



## Provider Watch: May 2021

**Provider Watch** is a monthly 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 with questions, concerns and 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

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### Provider Manual and Billing Manual Updates

The Iowa Total Care [Provider Manual](#) and [Provider Billing Manual](#) have been updated and are now posted to the ITC website.

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### Reminder to Update Your Site Accessibility for Your Members

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 this [survey](#) for every location where you serve Iowa Total Care members.

The information collected is displayed in our [Find a Provider](#) directory.

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](#).

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### You're Invited to the ITC Provider Consumer

# Assessment of Healthcare Providers and Systems (CAHPS) Summit 2021

[Register](#) to join Iowa Total Care on **June 22 at 12 p.m. or June 23 at 8 a.m.** for a virtual Provider CAHPS Summit. This presentation is an hour in length. The discussion will be focused on what members are saying about their particular provider team. As a result, there will be information exchanged on how to improve your member's provider experience.

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## Important Cultural and Linguistic Appropriate Services (CLAS) Information

Iowa Total Care offers our providers free interpretation services to communicate with our members at all points of contact. Language Access Services include interpretation services over the phone and in-person. Sign Language interpreters and other forms of technical assistance are available to providers. If you cannot communicate with your patients because of a language barrier, call Member Services at 1-833-404-1061 or TTY/TDY: 711. We can help you schedule an interpreter to assist your members at their appointment.

On the ITC website, the [Cultural Competency/Humility Toolkits](#) provide information aids on how to work with the interpreter, communicate across language barriers, and address health literacy issues.

For questions on how to provide cultural and linguistic appropriate service (CLAS), please contact our Health Equity Specialist at [C&L@IowaTotalCare.com](mailto:C&L@IowaTotalCare.com).

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## Provider News Updates

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

Current update includes:

- [Clarification on recoupment projects](#)
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## Updated Clinical and Payment Policies

Iowa Total Care continually reviews and updates our payment and utilization policies to ensure that 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.

**Special Note:** A new payment policy titled: 30-Day Readmission (CC.PP.501) will be effective July 15, 2021 and is on the [website](#) for your review.

### 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](#).