



2025 IHLA Panel of Payers

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
- Marketplace & Medicare Performance
- 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**



Marketplace & Medicare Performance

- Product Introduction
- 2025 Coverage
- 2025 Metrics
- Expanding Access to Care in 2026

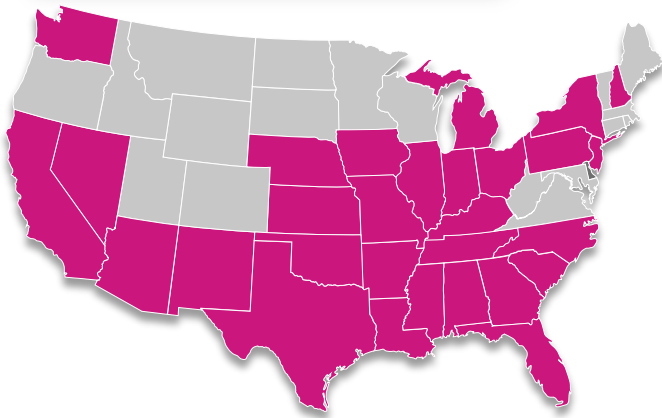
Ambetter Health National Footprint

#1 MARKETPLACE
HEALTH INSURANCE

ESTABLISHED IN
2014

NATIONAL FOOTPRINT ACROSS
29 STATES

6 MILLION +
MEMBERS INSURED



ambetter
HEALTH

WE FOCUS ON

- ✓ Lower Income
- ✓ Underinsured
- ✓ Uninsured

Shopping for Ambetter

Self-Service	50.6%
Broker	49.4%

Open Enrollment Period

Enrollment Period:

Open Enrollment

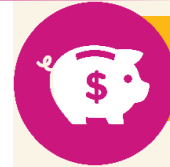
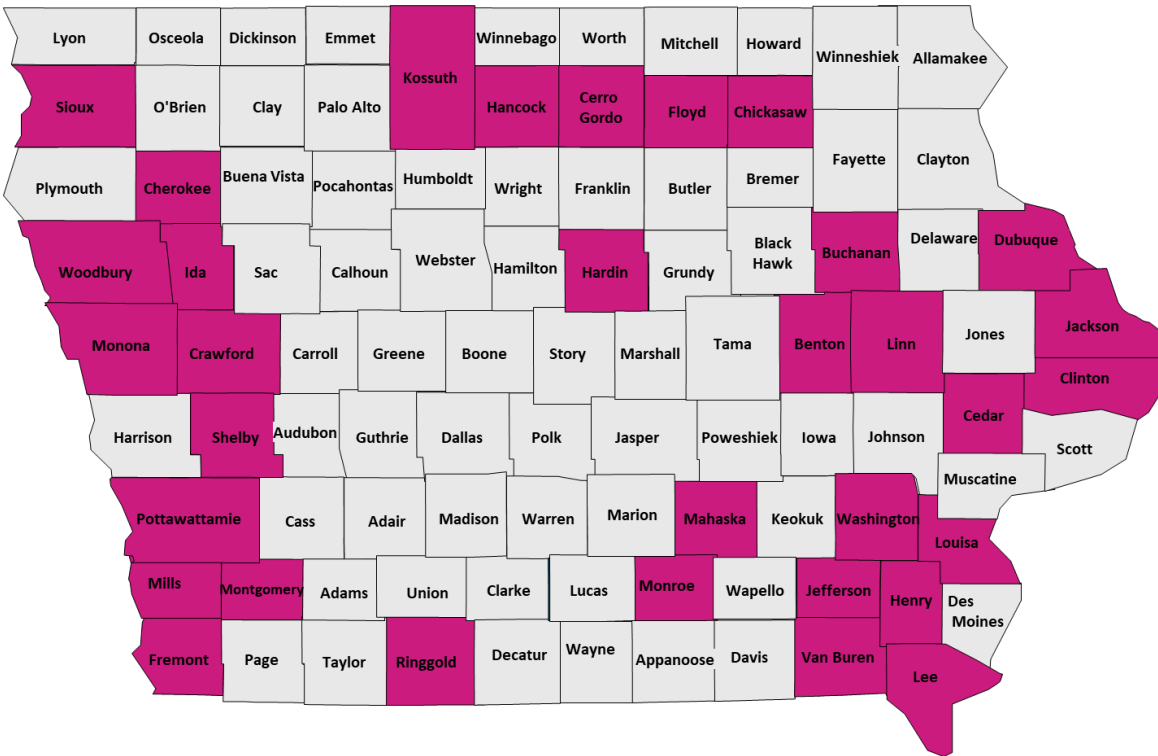
November 1 – January 15

Special Enrollment Period

- Certain life events

We provide market-leading, affordable health insurance on the marketplace.

2025 Service Areas



Affordable Healthcare

58.6%

of our Iowa membership selected the low-cost silver plan option.

58.0%

of our Iowa membership are enrolled on Plans with a **\$0 premium**, significantly lower the burden of access to care.

95.1%

of our Iowa membership pay premiums on average.

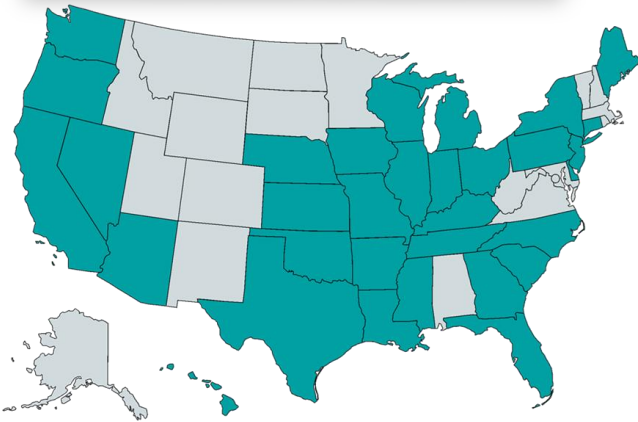
Wellcare - Medicare National Footprint

#6 LARGEST
MEDICARE ADVANTAGE PLAN

SERVICE FOR
20+ YEARS

NATIONAL FOOTPRINT
ACROSS 32 STATES

1.1 MILLION
MEDICARE MEMBERS



wellcare

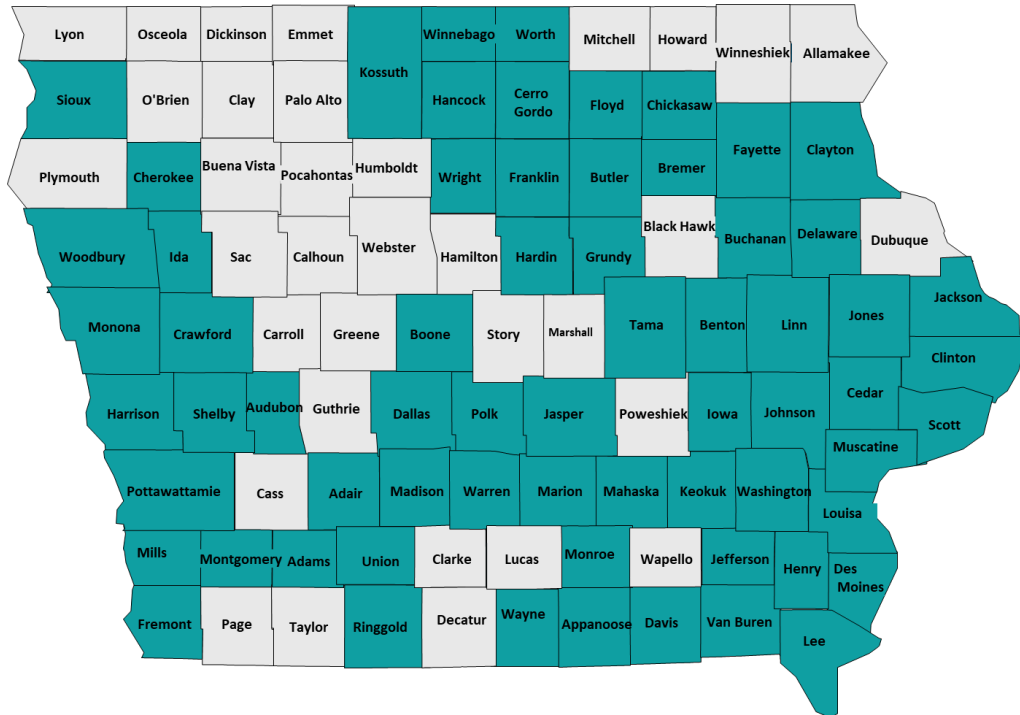
Purpose of bringing Wellcare to Iowa

- ✓ Expand consumer choice for MA
- ✓ Serve dual-eligible members for Medicaid and Medicare
- ✓ Offer higher level of integrated care
- ✓ Consistency in healthcare



Offering comprehensive plans featuring affordable coverage and innovative benefits beyond original Medicare.

Wellcare – Medicare Dual Eligible Focus



12.2M Dual Eligible Beneficiaries Nationally

- 40%** Full benefits duals have two+ activities of daily living limitations
- 47%** Dual eligible beneficiaries have at least one mental health condition
- 49%** Dual eligible beneficiaries require long-term services and supports



Dual eligible members account for more than **\$300 billion** in combined state and federal spending

Dual Liberty

- Full Medicaid
- \$0 premium
- \$9,350 out of pocket
- \$0 PCP & specialist
- \$0 up to 90-days per admission

Dual Access

- Medicaid pays premium/cost share assistance
- \$0 premium
- \$9,350 out of pocket
- \$0 PCP & specialist
- \$0 up to 90-days per admission

Dual Reserve

- Medicaid pays premium/cost share assistance
- \$0 premium
- \$3,900 out of pocket
- \$0 PCP & \$20 specialist
- \$300 per day for days 1-5; \$0 per day for days 6-90; \$0 for unlimited additional hospital days



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 lowans.
- ✓ 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

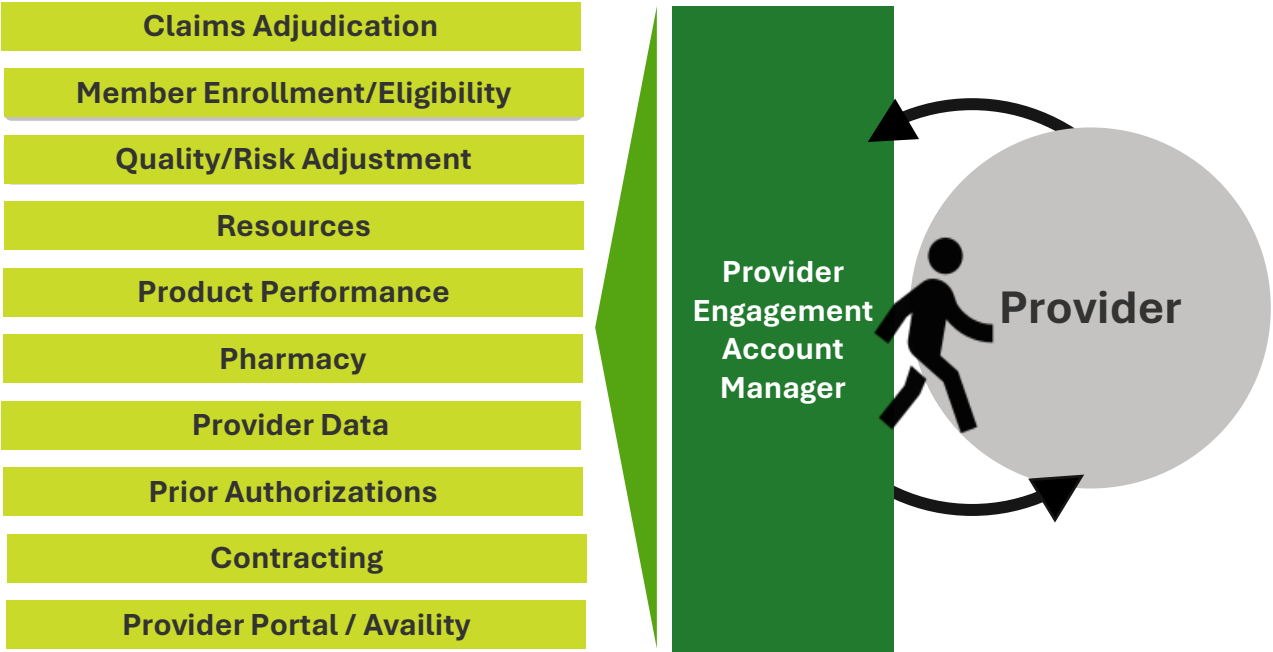
**Note: B3 is a service category, not a provider type.*





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](http://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)

- **Evolut**

(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 / Availity**

(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!