



Provider Landing Page Improvements

Portal changes

Jan 2023

Overall Look and Feel

Legacy

The legacy interface features a dark blue header with the Iowa Total Care logo and navigation icons for Eligibility, Patients, Authorizations, and Messaging. The user name 'Bheverly Marie Asadon' is displayed in the top right. Below the header, there are dropdown menus for 'Viewing Dashboard For: TIN' (set to 470757164) and 'Plan Type' (set to Iowa Total Care), with a green 'GO' button. A prominent yellow callout box contains a note about EOP (Explanation of Payments) PDFs. The main content area is divided into sections: 'Welcome' with 'Add a TIN to My ACCOUNT' and 'Care and Risk Gaps - Daily View' buttons; 'Recent Activity' with a table header; 'Quick Links' with links to 'ITC Provider Dispute Form', 'Clinical Payment Policies', and 'PAI Provider Survey'; and a 'What you need to know about COVID-19' section. The footer includes links to 'Instruction Manual (PDF)', 'Terms and Conditions', 'Privacy Policy', and 'Copyright © 2023, Centene Corporation'.

New Release

The new release interface features a clean, modern design with a dark blue header. The user name 'Steven Coley' is displayed in the top right. Below the header, there are dropdown menus for 'Viewing Dashboard For: TIN' (set to 421487987) and 'Plan Type' (set to Iowa Total Care), with a green 'GO' button. A yellow callout box contains a note about EOP (Explanation of Payments) PDFs. The main content area is divided into sections: 'Welcome, Steven!' with a sub-header; 'Quick Actions' with a form for 'Member ID or Last Name', 'Member Date of Birth', and 'Select Action Type'; 'Claims Overview' with a table showing 'REJECTED' (0) and 'DENIED' (0) counts; 'Authorization Overview' with buttons for 'Inpatient Authorizations' and 'Outpatient Authorizations'; and 'Useful Links' with cards for 'Reports', 'Provider Analytics', 'Patient Analytics', 'Care & Risk Gaps', 'ITC Provider Dispute Form', 'Clinical Payment Policies', 'PAI Provider Survey', and 'COVID-19'. The footer includes links to 'Instruction Manual (PDF)', 'Terms and Conditions', 'Privacy Policy', and 'Copyright © 2023, Centene Corporation'.

Please Note: No existing functionality will be lost with this release. The release focuses on new ways of getting to existing functionality faster while cleaning up the landing page to account for 508 compliance issues.

Header Information

Legacy

The legacy header interface features a dark blue background. On the left, it displays the 'iowa total care' logo and the 'ia health link life Hawki' logo. On the right, there are navigation icons for 'Eligibility', 'Patients', 'Authorizations', and 'Messaging', followed by the user name 'Bheverly Marie Asadon' with a dropdown arrow. Below this, a section labeled 'Viewing Dashboard For:' contains two dropdown menus: 'TIN' with the value '470757164' and 'Plan Type' with the value 'Iowa Total Care'. A green 'GO' button is positioned to the right of the 'Plan Type' dropdown.

New Release

The new release header interface is visually identical to the legacy version. It features the same dark blue background, logos on the left, navigation icons and user name on the right, and the 'Viewing Dashboard For:' section with 'TIN' (470757164) and 'Plan Type' (Iowa Total Care) dropdowns, and a green 'GO' button.

The legacy header remains the same to ensure providers can navigate to legacy functionality if they do not prefer the new layout changes.

Welcome

Legacy



The existing “Welcome” was generic and static.

New Release

Welcome, Martha!

Get familiar with the dashboard, here are some ways to get started.

The update includes a personalized welcome message with the ability to update messages as new releases become available.

Provider Notifications

Legacy

Note: Users may have issues with accessing EOP (Explanation of Payments) PDFs and information on consolidated checks may be missing from the Payment History section. We'll be updating our network to fix this issue. Thank you for your patience as we improve our web sites to serve you better.

Iowa Total Care Secure Provider Portal InterQual Connect™ Integration

Iowa Total Care values the relationships we have with our provider partners, and our Secure Provider Portal is a key component, enabling providers to conduct business with Iowa Total Care from the convenience of their desktops.

To that end, we are pleased to announce effective 07/01/22, the integration of an exciting new tool, InterQual Connect™ in our Secure Provider Portal, adding features that will simplify the provider experience, and offers several new capabilities.

For more information, we encourage you to visit the Provider News section of Iowa Total Care website at <https://www.iowatotalcare.com>

Legacy messages are stacked with a random color scheme and no set size limit.

New Release

! EOP Issues

Users may have issues with accessing EOP (Explanation of Payments) PDFs and information on consolidated checks may be missing from the Payment History section. We'll be updating our network to fix this issue. Thank you for your patience as we improve our web sites to serve you better.

⚠ This is how the title will look with a limit of 60 character

This is how the notification will look with a limit of 250 characters. As you can see the space allows you to write some information but not a whole lot of words. It really depends on how much information you want to spell out in a limited amount of

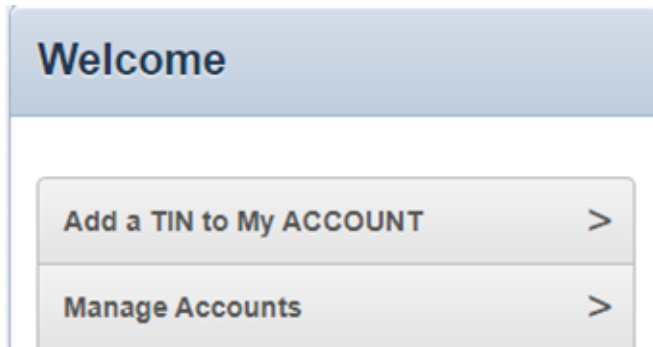
i Network Upgrade Scheduled

We will be updating our network from Dec 30th at 11:00pm until Jan 3rd at 7:00am (Central Time). Some features may not be available during this time. We apologize for any inconvenience this may cause. Thank you for your patience as we improve our web sites to serve you better.

Time based options for notifications to disappear on a pre-set basis along with a 250-character limit to make messages clearer to the user. Includes a well-defined color scheme based on urgency of the message (Critical, Warning, Info).

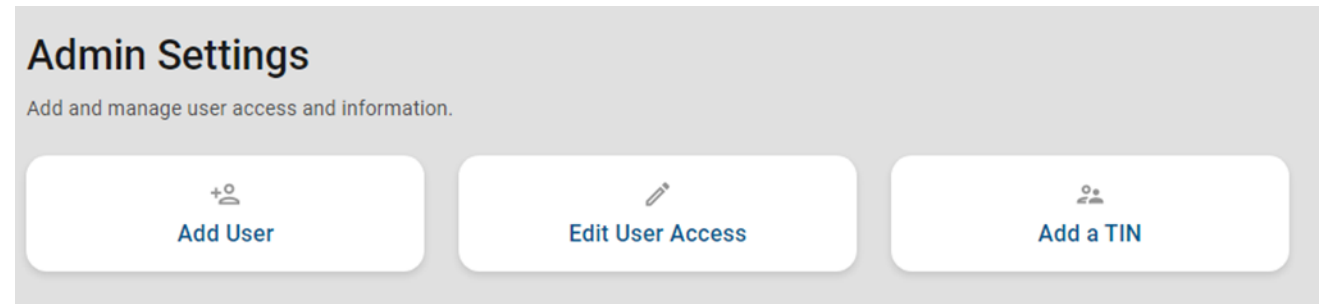
Admin Setting

Legacy



Admin functions are buried behind drop down lists.

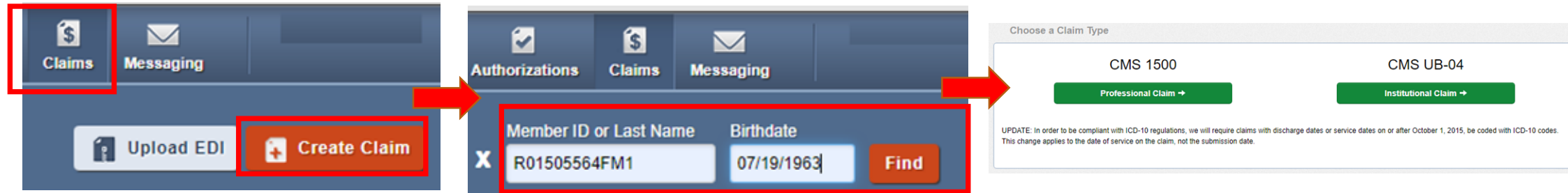
New Release



To address accessibility issues with dropdown lists, admin functions are now easily visible and clickable to the user.

View And Create – Create Claim

Legacy



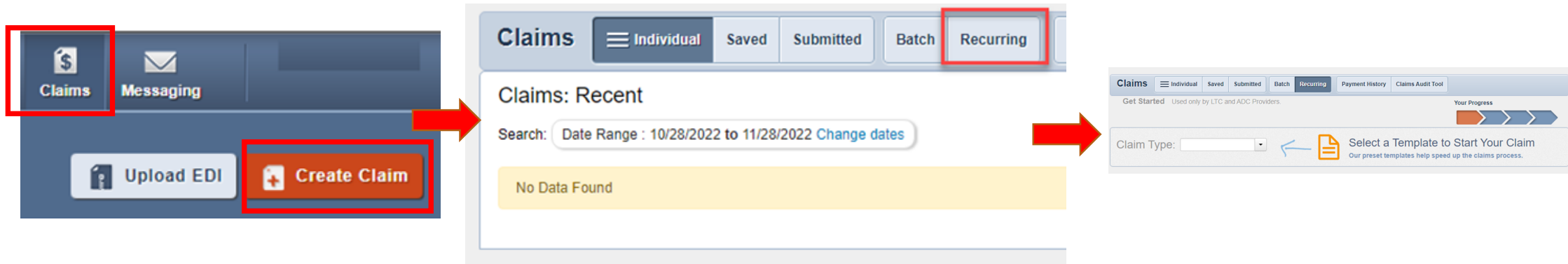
New Release



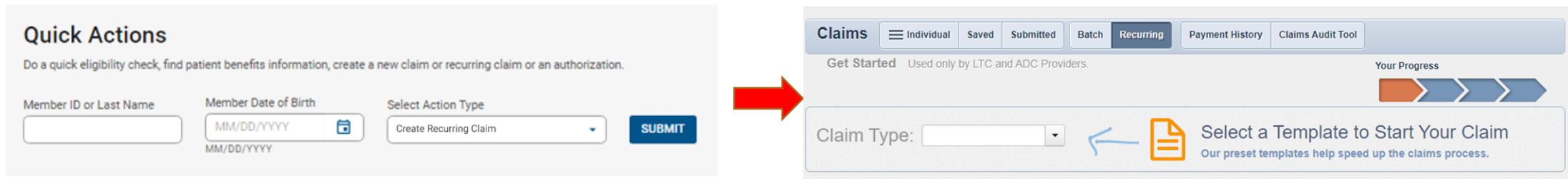
By providing the member information first, the system can direct the member directly to the claim type selection legacy page avoiding several unnecessary clicks and screen loads.

View And Create – Create Reoccurring Claim

Legacy



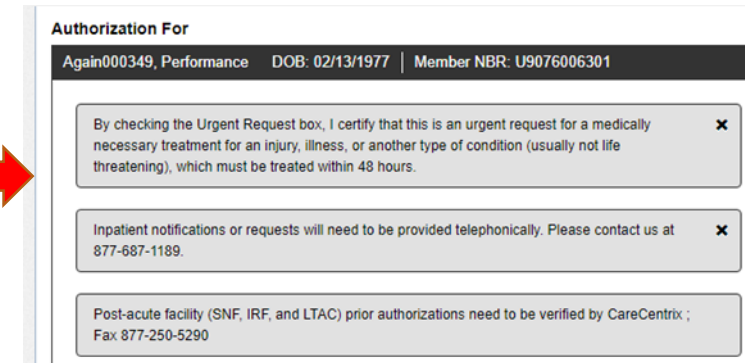
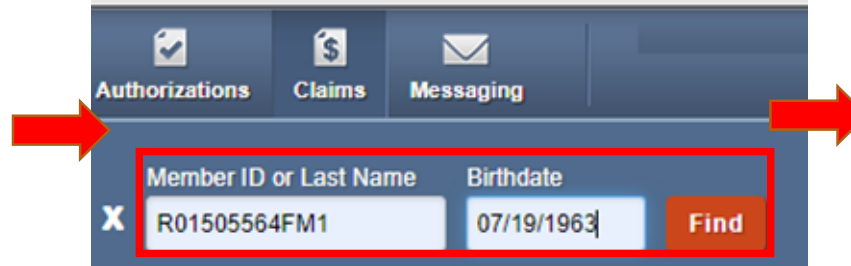
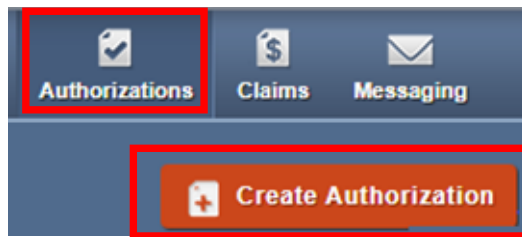
New Release



By providing the member information first, the system can direct the member directly to the reoccurring legacy page avoiding several unnecessary clicks and screen loads.

View And Create – Create Authorization

Legacy



New Release

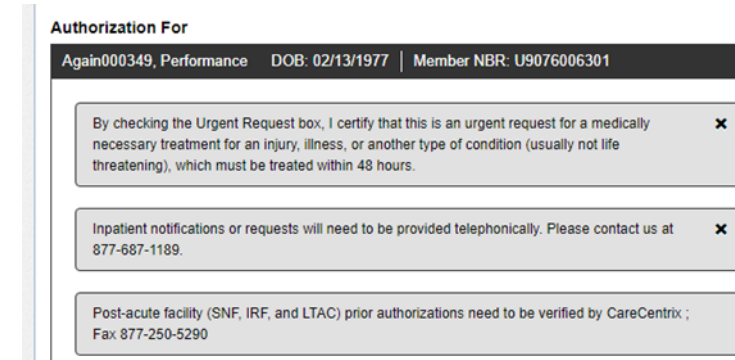
Quick Actions

Do a quick eligibility check, find patient benefits information, create a new claim or recurring claim or an authorization.

Member ID or Last Name

Member Date of Birth

Select Action Type



By providing the member information first, the system can direct the member directly to the authorization creation legacy page avoiding several unnecessary clicks and screen loads.

View And Create – View Eligibility

Legacy

Required Action! Providers seeing members enrolled in Ambetter VALUE or VIRTUAL ACCESS products will need to ensure that PCP Referrals are created. Providers who are outside of the members Primary Provider Group will require a referral for services to be covered. Claims will deny if the referral is not created.

ELIGIBLE	DATE OF SERVICE	PATIENT NAME	DATE CHECKED
Ineligible	11/04/2022	Wanda Ring View details	11/04/2022

This patient is not eligible as of today, Nov 4, 2022. The premium paid through date is May 18, 2016. and the claims paid through date is May 18, 2016.

New Release

Quick Actions
Do a quick eligibility check, find patient benefits information, create a new claim or recurring claim or an authorization.

Member ID or Last Name:

Member Date of Birth:

Select Action Type:

This patient is not eligible as of today, Nov 4, 2022. The premium paid through date is May 18, 2016. and the claims paid through date is May 18, 2016.

Patient Information	PCP Information
Name: Wanda Ring	UNASSIGNED PCP
Gender: F	View PCP History
Birthdate: Mar 3, 1956	

By providing the member information first, the system can direct the member directly to the eligibility legacy page avoiding several unnecessary clicks and screen loads.

Recent Claims

Legacy

Quick Eligibility Check

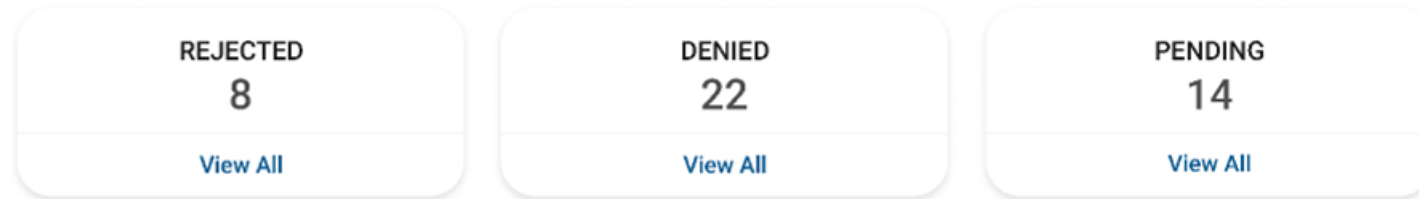
Member ID or Last Name: 123456789 or Smith Birthdate: mm/dd/yyyy [Check Eligibility](#)

Recent Claims

No Data Found

A random list of claims are shown on the page.

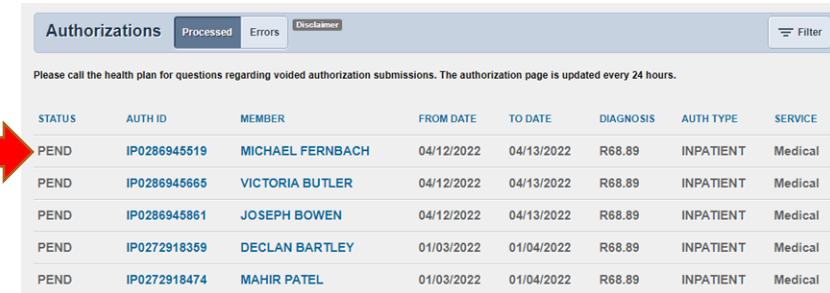
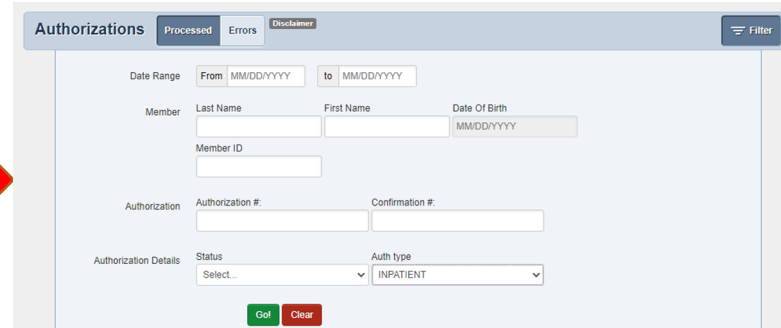
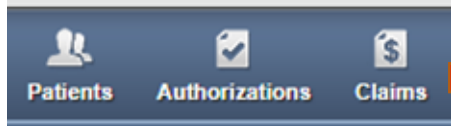
New
Release



Recreated the look and feel of the recent Claims Rewrite project. Clicking a box takes you to the specific grouping of claims.

Authorizations

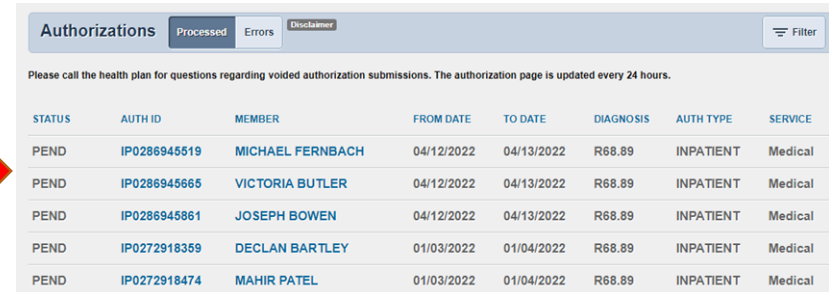
Legacy



STATUS	AUTH ID	MEMBER	FROM DATE	TO DATE	DIAGNOSIS	AUTH TYPE	SERVICE
PEND	IP0286945519	MICHAEL FERNBACH	04/12/2022	04/13/2022	R68.89	INPATIENT	Medical
PEND	IP0286945665	VICTORIA BUTLER	04/12/2022	04/13/2022	R68.89	INPATIENT	Medical
PEND	IP0286945861	JOSEPH BOWEN	04/12/2022	04/13/2022	R68.89	INPATIENT	Medical
PEND	IP0272918359	DECLAN BARTLEY	01/03/2022	01/04/2022	R68.89	INPATIENT	Medical
PEND	IP0272918474	MAHIR PATEL	01/03/2022	01/04/2022	R68.89	INPATIENT	Medical

New Release

Authorization Overview

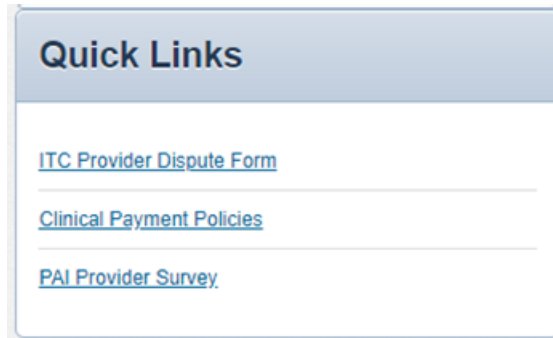


STATUS	AUTH ID	MEMBER	FROM DATE	TO DATE	DIAGNOSIS	AUTH TYPE	SERVICE
PEND	IP0286945519	MICHAEL FERNBACH	04/12/2022	04/13/2022	R68.89	INPATIENT	Medical
PEND	IP0286945665	VICTORIA BUTLER	04/12/2022	04/13/2022	R68.89	INPATIENT	Medical
PEND	IP0286945861	JOSEPH BOWEN	04/12/2022	04/13/2022	R68.89	INPATIENT	Medical
PEND	IP0272918359	DECLAN BARTLEY	01/03/2022	01/04/2022	R68.89	INPATIENT	Medical
PEND	IP0272918474	MAHIR PATEL	01/03/2022	01/04/2022	R68.89	INPATIENT	Medical

The user is directed to legacy page with pre-defined filter already applied.

Quick Links

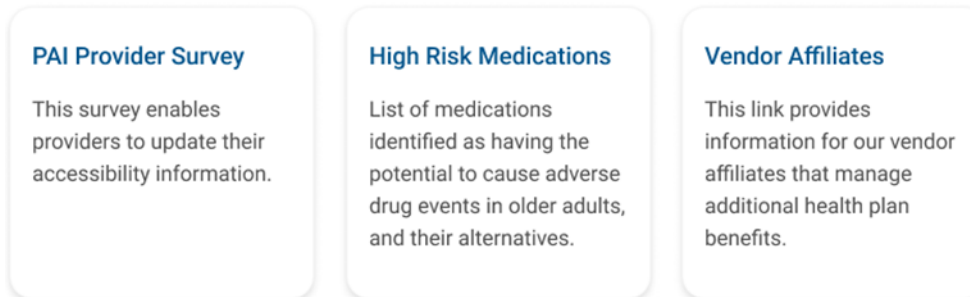
Legacy



Stagnant links are grouped together.

Useful Links

New Release



Three cards are displayed side-by-side under the 'Useful Links' header. Each card has a title and a description:

- PAI Provider Survey**
This survey enables providers to update their accessibility information.
- High Risk Medications**
List of medications identified as having the potential to cause adverse drug events in older adults, and their alternatives.
- Vendor Affiliates**
This link provides information for our vendor affiliates that manage additional health plan benefits.

New descriptions of links provide context to the user.

Reports and Analytics

Legacy

Reports	>
Patient Analytics	>
Provider Analytics	>
Care and Risk Gaps - Daily View	>

Links to some third-party affiliated sites.

New Release

Useful Links

Reports This repository contains reports that are uploaded and maintained by the health plan.	Provider Analytics Used by PCP groups to get direct access to reports/dashboards that assist in providing better outcomes and lower costs.	Patient Analytics This is a PHM tool that supports providers in the delivery of timely, efficient, and evidence-based care to our members.
Care & Risk Gaps Providers are directed to Interpreta, where they can view data for high-risk/high impact members in the selected population.	ITC Provider Dispute Form Use if claim is processed and a PRA has been issued or you received a letter subsequent to the reconsideration.	Clinical Payment Policies Guidelines used to assist in administering provider benefits

Moved together with legacy Quick Links to make up the new Useful Links section with detailed information about what the link is used for. All links still perform the same legacy functions when clicked.

Thank You
