



## Provider Watch: September 2021

**Provider Watch** is a monthly publication to ensure that all network providers have the information and resources they need to serve our members.

Based on data collected over the past year, the Iowa Total Care marketing team is reducing the number of provider communications to a quarterly Provider Report, beginning in November of 2021. We are anticipating that this new schedule will increase the usage by providers of the valuable content contained in each publication.

**Provider Alerts** will continue to be utilized to reach our provider network with immediate updates. If you have not [signed up](#) to receive Provider Alerts, please do so.

**Provider Relations Representatives** are available to help with questions, concerns and provider education requests. Feel free to let your Provider Specialist know your feelings on this new change. Your opinion is very important to us.

Note: There has been a recent change to the [Provider Relations Specialist Map](#) for Region 3.

Visit our website

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## Questions About Prior Authorizations Answered



A new resource about prior authorizations is now available for all providers. The [Prior Authorization FAQ](#) answers your questions for submitting a prior authorization with Iowa Total Care. We recommend that providers review the FAQ before their next submission.

If you have questions that are not answered in the Prior Authorization FAQ, please contact Provider Services at 1-833-404-1061. You can also contact your Provider Relations Representative for assistance.

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## In-Home Diabetes Monitoring Kit

To aid you in managing your diabetic patients, Iowa Total Care has partnered with Visiting Physicians Association (VPA) to provide in-home diabetes monitoring test kits to members. The test will be available to members 18 and older with a diagnosis of diabetes. Iowa Total Care members who have not had an HgbA1c test for 2021 will receive a test kit beginning in September 2021. The kit will include the items and instructions needed to complete the blood screening, along with a postage-paid envelope to return the completed sample to VPA. Test results will be generated within 24 hours of receipt by VPA.

Results will be mailed to the member and the member's primary care provider, along with Iowa Total Care.

Members 18 and older with a diagnosis of diabetes may request a Diabetes Monitoring Test–HgbA1c Kit by calling Iowa Total Care Member Services at 1-833-404-1061.

By successfully completing the test kit, members may be eligible for a \$15 My Health Pays<sup>®</sup> Reward.

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## Lead Blood Level Screening: Required Testing for Medicaid Members

Lead causes serious damage to children's brains, even at relatively low levels of exposure. These effects are largely irreversible. While significant environmental improvements have been made to reduce exposure to lead, there are still over four million children estimated to reside in housing where they are exposed to lead. The Medicaid population can be especially vulnerable due to conditions of a neighborhood, age of the home and other daily environmental challenges.

All children enrolled in Medicaid, regardless of whether coverage is funded through Title XIX or XXI, are required to receive blood lead screening tests at ages 12 months and 24 months. In addition, any child between 24 and 72 months with no record of a previous blood lead screening test must receive one. **Completion of a risk assessment questionnaire does not meet the Medicaid requirement.** HEDIS (Healthcare Effectiveness Data and Information Set) requires that one blood test be conducted before the child's second birthday.

Resources:

- [Iowa Department of Public Health—Childhood Lead Poisoning Prevention: Providers, Labs and Schools](#)
- [Centers for Medicare & Medicaid Services Lead Screening Requirement](#)
- **CPT Coding: 83655**

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## Congratulations to Providers Who Were Awarded Grant Dollars

Providers who completed the [Provider Accessibility Survey](#) for their member service sites had the opportunity to apply for grant funding. In partnership with the National Council on Independent Living, the grant funding titled Barrier Removal Fund (BRF) required providers to complete not only their Accessibility Surveys, but also an application for funding to remove one of their identified barriers at a specific site of care. Fifteen (15) providers will be awarded grant dollars totaling nearly \$100,000.

The winners and their projects are:

City	Provider	Grant Funds Used For
Britt, Garner, Kanawha, Wesley	Hancock County Health System	Automatic entrance doors, wheelchairs, exam chairs
Dubuque	Historic Bluffs Family Practice	Exam chair with integrated scale
Guthrie Center	Guthrie County Hospital	2 automatic doors
Iowa City	CommUnity Crisis Services and Food Bank	3 weighted blankets, noise-cancelling headphones
Kalona	Iowa Family Counseling LLC	Restroom improvements to meet accessibility requirements, grab bars, automatic door opener
Keokuk	Heartland Pathways, Inc.	Front parking lot improvements
Leon	Decatur County Hospital	Automatic doors. exam chair, blanket warmer, etc.
Nashua	Nashua Family Chiropractic PC	New parking lot and ADA-compliant entrance door
Osceola, Winterset	Crossroads Behavioral Health Services	2 automatic main entrance doors
Sioux City	Siouxland Mental Health Services	Curb grinding, automatic door openers, threshold ramps
Storm Lake (2 locations)	Plains Area MHC	Automatic front doors

Congratulations to the winners! Thank you for taking the time to ensure our members have access to your available services.

As partners with the Centers for Medicare and Medicaid Services (CMS), it is our responsibility to ensure that our members have sufficient, safe accessibility to receive their healthcare services. Iowa Total Care is confident that providers will see the opportunities to maximize member safety by [completing the survey](#).

If you are an Iowa Total Care provider who has not yet completed the Accessibility Survey, please take an opportunity to do so. Visit our [Provider Accessibility Initiative page](#) to learn more.

## Tips for Meeting HEDIS Measures When Prescribing Antipsychotics

Antipsychotic prescribing in children and adolescents has increased rapidly in recent decades. Approximately 1 in 10 of those prescribed an antipsychotic are prescribed more than one antipsychotic at the same time. Multiple antipsychotics in children and adolescents can create serious health concerns. Those health effects include weight gain, extrapyramidal side effects, hyperprolactinemia and some metabolic effects. These HEDIS measures can highlight potentially unsafe use of antipsychotic medications in the child and adolescent population.

These two measures assess key care components related to treatment of patients ages 1–17 years who have a new or existing prescription for an antipsychotic medication:

- **APP:** Percentage of children and adolescents 1–17 years of age who had a new prescription for an antipsychotic medication with no clinical indication and had documentation of psychosocial care as first-line treatment during the measurement year.
- **APM:** Percentage of children and adolescents 1–17 years of age who had two or more antipsychotic prescriptions and had metabolic testing within the measurement year.

### How can I improve my HEDIS scores?

Documentation and correct coding are key to improving HEDIS scores. Members' clinical documentation should include:

- A recommended care plan with therapy *prior* to medication initiation, if appropriate.
- Documentation of psychosocial care as first-line treatment for support and safety.
- Routine annual monitoring of the metabolic profile:
  1. HBA1C or glucose

## Provider News Updates

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

Current updates include:

- [Update on M Factor Fee Schedule Alert Dated 6/15/21](#)
  - [ITC Update on PCP Member Assignments](#)
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## Updated Clinical and Payment Policies

Iowa Total Care continually reviews and updates our payment and utilization policies to ensure 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](#).