who are most vulnerable to the flu. Your encouragement IS the most effective way to ensure they get their flu shot. Remind members that they receive \$10 on their [My Health Pays](#)[®] Visa card when immunized against the flu. Our [website](#) also offers information and answers to frequently asked questions about the flu, including pharmacies closest to the member's residence.

Iowa Total Care (ITC) In the Community

Learn what ITC is doing in the community. [Sign up](#) to receive our monthly Community Outreach Newsletter publication to learn about new programs, and activities that our Community Relations team members are promoting with our provider partners. See the highlights of an ITC guest appearance on Des Moines Spanish radio show, Las Macheteras (and more) in our [November issue](#).

Important Language Assistance Reminder

Iowa Total Care offers members free interpretation services over the phone, in-person, and for Sign Language, at no cost. If you cannot communicate with your patients because of a language barrier, we can schedule an interpreter to help. If the member needs any vital written member materials translated, materials in alternate formats including large print, Braille, or to schedule an interpreter, please call Iowa Total Care Provider Services at 1-833-404-1061 or TTY/TDY: 711.

Please Avoid Using Minors, Family Members, or Friends as Interpreters

Iowa Total Care strongly discourages the use of family members or friends, especially minors, as interpreters for ITC members. Using an untrained interpreter may result in miscommunication of medical information and compromise quality of care. It may also cause embarrassment when discussing sensitive topics. If a member declines interpretation services, it is best practice that providers document such in the medical record. In addition, it is also recommended that an interpreter be offered for every encounter regardless of whether the member has refused the service in the past. For questions or more information, please contact Iowa Total Care Provider Services at 1-833-404-1061.

HEDIS Season is Right Around the Corner!

Iowa Total Care is getting ready for 2021 HEDIS chart chase and medical record review. This means you may hear from us to verify contact details or questions about access to medical records.

Chart chases and medical record reviews will officially begin in late January/early February.

More information will be provided in next month's Provider Watch as to what you can

expect during the 2021 HEDIS audit!

Stay Informed on the Latest Clinical & Payment Policies

Iowa Total Care publishes its Clinical and Payment Policies on our [website](#). Publishing this information will help providers stay updated on changes to policies. These policies are developed based on medical literature and research, industry standards and guidelines as published and defined by the American Medical Association's Current Procedural Terminology (CPT®), Centers for Medicare and Medicaid Services (CMS), and public domain specialty society guidance, unless specifically addressed in the fee-for-service provider manual published by the state of Iowa.

Join our mailing list!

Stay connected by [signing up](#) for email updates from Iowa Total Care.

Provider Services Hours: Monday through Friday: 7:30 a.m. – 6:00 p.m.

Provider Services Phone Number: 1-833-404-1061

Find the ITC Provider Relations Specialist in your area [here](#).