
INFORMATIONAL LETTER NO. 2650-MC-FFS-D

DATE: December 13, 2024

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Dental (D)

FROM: Iowa Department of Health and Human Services (HHS),
Iowa Medicaid

RE: Federal Audit Notification of the Managed Care Plans (MCPs)

EFFECTIVE: Immediately

The purpose of this Informational Letter (IL) is to inform providers of the federal Centers for Medicare and Medicaid Services (CMS) Program Integrity Contractor's audit of the Iowa Managed Care Programs (MCPs).

Iowa has been selected as one of 20 states where the Unified Program Integrity Contractor (UPIC), CoventBridge, will conduct an audit of the Iowa Medicaid MCPs. The audit will include the Managed Care Organizations (MCOs) and the Prepaid Ambulatory Health Plans (PAHPs).

CMS and CoventBridge will conduct a contract compliance and payment integrity audit on the following MCPs:

- Medical MCPs
 - Iowa Total Care
 - Molina
 - Wellpoint
- Dental MCPs
 - Delta Dental of Iowa
 - MCNA Dental

The period of review includes October 1, 2022, through September 30, 2024. There are five areas of focus for the audit:

1. Review of MCPs' Compliance Efforts.
2. Review of Paid Claims to Network Providers.
3. Review of Denied Claims and Denied Prior Authorizations (PAs).
 - a. Hospice
 - b. Home and Community-Based Services (HCBS) to include Personal Care Services
 - c. Nursing Facilities
 - d. Non-Emergency Medical Transportation (NEMT)
 - e. Behavioral Health
4. Review of Provider Network Adequacy.
5. Review of Preventive Services.

CoventBridge may request documentation from providers during the audit. The lifecycle of this audit is expected to be 13 months. Providers are required to comply with the requests for the documentation and the timeframes established by CoventBridge.

If you have questions, please contact Program Integrity Audits and Investigations, Iowa Medicaid Provider Services, the appropriate MCO or PAHP:

Program Integrity Audits and Investigations:

- Phone: 1-877-446-3787 (Toll Free)
- Email: FWA_Audits@hhs.iowa.gov

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@hhs.iowa.gov

Managed Care Organizations (MCOs):

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: aproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.):

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>

Prepaid Ambulatory Health Plans (PAHPs):

Delta Dental:

- Phone: 1-888-472-1205
- Email: provrelations@deltadentalia.com
- Website: <https://www.deltadentalia.com/dentists/>

MCNA Dental:

- Phone: 1-855-856-6262
- Email: IA_PR_Dept@mcna.net
- Website: <https://www.mcnaia.net/dentists>