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-Auth Needed tool
- Iowa Total Care News
- Provider Manual
- Member resources
- Provider alert

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 Web Portal
- Provider Services phone

Provider Services Toll Free 1-833-404-1061

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-Auth Needed tool on our website to determine if prior authorization is required.

Submit prior authorizations via 3 ways:

- Secure Provider Portal
- *OR* Fax: 1-833-257-8327
- *OR* Provider Services: Toll Free 1-833-404-1061

Claims

Timely Filing guidelines: 180 days from date of service.

Claims can be submitted via:

- Secure Portal
- Clearinghouses: EDI Payor ID 68069
- Mail paper claims to:

  Iowa Total Care
  Attn: Claims
  PO Box 8030
  Farmington, MO 63640-8030

Provider.IowaTotalCare.com