



Provider Watch

July 29, 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

- [Member appeals for National Imaging Services \(NIA\)](#) to be completed by ITC beginning August 1, 2020.
- [ITC to conduct medical record audits](#) to monitor age-appropriate behavioral health and substance abuse screenings during child preventive well visits.
- The Choose Wisely campaign is an initiative to promote a national dialogue between clinicians and patients to avoid unnecessary medical tests, treatments and procedures. [A link to this program and its resources is now available on the ITC website.](#)
- [The Universal Prior Authorization \(PA\) Forms will be on the ITC website by the end of July.](#) 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.

ITC's Transportation Vendor is Access2Care

A reminder that ITC's transportation vendor is Access2Care. They offer non-emergency medical transportation (NEMT) services to qualified Iowa Total Care members. They are committed to partnering with medical transportation providers in Iowa to ensure seamless, successful transportation delivery.

As a provider in the ITC network, you can encourage your members to utilize the transportation benefit when they qualify. You could be contacted by Access2Care to confirm whether a patient's appointment is urgent. For more information, click [here](#).

Toolkit Now Available on Providing Culturally Competent Care

With a growing diverse population in the U.S., cultural competence has become more and more a matter of national concern. Iowa Total Care provides on its website a [Cultural Competency Toolkit](#). Get access to useful instruments and aids to assist with specific operational needs, allowing you to provide effective communication and care to diverse populations.

Provider Tip

When accessing the [Secure Provider Portal](#) or using the "[Find a Provider](#)" link on the Iowa Total Care website, Internet Explorer works in most cases. However, if you are having difficulty, try using Google Chrome.

Join our mailing list

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

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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](#).