



Provider Watch: February 2021

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](#).

Visit our website

Deadline Approaching for Providers to Submit Their Response to the Barrier Relief Fund Request for Proposal (RFP)

ITC is partnering with the National Council on Independent Living (NCIL) to assist our providers with removing barriers to accessibility. The Barrier Removal Fund is in its third year and is expanding to Iowa. The fund is to help providers improve members' access to quality healthcare and services.

The application process has begun and the deadline is fast approaching. Applications are due by 5 p.m. Central Standard Time on February 28, 2021.

For more information, providers can visit [NCIL's Iowa Barrier Relief Fund website](#).

If you haven't completed the [Provider Accessibility Initiative \(PAI\)](#), please do so. The process of completing the survey for each location will be an aid to identify opportunities to increase your member's accessibility to services. This information should be used in your RFP response.

Iowa Total Care appreciates all of the efforts of every provider serving our members, while addressing areas of inaccessibility.

If you have any questions about the Barrier Relief Fund or the RFP, please contact Tim Fuchs, Operations Director at NCIL: tim@ncil.org.

2021 Provider Training Opportunities (Continuing Education Credits Available)

Adverse Childhood Events (ACE)

Description

This training reviews the concepts and results of the ACE Study, a decades-long landmark study showing the relationship between traumatic childhood experiences with adult health and social problems.

Learning Objectives:

- Identify the summary of ACE study findings
- List the categories of the ACE study
- Identify negative physical and behavioral impacts of a high ACE score
- Discuss the positive impacts of ACE findings on child welfare

CE Information:

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.

Registration links:

March 15, June 10, September 22, November 8; times vary:

<https://attendee.gototraining.com/rt/1953109096871659778>

Participants follow the link, then select the dates/times they wish to attend.

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 to treatment for alcohol and substance use in patients in a healthcare setting.

Learning Objectives:

- Define SBIRT
- List the components of SBIRT
- Name SBIRT tools and define how they may be used during an assessment

CE Information:

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.

Registration Links:

March 8, June 15, September 14, November 17; times vary:

<https://attendee.gototraining.com/rt/3282309803203683074>

Participants follow the link, then select the dates/times they wish to attend.



Save Time with the Prior Authorization Check Tool

Use our [quick and easy online tool](#) to see if a prior authorization is needed. If one is needed, you can submit the request online through our secure [Provider Web Portal](#).

Questions? Contact 1-833-404-1061.

HEDIS Update

Medical record requests for the 2021 HEDIS Medical Record Retrieval will begin on February 15, 2021. Iowa Total Care staff will call to verify fax or email details based on your preferred method for medical record requests. Questions regarding medical record retrieval can be sent to Quality@IowaTotalCare.com.

Notice of Pregnancy (NOP) Provider Incentive Program

In a continued effort to increase NOP communication; member engagement in the Start Smart for Your Baby[®] program; and reduce the recurrence of preterm births, Iowa Total Care is continuing the Pregnancy Provider Incentive Program. The NOP identifies pregnant members, collects risk information, and automatically enrolls members into the Start Smart for Your Baby[®] program.

Although we identify some pregnancies through claims data, there are three (3) main things the NOP provides that claims cannot:

- Due date; this helps us prioritize interventions to the appropriate stage of pregnancy.
- Medical and social risk factors not coded on claims.
- Updated contact information; preliminary data suggests up to 25% of the time, address on the NOP is different from the eligibility file.

NOP forms are located on the [Iowa Total Care Provider Portal](#) and [Iowa Total Care Provider Website](#). You may submit NOP* forms through the Iowa Total Care Provider Portal or by fax 833-257-8323.

**Members can receive their My Health Pays[®] rewards based on the provider's submittal.*

Stakeholder Advisory Board (SAB) Meeting

Iowa Total Care's (ITC) mission is to improve the health of Iowa members through focused, compassionate, and coordinated care. ITC wants to work with providers to improve the way our health plan works. The purpose of SAB is to provide the collaboration between providers, members (or a members representative) and health plan staff to discuss and address quality and service issues.

The next scheduled SAB meeting is March 3, 2021. For details or to participate in the meeting, visit the [ITC website](#).

Thank you in advance for your continued partnership with ITC as providers whose mission is to help our members when they need it.

How to Be a Leader in Cultural Competency

What is cultural competency?

Cultural competency encompasses patients' beliefs, values and behaviors. It is the ability to interact effectively with patients from different cultures and backgrounds. Iowa Total Care maintains policies which emphasize the importance of treating members of all cultures, races, languages, ethnic backgrounds and religions in a manner that recognizes values that affirm and respect the worth of the individual enrollees, while protecting and preserving the dignity of each member.

Why is cultural competency important?

Better cross-cultural and linguistic communication can play a role in reducing health disparities which are prevalent throughout Iowa and the nation. After English, Iowa Total Care members most commonly speak Spanish, West Germanic language and Asian or Pacific Island languages. If a member is not able to understand their provider, it can lead to misunderstandings regarding health conditions or medications. The ability to communicate successfully across barriers in healthcare can directly affect a patient's treatment and/or the outcome of that treatment.

What can you do to become more culturally competent?

Iowa Total Care uses the National Culturally and Linguistically Appropriate Services

(CLAS) standards from the Office of Minority Health to guide our efforts to be more culturally competent. For your reference, a few of the CLAS standards are included below:

1. **Principal Standard:** Provide effective, equitable, understandable and respectful quality care. Ensure that services are responsive to diverse cultural health beliefs and practices, preferred languages, health literacy and other communication needs.
2. **Governance, Leadership and Workforce:** Recruit, promote and support a culturally linguistically diverse governance, leadership and workforce that are responsive to the population you serve.
3. **Communication and Language Assistance:** Offer language assistance to individuals who have limited English proficiency and/or other communication needs to facilitate timely access to all healthcare and services. Take advantage of Iowa Total Care's interpreter services at no cost to the member or you.
4. **Engagement, Continuous Improvement and Accountability:** Establish culturally and linguistically appropriate goals, policies and management accountabilities. Infuse them throughout the organization's planning and operations.

Resources for your practice

Complimentary interpretation services

As an Iowa Total Care provider, you also have access to interpretation services. Spanish and other languages are also offered through telephonic interpreter services. To obtain access, follow these steps:

1. Be sure to have the member's ID number.
2. Using a phone in the exam room, call Iowa Total Care's Member Services Department at 1-833-404-1061.
3. Tell the Member Services representative that you need an interpreter in the desired language.
4. When connected, use the speakerphone function to communicate with the member.

Ensure you are successfully communicating with patients

- Advise members to call Member Services in advance to schedule complimentary face-to-face interpretation services for their doctor appointments (this includes American Sign Language trained professionals).
- Take additional time to allow patients the opportunity to process information.
- Use plain, non-medical language.
- Show or draw pictures.
- Limit the amount of information and repeat it.
- Confirm patient's understand by using the teach-back method, which is implemented though asking patients to repeat instructions back to you.
- Encourage patients to ask questions.

Professional development

Visit the [Office of Minority Health](#) and [Think Cultural Health](#) websites to access free trainings for improving cultural competency for behavioral health professionals and healthcare administrators and providers. Healthcare organizations can also access the CLAS Report, a framework and toolkit to guide healthcare organizations' efforts in evaluating their implementation of the National CLAS Standards.

For any questions or more information regarding becoming a leader in cultural competency, please contact C&L@iowatotalcare.com.

Provider News Updates

Provider News Updates

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

Current updates include:

- [COVID-19 Vaccine Administration](#)
- [Change in the Hospice Provider Guidelines Effective February 1, 2021](#)

Updated 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.

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](#).