



## Provider Report: Winter 2021

We at Iowa Total Care (ITC) are happy to “see” you again. Winter is here and we have highlighted some seasonal articles for you. Don’t forget to contact your [Provider Relations Specialist](#) with any requests you might have that can be included in the next quarterly publication.

We hope you will enjoy this information, and as always, we thank you for your partnership in transforming the health of the community, one person at a time.

[Visit our website](#)

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### Apply for Grant Funding to Improve Your Members' Accessibility to Your Office

As announced in the Provider Alert emailed to providers and posted on our website January 13, 2021, in partnership with the National Council on Independent Living (NCIL), ITC is encouraging providers who need help to provide better member access to services at their locations to respond. The Barrier Relief Fund RFP can be found at <https://ncil.org/iowabrf/>. If you are interested in learning more about the details for a response, this website has the necessary information. The deadline for submission of a response to this RFP is **Friday, February 28, 2021 at 5:00 p.m. Central Standard Time**.

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### Cultural & Social Resources to Enhance Member Care

A major component of delivering quality healthcare is treating the whole person and not just the medical condition. Iowa Total Care and its providers must understand a member’s level of health literacy and language skills, as well as demonstrate sensitivity to differing cultural influences, beliefs and backgrounds in order to communicate effectively. This helps to promote positive health outcomes and member participation with their provider by increasing trust and understanding, and decreasing anxiety associated with healthcare.

In order to ensure our member’s whole health is considered, please [visit our website](#) (under [For Providers>Provider Resources>Provider Toolkits](#)) and review the following information regarding:

- ITC’s language access services
  - Cultural competency
  - Health disparities and Social Determinants of Health (SDoH)
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## Member Satisfaction Surveys Begin Next Month

Iowa Total Care (ITC) annually surveys our members using CAHPS<sup>®</sup>, Consumer Assessment of Healthcare Providers and Services, to find out what they think of their personal doctor and the healthcare they received. Questionnaires written in English and Spanish will be mailed in February directly to a sample of our members.

Results are very important to ITC. We take our members' input seriously, using the results to guide improvement efforts throughout the company.

### ***How can you assist?***

Your patients will be able to respond positively about you if you include the following in the visit when appropriate:

- Talk about specific things they can do to prevent illness.
- Stay informed and up to date about care and services provided by others.
- Listen to what they have to say.
- Explain things so that they understand.
- Offer smoking cessation assistance, medication and/or counseling to help them quit.

### ***Interested in learning about our results related to you?***

Please contact your [Iowa Total Care Clinical Quality Consultant](#) for more information. We value your partnership and appreciate your assistance ensuring our members have the best possible experience. Thank you for being our partner in care!

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## Don't Forget to Update Your Provider Accessibility Information (PAI)

This past November, Iowa Total Care (ITC) launched a project to increase the percentage of network practitioners that meet the minimum federal and state disability access standards.

With your help, we want to improve the transparency and accuracy of disability access data in our provider directory. Members are able to view your disability access information in the online Find a Provider tool, and filter for a provider based on their disability access needs.

To ensure your disability access information is complete and accurate, please fill out the survey within the link below for every location where you serve Iowa Total Care members.

We ask this of any network provider that is displayed in our [Find a Provider](#) directory and provides care in a physical location outside of our members' homes.

We thank you for your continued commitment to providing equal access to quality healthcare that is physically and programmatically accessible for members with disabilities. We look forward to working together to provide the best experience possible.

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

**[Complete the survey now.](#)**

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## ITC Provider Portal

If you are having difficulties when accessing the provider portal, try using Chrome or Microsoft Edge instead of Internet Explorer. As of January 1, 2021, the Iowa Total Care Provider Portal no longer supports Internet Explorer.

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# Winter Spotlight

If you are a contracted Iowa Total Care network provider, you have a [Provider Relations Specialist](#) that is assigned to the county in which your organization resides. These staff members are trained, and eager to help with education, training and specific areas of concern. Their goal is to facilitate a strong working relationship with our providers in the partnership of giving the best care to our members and communities.

This quarter's spotlight is on Amber Fricke and Theresa Ellis.

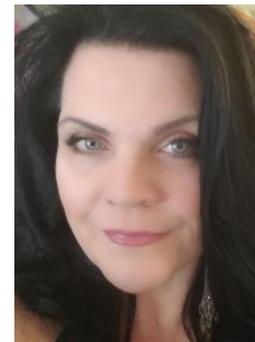
## Amber Fricke

- I went to school at the University of Iowa to be a Radiology Technologist. I worked in Medical Imaging for 10 years and then went to the Cardiac Cath Lab for 7 years. I specialized in Pediatric Congenital Heart Defects as well as Structural Heart and Electrophysiology. I received my Bachelors in Radiation Science in 2019 from PIMA Medical Institute. I have a 9-year-old son, a cat and a 9-month-old Great Dane who weighs 100 lbs and sits 40" tall. I enjoy living in the Des Moines metro as there are so many different things to do and see at any given time. I started at ITC in May 2019; I am the Provider Relations Pod Leader for Health Systems.
- In my free time I enjoy DIY projects, crafts, painting (side business of interior painting, wall murals and crafts). I like to read, go on walks and hikes, swim, cook, decorate cakes and spend time with my family and friends.
- In 2021, I am looking forward to building more relationships with the Health System Providers. I want to be a part of the team that is enhancing and improving the Provider Portal, making it more user friendly. Overall, improving the provider experience so they can focus on the members of ITC.



## Theresa Ellis

- I currently live in Omaha, Nebraska. My background in healthcare covers 14 years of experience in Coding and Billing, Credentialing and Provider Relations.
- I am also a licensed cosmetologist. I no longer work in a salon, but I enjoy helping my family and friends and blessing them with haircuts or coloring to make them feel and look better. (This came in handy during the first few months of COVID.)
- I really enjoy working at Iowa Total Care. I have been blessed to be able to work from home and still have the support of my coworkers and management. Iowa Total Care is focused on training and educating their employees to help them succeed at their career.
- I am looking forward to 2021 to bring happiness to my family and friends. I am also hoping I can finally take the trip I had to cancel in 2020.



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## Provider News Updates

The [Provider News](#) page of the Iowa Total Care website is updated frequently to include important provider information. Previous released *Provider Watch* and *Provider Report* publications are also archived on the [Provider Newsletters](#) page.

Current updates include:

- [Review the Clinical & Payment Policies for the latest revisions](#)
- [Request for Proposal is being released for providers interested in applying for grant funds](#)
- [Issue with Recoupment Project #159777698](#)

## 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](#).