



## Provider Watch

### September 16, 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. Access the updated map [here](#).

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

## Did you know?

### September is National Childhood Obesity Awareness Month

There are multiple resources for members and providers to help provide education on proper nourishment and healthy weights for young and old. Here are just a few of our free and downloadable flyers:

- [Super Centeam 5 Cookbook](#) – The best way to teach kids about eating right is to get them into the kitchen to prepare healthy meals together. This booklet contains recipes for kids by kids!
- The Krames Health Library is a bank of information for all ages and educational levels. Health sheets like "[Nutritious Foods and Drinks for Your Child](#)" and "[For Parents: Shopping for Healthy Foods for Your Child](#)" offers tips on what to look for, what kids can do, and links to learn more!
- Check out the [Bright Futures](#)<sup>®</sup> website for even more information on

nutrition and other tools for your patients. Their focus is on prevention and health promotion for infants, children, adolescents and their families.

- An incentive of \$20 per member per year is provided to members for completing their annual well care visits. Take this opportunity to visit with your patients about healthy eating habits during these exams.

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## Provider News Updates

- [Update to providers on the M factor fee schedule](#)
- [Alert for Individual Consumer Directed Attendant Care providers highlighting helpful hints on billing for services provided to Iowa Total Care members](#)
- [Change in policy for Newborns to lessen administrative burden on providers](#)

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## Fall 2020 Iowa Total Care (ITC) Free Trainings

### Adverse Childhood Event (ACE) Study

*Description:* This training reviews the concepts and results of the Adverse Childhood Events (ACE) Study, a decades-long landmark study showing the relationship between traumatic childhood experiences with adult health and social problems.

2.0 CE hours available for this event from National Board for Certified Counselors (NBCC), FL Board of Clinical Social Work, Marriage and Family Therapist (MFT) and Mental Health Counseling, IL Boards for Social Work, Counseling and Marriage and Family Therapy, and TX State Board of Social Work Examiners.

**October 6, 2020**

**11:30 a.m. – 1:30 p.m. CDT**

[Register to attend](#)

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### Screening Brief Intervention and Referral to Treatment (SBIRT)

*Description:* Attendees will gain clinical knowledge and skills to implement the use of SBIRT in their practice. This training focuses on screening and referral for the treatment of alcohol and substance use in patients in a health care setting.

2.0 CE hours available for this event for NBCC, FL Board of Clinical Social Work, MFT and Mental Health Counseling, IL Boards for Social Work, Counseling and Marriage and Family Therapy, and TX State Board of Social Work Examiners.

**October 21, 2020**

**1:30 p.m. – 3:30 p.m. CDT**

[Register to attend](#)



Centene has been approved by NBCC as an Approved Continuing Education Provider, ACEP No. 6673. Programs that do not qualify for NBCC credit are clearly identified. Centene is solely responsible for all aspects of the programs.

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## **Additional Learning Opportunity**

Another training coming soon is the virtual **38<sup>th</sup> Gay and Lesbian Medical Association (GLMA) Annual Conference on Lesbian, Gay, Bisexual, Transgender, and Questioning (LGBTQ) Health**. [Check out the website](#) for more information or to register.

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## **When It Comes to Flu, You Call the Shots**

You have the best interest of your patients at heart, and you have their trust. Your recommendation is the most effective way to ensure they get their flu shot.

### **When talking to your patients:**

Make a strong recommendation to your patients to get their flu shot. Research shows that patients are more likely to get a flu shot if their doctor recommends they do so.

You can use the **SHARE** method to provide information:

- S**hare reasons to get the flu shot based on their age or other risk factors
- H**ighlight positive experiences with the flu shot to reinforce benefits
- A**ddress concerns about the vaccine, including effectiveness, side effects, safety and misconceptions
- R**emind patients that the flu shot not only protects them but also everyone around them
- E**xplain that getting the flu can mean taking sick days from work or missing fun with family and friends

## 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](#).