



Iowa Department of Human Services

Medicaid e-News

News and Announcements:

New Call Center Hours for Provider Services

The Iowa Medicaid Enterprise (IME) Provider Services Call Center hours of operation is now 8:00 a.m. to 5 p.m. Central Time, Monday through Friday.

Authorized Representative for Managed Care Appeals

Managed care appeals are mandated by Federal law. Federal regulations allow providers and authorized representatives to file an appeal on behalf of a Medicaid member for managed care appeals when the member has given their express written consent.

While the Department has been complying with federal regulations, there was not a consistent way to obtain written consent from members.

In an effort to streamline the process, the Department, Managed Care Organizations (MCOs), and dental carriers are now utilizing form [470-5526](#), Authorized Representative for Managed Care Appeals, to obtain the member's consent.

Form 470-5526 will be used to appoint an individual, organization or provider to act on behalf of the Medicaid member during the appeals process. This form will be used for the MCOs' and dental carriers' first level appeals process and the Department's state fair hearing process.

More information can be found in [Informational Letter 1922](#).

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](#)

1-800-600-4441

[UnitedHealthcare](#)

1-800-464-9484

IA Health Link Provider Services

[Amerigroup Iowa](#)

1-800-454-3730

[UnitedHealthcare](#)

1-888-650-3462

Public Notices

The following public notices and requests for comment have recently been posted on the Department's website:

[30 Day Hospital Readmission Policy - Exclusion for Planned Procedures](#)

[Inpatient Hospital Rate Rebate/Diagnosis Related Group Weight Recalibration](#)

[HCBS Habilitation Case Management](#)

[Increase Pharmacy Dispensing Fee Rate](#)

[Amend Iowa's 1115 Demonstration Waiver](#)

Reminders:

Good Cause

Remember, members requesting to change their MCO due to 'Good Cause,' first must contact their current MCO to go through their grievance process for resolution. If the issue has not been resolved following the decision of the grievance, the member may call Iowa Medicaid Member Services. The final decision for disenrollment will be determined by DHS. For more information click [here](#).

Provider Tools and Resources:

Providers are Encouraged to 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, whereas 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.

Provider Resource Pages

Comprehensive provider resource pages are available for each Managed Care Organization (MCO), featuring



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.

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provider training manuals, webinars and important updates. View them below:

Amerigroup.com/IAPProvider

UHCCommunityPlan.com/IAPProvider

IA Health Link Success Stories

IA Health Link is a managed care program that works to make sure members get the health care that they need. Click the [image](#) below to read the success stories.



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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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