



<2025> Iowa Medicaid Annual Provider Training

OUR PURPOSE – *Why we're in business*

Transforming the health of the communities
we serve, one person at a time.

OUR MISSION – *What we do*

Better health outcomes at a lower cost

OUR PILLARS – *What we represent*

Focus on the
individual

+

Whole health

+

Active local
involvement

OUR BELIEFS – *What drives our activity*

*We believe
healthier
individuals
create more
vibrant families
and
communities.*

*We believe
treating people
with kindness,
respect and
dignity empowers
healthy decisions.*

*We believe we have
the responsibility to
remove barriers and
make it simple to get
well, stay well, and
be well.*

*We believe
treating the
whole person,
not just the
physical body.*

*We believe local
partnerships
enable
meaningful,
accessible
healthcare.*

Agenda

- [Iowa Total Care: <2024> Lookback
- <2025> Activities & Initiatives
- Supporting Member Care – Quality Programs
- Expanding Care for Iowa:
Mental Health and Substance Use Services (B3),
LTSS Waivers, and Habilitation Services
- Provider Support
- Closing Comments]



Iowa Total Care: <2024> Lookback

Always dedicated to transforming the health of the communities we serve, one person at a time.



<\$491,215> Total Sponsorships
given to provide resources to members, such as ongoing education, food insecurity programs and literacy programs for dedicated support.



<700+> Volunteer Hours
given to the community from Iowa Total Care employees.



<150> Outreach Events
attended, building community and sharing resources.



<279> Community Partners
collaborated with Iowa Total Care to enhance our mission.



<24,496> Attendees
met at outreach events throughout the year.



<59,606> Produce Items
were distributed to attendees of Green to Go.



<2025> Activities & Initiatives

<2025> Green To Go

Be Well. Eat Well. is an Iowa Total Care initiative that promotes healthy living through healthy eating. As a health plan, our goal is to make communities healthier throughout Iowa.

Finding access to affordable, healthy food can be hard. We educate Iowans on where and why they should access affordable, nutritious food. Through our Be Well. Eat Well. initiative, we connect to our members through Green to Go, an event series where Iowa Total Care provides fresh, free produce for Iowa communities.

For additional resources on how members can access healthy food and save money while eating healthy, visit our [[Be Well. Eat Well webpage](https://iowatotalcare.com/bewelleatwell) (iowatotalcare.com/bewelleatwell)].



Iowa Total Care in the Community

Events Iowa Total Care attended in <2025>:

- Resource Connection Fair
- Meet the Teacher Night
- Beautiful Minds Fundraising Dinner
- Inclusion Summit
- Fall Festival
- Homeless Shelter Tabling
- And more!



Service through Volunteerism

**Easterseals Iowa:
Kids Care Kits**



**Central Iowa Shelter & Services:
Lunch Service**



**Give Grace Give Hope:
Period Packing Party**





Supporting Member Care Quality Programs

Provider Incentive Programs

- Behavioral health
- Health Home
- Home- and community-based services (HCBS) incentive
- Maternity incentive
- Pay-for-performance (P4P)
- Risk adjustment
- Screening, brief intervention, and referral to treatment (SBIRT) incentive
- Social determinants of health (SDOH) incentive

Activate Care Program

Proactively engage members who have not seen their primary care provider (PCP) in the past <12 months>. Encourage them to schedule a visit and address any additional preventive care needs.

Goals

- **Enhance preventive care:** Help members obtain necessary screenings, vaccinations and other preventive services to avoid preventable illnesses and complications.
- **Address health disparities:** Focus outreach on members who face barriers to care. Promote equitable access to healthcare services for all members, especially those in underserved communities.
- **Reduce emergency room visits and hospitalizations:** Encourage more PCP visits to lessen reliance on emergency services and hospital admissions.

Des Moines Area Community College (DMACC) Certification Programs

Each fall, in partnership with DMACC, Iowa Total Care proudly offers scholarships to those who want to pursue or further their career in healthcare. Through these programs, students can earn a certificate that equips them with the skills to make meaningful difference in the lives of others.

Direct Support Professional Developmental Disabilities Certificate Program

- 40 hours online work

Direct Support Professional Behavioral and Mental Health Certificate Program

- Approximately 54 hours of online learning
- Four in-person classes
- One job shadow

Learn more at DMACC's [Continuing Education – Healthcare and Fitness webpage](https://dmacc.edu/ce/healthcare.html) (dmacc.edu/ce/healthcare.html).



School-Based Mental Health

Hazel Health (hazel.co)

Iowa Total Care is partnering with Hazel Health to provide access to school-based telehealth in multiple school districts across Iowa.

- **No cost** – virtual, physical and mental healthcare that helps students stay engaged in learning.
- Help schools and families connect students to an Iowa-licensed therapist.
- <17> proposed districts.



Classroom Clinic (classroomclinic.com)

Iowa Total Care is partnering with Classroom Clinic to provide school districts with timely and convenient access to children's mental health services using telehealth and related technologies.

- Classroom Clinic does not replace the school's existing mental health services but enhances what the district already provides. They offer access to the Tier 2 and Tier 3 clinical services that are missing within the community.
- **Clinic services for students:**
 - Psychiatric evaluations
 - Establishment of a diagnosis
 - Medication management
 - Individual therapy
- **Consultation services for schools:**
 - Mental health service coordination
 - Team care conferences
 - Challenging behavior strategies
 - Teacher consults regarding at-risk students
- <12> proposed districts.



Expanding Care for Iowa: B3, LTSS Waivers & Habilitation Services

Services



**Waiver Services
1915(c)**



**Habilitation Services
1915(i)**



**B3 Services
1915(b)(3)**

What's In It for Me as a Provider?

- ✓ More revenue.
- ✓ Provide additional services and expand patient-base revenue.
- ✓ Additional (new) referrals.
- ✓ Closing service gaps for Iowans.
- ✓ Increase your membership totals for Home- and Community-Based Services (HCBS) pay-for-performance (P4P).



B3 Services

Expanded, cost-effective mental health and substance use services offered by contracted providers to Medicaid members through the 1915(b) waiver.

- [Respite
- Wraparound Services
- Peer and Parent Support
- Community Support Services
- Intensive Psychiatric Rehabilitation
- Residential Substance Use Disorder Treatment (levels III.1, III.3 and III.5)
- Community-Based Substance Use Disorder Treatment (levels III.3, III.5 and III.7)]

How To Enroll for B3 Services

If you are interested in providing B3 services*,
please contact the Network Management team:
[NetworkManagement@IowaTotalCare.com]

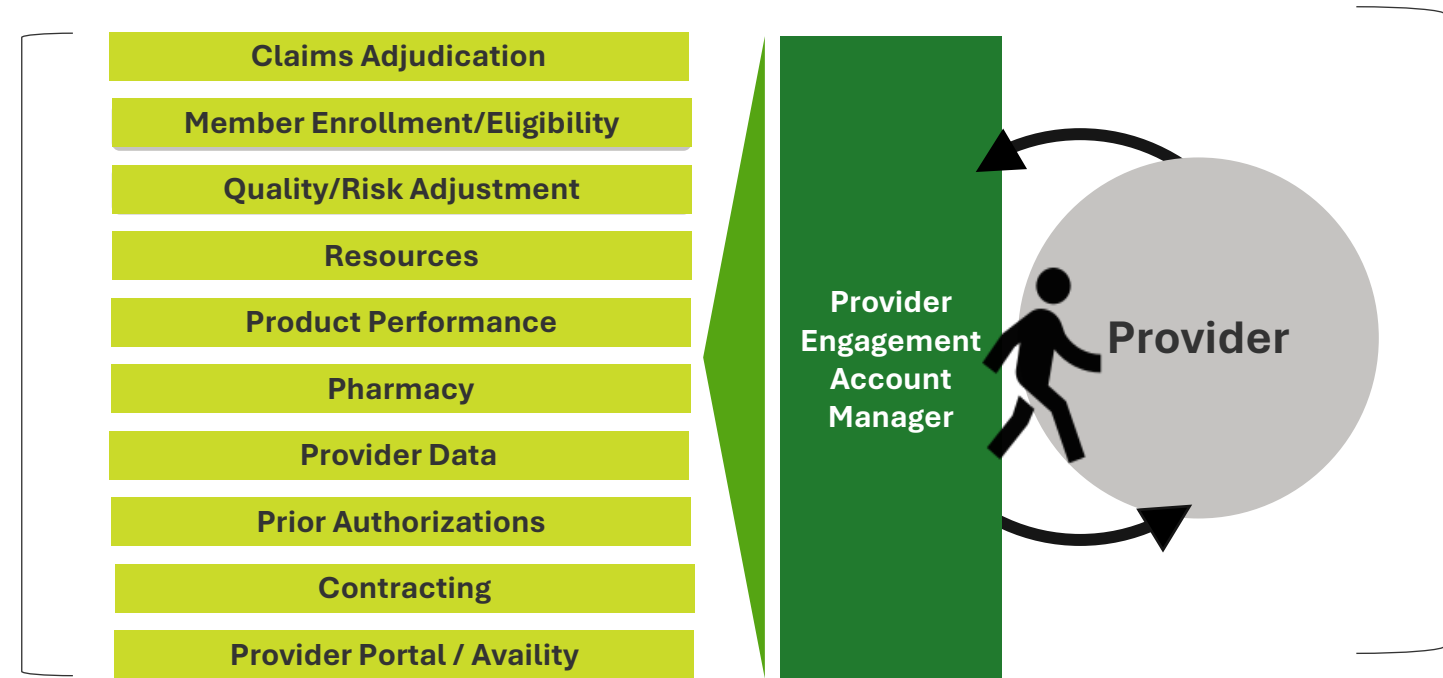
**Note: B3 is a service category, not a provider type.*





Provider Support

Purpose & Scope of Provider Engagement Team



Need to find your assigned provider engagement account manager in your area?
Review Iowa Total Care's [[Provider Relations map](https://iowatotalcare.com/maps) (iowatotalcare.com/maps)]!

Staying Connected

[Provider Alerts]

(iowatotalcare.com/providers/provider-alerts.html)

- Provides upcoming changes
- Provides education, training announcements and events

Provider Newsletters

(iowatotalcare.com/providers/provider-newsletters.html)

- Provides upcoming changes
- Provides education, training announcements and events
- Provides resources

System Configuration Log

(iowatotalcare.com/providers/system-configuration-updates.html)

- Upcoming changes
- Quick notification on issues]



Provider Resources

- [**Prior Authorization Check Tool**
(iowatotalcare.com/providers/preauth-check/medicaid-pre-auth.html)
- **Evolent**
(iowatotalcare.com/providers/resources/national-imaging-associates.html)
 - Advanced Diagnostic Imaging
 - Cardiac Solutions
 - Interventional Cardiology Solutions Program
 - Interventional Pain Management (IPM)
 - Physical Medicine (Therapy) Program
- **Provider Portal / Availability**
(iowatotalcare.com/providers.html)]

Availity Implementation

Enhancements implemented:

- Claim corrections
- Remittance viewer
- InterQual added to authorization workflow
- Expanded authorization look-up
- Authorization edit update

Enhancements planned:

- Claim attachments
- Claim disputes/appeals

Need notifications regarding Availity updates?

To receive Iowa Total Care's provider alerts, [[sign up today!](https://lp.constantcontactpages.com/sl/BLgKYow/itcprovidernewsletter)]
(lp.constantcontactpages.com/sl/BLgKYow/itcprovidernewsletter)

Member Resources

- **[Language Services]**
(iowatotalcare.com/members/medicaid/language-services.html)
 - Interpreter services
 - Translation services
- **Member Portal**
(member.iowatotalcare.com)
- **My Health Pays® Rewards**
(iowatotalcare.com/myhealthpays)
- **Start Smart for Your Baby®**
(iowatotalcare.com/startsmart)
- **Value-Added Services**
(iowatotalcare.com/valueadds)]
- Member Services: 1-833-404-1061 (TTY: 711)





Thank You!