



Provider Watch: March 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. **PLEASE NOTE: The Provider Relations territory map has been updated this month.** Access the updated map [here](#).

Visit our website

2021 Provider Training Opportunities (Continuing Education [CE] Credits Available)

Iowa Total Care provides continuing education opportunities via national and various state professional boards. Participants may submit their certificates to their governing boards for final approval.

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:

Courses are available June 10, September 22, November 8; times vary:

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

Please click on the link for more information on available dates and times.

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:

Courses are available June 15, September 14, November 17; times vary:

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

Please click on the link for more information on available dates and times.

Stakeholder Advisory Board (SAB) Meeting

Thank you to the providers who participated in Iowa Total Care's March 3 SAB meeting. The next scheduled SAB meeting is June 2, 2021. We hope you will join us at our next SAB. For more details on how to participate in the meeting, [visit our SAB page](#).

Final Phase of HEDIS: Chart Chases

HEDIS[®] (Healthcare Effectiveness Data and Information Set) data is collected using claims and/or patient documentation (charts) from providers. Iowa Total Care's collection of HEDIS quality measures for 2020 has entered the final phase of data collection, known as chart chases.

The health plan has contracted with two vendors, Ciox and Change Health, to assist in the collection of designated charts related to specific HEDIS[®] measures. Requests for submission and/or appointments are being made to collect documentation related to these measures. Please maintain these appointments and/or reschedule if needed. The timeframe for completing chart chases is small (8-10 weeks) and your assistance is greatly appreciated.

Vaping Prevention Contest for Teens

Iowa Total Care's parent company, Centene, invites students ages 14 to 19 to enter the "Centene Institute Youth Impact Award: Vaping Prevention" contest to make a difference and for a chance to win a prize! The program challenges students to create a 30- to 60-second Public Service Announcement (PSA) about the dangers of vaping.

Did you know that youth vaping is a public health epidemic in the United States? Students can learn the facts and then use them to MAKE A DIFFERENCE.

Submission deadline is April 16, 2021. Visit [Centene's Vaping Prevention page](#) for complete rules and details.

Urgent Prior Authorization Requests

When requesting a prior authorization through the portal, make sure that you mark the appropriate option from the drop-down box. "Urgent" is a default if no option is chosen. Please make sure all necessary information is completed.

March is Nutrition Month

Childhood obesity is known to have significant impact on both physical and psychological health. Providers can help educate their patients and guardians on the importance of good nutrition and exercise. Some tips include:

- Document a height, weight *and* Body Mass Index (BMI) percentile in the record or plotted on a BMI age-growth chart.
 - Take advantage of every visit (including sick visits) to educate on nutrition, activity and BMI percentile calculations.
 - Ensure counseling for nutrition and physical activity during telephonic, e-visits and virtual check-ins meet criteria for the Well Child Check (WCC) measure.
-

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](#).