



Iowa Department of Human Services

Medicaid e-News

Announcements:

Register Now for Annual Provider Training

Training sessions will be facilitated by the Iowa Medicaid Enterprise (IME) and will have representatives from the three Managed Care Organizations (MCOs) provide updates. Sessions will be offered in nine different communities throughout the state. In each location we will offer two provider sessions. These sessions will contain the same content so please attend the session that best works for your schedule.

More information, including dates and locations can be found in [Informational Letter 1817-MC-FFS-D](#).

You can register for Annual Provider Training [here](#).

Notification for Informational Letters (ILs)

Providers who are signed up to receive ILs upon publication have been receiving the email notification from the sender DHS IMEInformation (IMEInformation@dhs.state.ia.us).

Effective August 23, 2017, the notifications will be sent from the Iowa Office of the Chief Information Officer (IACIO@public.govdelivery.com). During the transition period we ask that providers do not subscribe or unsubscribe to topics on August 21 and 22, 2017. Beginning on August 23, 2017, all functionality will be available to subscribe or unsubscribe to topics.

More information can be found in [Informational Letter 1819-MC-FFS-D](#).

Success Story:

Iowa Medicaid Contacts

[Iowa Medicaid Member Services](#)

1-800-338-8366

[Iowa Medicaid Provider Services](#)

1-800-338-7909



IA Health Link Member Services

[Amerigroup Iowa, Inc.](#)

1-800-600-4441

[AmeriHealth Caritas Iowa, Inc.](#)

1-855-332-2440

[United Healthcare Plan of the River Valley, Inc.](#)

1-800-464-9484

IA Health Link Provider Services

[Amerigroup Iowa, Inc.](#)

1-800-454-3730



IA Health Link Member Realizes Her Potential

A UnitedHealthcare member is now living as independently as possible and is active in her community. However, her journey to get here was long and required careful and coordinated work between UnitedHealthcare's case managers and dedicated health care providers.

After being diagnosed with dementia, this member lived in a locked dementia unit for several years until a doctor reevaluated her psychological medication. The results were positive. Her condition drastically improved. After working with physical therapy and occupational therapy providers, she graduated from the dementia unit to a nursing home.

She made great strides and wanted to live on her own. Her UnitedHealthcare case manager recognized the potential to make this happen and began the process to help transition the member to an assisted-living apartment. Her care providers, social services and her family discussed removing the barriers to living on her own. Her case manager helped her apply for elderly waiver services, and started preparing her to move from the nursing home to her own assisted-living apartment.

Through regular and ongoing communications, her case manager was able to identify and address her needs to help make the transition successful. Her case manager worked with her and her family to find an apartment, offered counseling services and obtained a cell phone. Her case manager also secured home items such as furniture, linens and toiletries. The UnitedHealthcare case manager continues to support this member by going to the food pantry to make sure she has healthy food in her home and regularly checks on her health.

Today, this member is fully adjusted in her new home, walks three miles every morning with her neighbor, and takes care of her adopted cat named Oreo. She also leads exercise groups at her assisted-living apartment facility, and often

[**AmeriHealth Caritas
Iowa, Inc.**](#)

1-844-411-0579

[**United Healthcare
Plan of the River
Valley, Inc.**](#)

1-888-650-3462



**Dental Wellness Plan
Member Services**

[**Delta Dental**](#)

1-888-472-2793

[**MCNA Dental**](#)

1-855-247-6262

**Dental Wellness Plan
Provider Services**

[**Delta Dental**](#)

1-888-472-1205

[**MCNA Dental**](#)

1-855-856-6262

Informational Letters

Informational letters are posted through the Iowa Medicaid Portal Application (IMPA) system and are available on the DHS website [**here**](#). These letters communicate important policies and procedures for providers and their administrative staff.

participates and leads Bible study programs. She is happily living in a safe space where she can manage her health.

Follow Us!



Provider Tools and Resources:

Provider Resource Pages

Comprehensive provider resource pages are available for each Managed Care Organization (MCO), featuring provider training manuals, webinars and important updates. View them below:

Amerigroup.com/IAPProvider

AmeriHealthCaritasIA.com/IAPProvider

UHCommunityPlan.com/IAPProvider

Sign Up Now

For Iowa Medicaid e-News.

Verify Eligibility

The Eligibility and Verification Information System (ELVS) line is very busy during the first of the month. The [ELVS web portal](#) is another option for providers in lieu of calling the ELVS line but each provider must enroll through the Electronic Data Interchange Support Services (EDISS). The ELVS web portal allows for multiple eligibility checks and batch submission, where as the ELVS phone system only allows for one at a time.

Login ID and password may be obtained through EDISS by submitting the following [Access Request Form](#) to EDISS or calling EDISS at 1-800-967-7902.

For more information, please see Informational Letter 1650-MC available [here](#).

Looking for an Old Issue of the Medicaid e-News?

Each edition features useful tools and important updates. Now you can quickly access old issues to find what your looking for. Visit the [Iowa Medicaid newsletter page](#) where you'll find links to each issue.

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