



Provider Watch

August 19, 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. There have been recent changes in assigned territories. Access the updated map [here](#).

Iowa Total Care's [Provider News](#) website page is updated frequently to include important provider information.

Did you know?

Latest News & Updates from Iowa Total Care

- [The Universal Prior Authorization \(PA\) forms are now located on the ITC website along with the old PA forms.](#) It is still permissible to use the old PA forms through September 30, 2020. Beginning October 1, 2020, ITC will only accept the new medical PA forms.
- Iowa Total Care (ITC) is [changing the authorization guidelines for newborns](#) in order to lessen the administrative burden on our network providers, effective September 1, 2020.
- [Updated payment policy: Homocysteine Testing](#) effective November 1, 2020.
- [Updated payment policy: Attention Deficit Hyperactivity Disorder Assessment and Treatment](#), effective November 1, 2020.

2020 Iowa Total Care Quality Pay For Performance (P4P) Program

Iowa Total Care will be hosting several virtual presentations for the 2020 Pay for Performance Program. Attendance at one of the presentations is recommended if you are interested in learning more about the program and its benefits for providers and members. Invitations have been emailed to several providers. If you did not receive an invitation and would like to join, please email us at quality@iowatotalcare.com.

Dates and times are listed below:

Aug 25: 9:00 - 10:00 a.m.

Aug 25: 2:00 - 3:00 p.m.

Aug 27: 10:00 - 11:00 a.m.

Aug 27: 12:00 - 1:00 p.m.

Sept 1: 8:30 - 9:30 a.m.

Sept 1: 3:00 - 4:00 p.m.

Sept 3: 4:00 - 5:00 p.m.

ITC now offering Telehealth services for members by using our new partnership with Babylon

Thank you for the ongoing care that you provide to Iowa Total Care members. As a crucial part of the provider network, we want you to be aware of a new opportunity to better serve your patients.

Iowa Total Care launched a new partnership with Babylon, a leading global provider of digital and virtual healthcare solutions, to make telehealth available to our members. Telehealth services provided by Babylon will be available through the Babylon app 24/7, at no cost to members — anytime, anywhere. On-demand access to care will help eliminate unnecessary emergency room visits and reduce wait times for urgent primary care visits. This service does not replace our recommendation for regular in-person visits with a member's primary care provider.

We encourage you to get to know Babylon by visiting our webpage (babylonhealth.com/us) or downloading the Babylon app in the App Store or on Google Play. Please share this new benefit with your patients to help keep them feeling their best.

Sign up for this learning opportunity

Coming Soon!

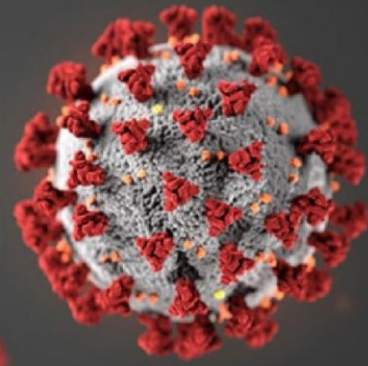
Advancing the Response to COVID-19:

**Sharing Promising Programs and Practices for
Racial and Ethnic Minority Communities**

A Virtual Symposium Hosted by the HHS Office of Minority Health

September 17, 2020

Sign up to receive email updates at minorityhealth.hhs.gov



On Thursday, September 17, 2020, the U.S Department of Health and Human Services (HHS) Office of Minority Health (OMH) is hosting a [virtual symposium](#) to highlight state, Tribal, territorial and community-based efforts to address COVID-19 among racial and ethnic minority populations. The ***Advancing the Response to COVID-19: Sharing Promising Programs and Practices for Racial and Ethnic Minority Communities*** virtual symposium will feature presentations and strategies developed for public health leaders and community organizations confronting the pandemic. Continuing education credit hours are available for professionals who are designated Certified Health Education Specialists (CHES) or Master CHES (MCHES).

ITC Looking for Independent Licensed Mobile Counselors

We are looking for independently licensed mobile counselors, currently contracted with Iowa Total Care, to complete mobile counseling visits with members via telehealth or at the member's residence. This visit must be within seven days of the member's discharge from an acute behavioral health hospital setting. Iowa Total Care would like to establish a statewide network of mobile counselors to be dispatched by ITC upon availability, when a behavioral health appointment is not available to members within the seven days post discharge.

If you are interested in providing this service, send an email to Paige Pettit at Paige.Pettit@lowatotalcare.com.

Paige will direct your email to one of the clinical team who will get back to you with all of the details. Thank you for your service to ITC members!

Provider Reminder

Remember that language assistance is available at no cost to Iowa Total Care members or providers. Interpretation services over the phone, in-person, and for Sign Language are free.

If you cannot communicate with your patients because of a language barrier, ITC can schedule an interpreter to help at the appointment. If the member needs any of the following: vital written member materials translated; materials in alternate formats; (including print or Braille), or you need to schedule an interpreter, please contact C&L@iowatotalcare.com or call Iowa Total Care Member Services at 1-833-404-1061 or TTY 711. You can also visit our website at <https://www.iowatotalcare.com/members/medicaid.html>.

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 to you the provider and potentially compromise the quality of care. It may also cause embarrassment when discussing sensitive topics. If a member declines interpretation services, it is best practice that you, as the provider, document such in the medical record. In addition, it is 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 C&L@IowaTotalCare.com.

Join our mailing list

Stay connected by signing up for email updates from Iowa Total Care.

[Sign Up](#)

Contact Us

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

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

Find the Iowa Total Care Provider Relations Specialist in your area [here](#).