

Frequently Asked Questions



- **What are the capabilities of your secure provider portal?**

Inside our secure Provider Portal you can check member eligibility, benefits, and cost shares; submit claims; review payment status; and request prior authorizations. Our provider portal is your one-stop-shop location for any Iowa Total Care transaction.

- **What are the new features now available in the secure provider portal?**

We have recently updated several aspects of our online Provider Portal, adding features that will simplify the provider experience. The next time you log into our secure Provider Portal you will find several new capabilities:

- A member eligibility overview page reflects all critical data in a single view.
- The ability to submit and track the status of claim reconsiderations online.
- Expanded free text fields for reconsideration comments and explanations.
- The ability to attach required documentation when filing a reconsideration.
- Push notification opt in/out for reconsideration status changes.

- **Are all of these features available now?**

The features will go live in your secure provider portal starting [date]. Be sure to register to create your account if you do not have one already.

- **Can I use the new reconsideration feature for claims appeals?**

No, the feature is only to be used for reconsiderations. Appeals will need to continue being submitted following the current process.

- **How can I get trained to use these features?**

You can contact your Provider Relations representative directly and request training.

Additional questions not covered?

Login in to Iowa Total Care's secure provider portal located on IowaTotalCare.com.

QUESTIONS?

Contact Provider Services Toll Free

1-833-404-1061

Monday through Friday
7:30 a.m. to 6:00 p.m. (CST)