



## Provider Report: Fall 2021

A heartfelt “thank you” to healthcare professionals and community providers for your dedication, commitment, and hard work – and for doing your part in keeping the communities you serve safe and healthy. We look forward to 2022 in the shared vision of providing the best quality of care to our members.

Thank you for transforming the health of the community, one person at a time.

Visit our website

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### Provider Trainings

#### Payspan Provider Training

The final 2021 Payspan webinar training is December 15, 2021 from 12:30 p.m. – 2:00 p.m. CST. To register, use this link:

<https://fuze.me/webinars/register/1159618>

All Payspan webinars are hosted on the *Fuze* webinar application. Participants should join 10 minutes early to complete any required setup, which may include the *Fuze* app download.

The webinar covers the following topics:

- How to register with Payspan (new user)
- How to add additional registration codes to an existing Payspan account
- How to navigate through the Payspan web portal
- How to view a payment
- How to find a remit
- How to change bank account information
- How to add new users

Questions? Contact [providersupport@payspanhealth.com](mailto:providersupport@payspanhealth.com).

#### Project ECHO

Project ECHO (Extension for Community Healthcare Outcomes) is a lifelong learning and guided practice model that revolutionizes medical education and amplify local capacity to provide best practice care for underserved people locally and all over the world.

#### *More About Project ECHO*

Currently, the Iowa Primary Care Association (IPCA) coordinates two Project ECHO series for Iowa Total Care providers. These interactive tele-monitoring programs focus on

Hepatitis C and Behavioral Health, allowing primary care clinicians an opportunity to become experts in delivering specialized care through a mentoring-based initiative.

These programs are available to Iowa healthcare providers, including but not limited to providers, mid-levels, community health workers, counselors, therapists, nurses, behavioral health staff, and pharmacists.

The curriculum is provided at no-cost to our providers. FREE continuing educational credits are offered through Des Moines University.

For more information, please visit the [IPCA ECHO website](#).

### ***December Sessions:***

- **[Behavioral Health ECHO](#)**: 90-minute session: December 10, 2021 from 12:00 p.m. – 1:30 p.m. CST
- **[Hepatitis C \(HCV\) ECHO](#)**: 90-minute session: December 15, 2021 from 11:45 a.m. – 1:15 p.m. CST

If you are interested in participating, please register by emailing [echo@iowapca.org](mailto:echo@iowapca.org) and include your Name, Title and Organization's name. This information can also be found on the Iowa Total Care [website](#).

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## Did You Know?

- Last flu season, approximately 59% of children received a flu vaccine compared to 64% the previous flu season.
  - The [Iowa Total Care Provider Portal](#) now gives you access to daily care gap reports with real-time data! Contact your CQC for a demonstration on all of the reports and data available to you.
  - Differences in health status or access to healthcare among racial, ethnic, geographic and socioeconomic groups are referred to as health [disparities](#). People with diabetes and health disparities have a higher incidence of poor control and complications.
  - Historically, 26% of readmissions to the hospital are medication-related and preventable. Avoiding readmissions and making sure your patients understand what has been told to them is crucial to compliance and healthy outcomes.
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## Behavioral Health Follow-Up

Research shows that people with mental health conditions have more Emergency Department (ED) reoccurring visits in comparison to those with physical ailments. In addition, young patients seen in the ED with undiagnosed mental illness were likely to have progressed to a point of suicidal intent. Young patients are less likely to get reliable care upon discharge. Patients should attend a follow-up appointment within 7 days and 30 days of being seen in the ED for mental illness and alcohol/drug dependence.

It is important to provide regular follow-up therapy to patients after they have been hospitalized for mental illness. A follow-up outpatient visit with a mental health practitioner is recommended within 7 days and 30 days of hospital discharge to make sure that the patient's transition to the community environment is supported and that improvements made during hospitalization are not lost.

### **How to improve patient follow-up:**

- Work with EDs to obtain data exchange reports on your patients seen in the ED for better care coordination.

- Work collaboratively with hospital and office staff to provide proactive discharge planning, member education and aftercare appointment scheduling.
- Maintain appointment availability for patients with recent ED visits or hospitalization.
- Outreach to patients that cancel appointments and reschedule as soon as possible.
- Collaborate with health plan case management.

**HEDIS measures** are used across the country to measure population health outcomes. These measures help support efforts to improve behavioral health, alcohol, and other drug dependence issues.

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## What is Health Literacy?

Health Literacy is the capacity to obtain, process, and understand basic health information and services needed to make appropriate decisions. A patient's level of health literacy can impact how and when they take their medications, their understanding of their health conditions, their attendance at appointments, and the choices they make regarding treatment. Low health literacy has been linked to poor health outcomes, such as higher rates of hospitalization and less frequent use of preventive services. To learn more about signs of low health literacy and what you can do to help, please visit:

[Health Literacy and Cultural Competency Flyer \(PDF\)](#)

[Provider QRG Language Access Services](#)

For questions or concerns regarding cultural or linguistic needs, including questions about interpretation services for Iowa Total Care members please email us at [C&L@IowaTotalCare.com](mailto:C&L@IowaTotalCare.com).

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## Provider News Updates

Iowa Total Care provider news is located on our website under [Provider Alerts](#) and [Provider Watch & Report](#). Please visit our website for the most current up to date important provider news and information.

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## Updated Clinical and Payment Policies

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 have been revised or changed.

For more detailed information about these policies, please refer to the [Clinical and Payment Policies](#) on our website.

**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](#).