

Success Stories



THE RIGHT CARE, AT THE RIGHT TIME, AT THE RIGHT PLACE.



Success Story



Care Coordination Helps Expectant Mother Find Housing

A new mother in eastern Iowa has a place to live thanks to the coordinated team effort of Iowa Total Care (ITC) and a local PATH provider.

Earlier this year, an expectant mother had reported homelessness to a PATH (Projects for Assistance in Transition from Homelessness) worker. The PATH worker determined that she was an ITC member and worked with an ITC Housing Management Specialist to arrange for housing and financial assistance for the member.

The ITC Housing Management Specialist and the PATH worker were able to find housing for the member and she moved in just one day prior to being induced to have her baby. They also worked together to find essentials for the new apartment. The member's new landlord also donated several baby items to help the expectant mother prepare for bringing her baby home.

Mother and baby are doing well today thanks to the care coordination provided by her managed care organization.

News and Announcements

Provider Relief Fund Distribution Provider Application Deadline EXTENDED

In case you missed it, Friday, the U.S. Department of Health and Human Services (HHS), through the Health Resources and Services Administration (HRSA), announced that it is extending the Medicaid and CHIP Provider Relief Fund distribution provider application deadline to August 3, 2020.

In June, HHS announced the opening of the application period and plans to distribute approximately \$15 billion to eligible providers that participate in state Medicaid and CHIP programs, and dentists, who had not yet received a payment from the \$50 billion General Distribution.

See the [HRSA Fact Sheet](#) for more details.

Additionally, HRSA is holding a webcast Monday, July 27 at 2 p.m. for providers interested in learning about the application process for the Provider Relief Fund. Providers interested in joining the webcast can register [online](#).

COVID-19 Relief Rate Add-on Payments for Nursing Facilities

COVID-19 Relief Rate (CRR) payments are available to eligible Medicaid certified skilled nursing facilities (SNF) and nursing facilities (NF) during the period of the federal public health emergency.

The purpose of these payments is to provide financial assistance to facilities that incur unexpected costs when caring for Medicaid members who are diagnosed with, or quarantined for potential COVID-19.

Additional details and the requirements can be found in [Informational Letter 2146-MC-FFS-CVD](#).

COVID-19 Enhanced Dental Payment

As part of the COVID-19 emergency declaration, the IME is allowing a temporary enhanced payment to dental providers to help address facility and safety upgrades.

Most dental providers do not need to take any further action. The IME will reprocess claims received with dates of services between May 1 and August 31,

2020.

Orthodontists will complete a [monthly roster](#) and submit it to IME Provider Services at IMEProviderOutreach@dhs.state.ia.us.

See [Informational Letter 2148-FFS-D-CVD](#) for the full details.

Latest MCO Quarterly Report Available

The latest quarterly report for the Iowa Medicaid Managed Care Organizations (MCOs) is now available on the DHS [website](#).

This report includes performance data from January through March 2020 for Amerigroup Iowa and Iowa Total Care.

Electronic Visit Verification (EVV) Provider Survey

Amerigroup and Iowa Total Care have partnered with CareBridge to leverage its software platform for the Electronic Visit Verification (EVV) solution in Iowa. To help ensure a smooth implementation, providers of Consumer Directed Attendant Care (CDAC) and Homemaker services are encouraged to complete the CareBridge provider [survey](#).

Completion of this survey will provide critical information regarding Iowa Provider Agencies, including those that are using an EVV solution today. Your response will help determine the setup and configuration for your agency, as well as identify a contact person for receiving communications and training notices.

Please allow approximately 10 minutes to complete this survey. The respondent should be familiar with claims, billing/EDI, authorization process, and current EVV platform (as applicable).

IA Health Link Contacts

MEMBER SERVICES

[Amerigroup Iowa](#)
1-800-600-4441

[Iowa Total Care](#)
1-833-404-1061

PROVIDER SERVICES

[Amerigroup Iowa](#)
1-800-454-3730

[Iowa Total Care](#)
1-833-404-1061

Dental Wellness Plan Contacts

MEMBER SERVICES

[Delta Dental](#)
1-888-472-2793

PROVIDER SERVICES

[Delta Dental](#)
1-888-472-1205

[MCNA Dental](#)
1-855-247-6262

[MCNA Dental](#)
1-855-856-6262

Iowa Medicaid Contacts

MEMBER SERVICES

[Iowa Medicaid Member Services](#)
1-800-338-8366

PROVIDER SERVICES

[Iowa Medicaid Provider Services](#)
1-800-338-7909