Simplify Administrative Tasks

Keep our Quick Reference Guide nearby to make pre-visit planning and post-visit tasks quick and easy.

Website: IowaTotalCare.com

- Patient care forms
- Prior Authorization Check tool
- Iowa Total Care news
- Provider manual
- Member resources
- Provider alerts

Secure Provider Portal: Provider.IowaTotalCare.com

- Verify member eligibility
- Access patient health records
- View patient gaps
- Manage prior authorizations
- Submit and manage claims
- And more!

Member Eligibility

Check member eligibility via:

- Secure Provider Portal, or
- Call Provider Services at the number below

Provider Services 1-833-404-1061 (TTY: 711)

Patient Care Gaps

Find recommended services that a member has not completed:

1. Visit the Secure Provider Portal.
2. Review patient information for any gaps in care.
3. Plan to address care gaps during future appointments.

Prior Authorization

Use the Prior Authorization Check tool on our website to determine if prior authorization is required.

Submit prior authorizations one of three ways:

- Secure Provider Portal
- Fax: 1-833-257-8327
  For behavioral health:
  Outpatient: 1-844-908-1170
  Inpatient: 1-844-908-1169
- Call Provider Services: 1-833-404-1061 (TTY: 711)

Claims

Timely filing guidelines: 180 days from date of service.

Claims can be submitted via:

- Secure Provider Portal
- Clearinghouses: EDI Payor ID 68069
- Individual Consumer-Directed Attendant Care (CDAC) providers can submit through Electronic Visit Verification (EVV). CareBridge is the chosen EVV vendor in Iowa.

To contact CareBridge: 1-844-343-3653 or iaevv@carebridgehealth.com

iowatotalcare.com