



Provider Report: Summer 2021

We at Iowa Total Care (ITC) are happy to “see” you again. Summer 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

Summer Spotlight: Provider Relations Specialists

Brittani Leake

What can you tell us about yourself?

I was born and raised right here in Des Moines, Iowa. I am a graduate of Simpson College in Indianola. I have worked 10 years in the Medicaid environment, and about 8 years now in Provider Relations/Network. I am a mom of a very busy 2.5 year old. He served as administrative assistant to my husband and myself for 15 months during the pandemic.



What do you like about working at ITC?

What I love most about ITC is the willingness of the team to work together for the greater good of our members and providers. I started in 2019. I am so appreciative of my team, and all of the departments I have the opportunity to work alongside.

What are you looking forward to — personally or professionally/work-related?

I have a passion for healthcare. I am finishing my Master of Arts in Health Care Management from Waldorf University. I will graduate in May of 2022.

Rachel Schmit

What can you tell us about yourself?

I live in a small town in Iowa with my husband, Brandon and 2-year-old son, Noah. My husband is a co-owner to a technology company that is right down the road from our home. We stay super active outside of work going on some type of adventure every day. We have quite a bit of family nearby who we love spending time with. I absolutely love being a mom.

What do you like about working at ITC?

I feel my values and vision align very well with Iowa Total Care. I am lucky to have the best leadership team that walks with us every day in our roles. I have developed some awesome co-workers that have turned into friends.

What are you looking forward to — personally or professionally/work-related?

I am looking forward to this fall when I will get to start doing onsite visits with my providers, and looking forward to some in person meetings so I can see my co-workers again.



Stakeholder Advisory Board

Iowa Total Care's purpose is to transform the health of the community, one person at a time. We exist to improve the health of members through focused, compassionate and coordinated care. One way to achieve our purpose is through our Stakeholder Advisory Board (SAB).

The SAB is an opportunity for collaboration between providers, members, members' representatives and health plan staff. Through the SAB, members and providers can share thoughts and ideas to improve the way the health plan works. Meetings take place across the state and online, so it is easy to attend. All meetings are held from 6:00 p.m. to 7:30 p.m. via Zoom.

The board meets four times per year. The next opportunities to join us are:

- September 1, 2021
- December 1, 2021

Members will earn \$25 on their My Health Pays[®] VISA card by attending. Providers may contact their Clinical Quality Consultant or Provider Services at 833-404-1063 to learn more about compensation.

If you would like to join the board, please visit our [website](#).

Breast Pump Program

Iowa Total Care (ITC) launched a new Breast Pump Program to provide mothers with an electric breast pump to encourage breastfeeding. Breast pumps will be provided by Medline. Eligible ITC members who are close to delivering can request a breast pump 30 days prior to their expected due date.

Providers who complete the Notification of Pregnancy (NOP) form for the ITC member will help that member secure their eligibility!

More information can be found on the [ITC website](#).

Provider Accessibility Initiative

Iowa Total Care announced the launch of our Provider Accessibility Initiative (PAI) in June. The goal of the initiative 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.

However, we need your help! In order to ensure your disability access information within our provider directory is current and accurate, we ask that you complete the survey that is within the link below. Please fill it out to the best of your abilities, for every service location where you serve Iowa Total Care members. Members are then able to view your disability access information on the online Find-a-Provider tool, and filter for a provider based on their disability access needs.

Again, 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. We look forward to working together to provide the best experience possible. If you have any questions, please contact the Provider Services at 833-404-1061 (TTY: 711) or reach out to your Provider Relations Specialist.

[Click here to access the survey.](#)

State Requires Providers to Consult Prescription Monitoring Program (PMP)

As of October 1, 2021, all providers in the state of Iowa will be required to review the PMP (Prescription Monitoring Program) website prior to prescribing controlled substances to Iowa Total Care members. Prescribers must have an account in order to access this database. For more details, please visit <https://iowa.pmpaware.net>. Each review shall be conducted according to the requirements under the prescribing practitioner's professional license, and shall be documented in the patient's record. Iowa Total Care thanks providers for doing their part to assure that our members are cared for safely and appropriately.

ITC Quick Reference Guide (QRG) on Language Access Services and Guidelines

ITC is committed to providing culturally and linguistically appropriate health care services in a competent manner. This means all reasonable accommodations are provided to ensure equal access to communication resources for members.

A [guide](#) is available on the Iowa Total Care website that has guidelines, services and resources for providers. It is the goal of Iowa Total Care's Language Access Services to alert and aid providers of the growing needs of our state's population as well as our own membership.

Interoperability

Providers will have patient medical information and history in one place with the implementation of the Centers for Medicare and Medicaid Services (CMS) Interoperability Rule to enhance patients' control over their healthcare information. By ensuring that payers and providers are using common data formats and applications, this Rule will allow information to be shared quickly and easily via third party applications that can be downloaded on a patient's phone. Providers' main focus should be:

- **Information Blocking Prevention:** Providers will need to have policies and procedures in place to ensure information-blocking practices are prevented. These include any practices that interfere with the access, exchange or use of electronic health information (EHI).
 - **Up-to-Date Digital Provider Information:** CMS will now require all individual healthcare providers and facilities to take immediate action to update their National Plan and Provider Enumeration System (NPPES) records online to add digital contact information. Providers should work with their electronic health record (EHR) vendors to ensure up-to-date digital information and current National Provider Identifier (NPI) is routinely updated.
 - **COP Compliance:** The Interoperability Rule introduces a new Medicare Condition of Participation (COP) that requires all hospitals to send electronic notifications to a patient's healthcare providers (e.g., primary care practitioner) upon the patient's admission, discharge or transfer (ADT).
-

New Member ID Cards

As of July 1, 2021, Iowa Total Care (ITC) pharmacy claims are now being processed through CVS Caremark. As part of the migration to CVS, the fax number on the Prior Authorization (PA) forms has changed. All forms should now be faxed to 1-866-399-0929.

Because of this change, new identification cards have been issued to all ITC members. The only changes are limited to pharmacy information. (For example, the RX Bin #, fax number for prior authorizations, etc.).

If your patients have questions about the new cards, please refer them to the ITC Member Services line at 833-404-1061 (TTY: 711).

Provider News Updates

Providers can find the Iowa Total Care news updates on our website in two areas: Provider Alerts and Provider Watch & Report. The latest provider changes and tips are updated frequently to include important information. Current [Provider Alert](#) updates include:

- [New Non-Delegated Providers Should Use Verify Health Care Plan \(HCP\)](#)
 - [Pharmacy Prescribers: New Fax # on Prior Auth Forms](#)
 - [Summer Incentive: Push for COVID Vaccinations](#)
 - [Update on Provider Portal Issues Resolved](#)
-

Updated Clinical & 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](#).

