



## Medicaid e-News

News and Announcements:

### Upcoming Provider Training Session

Starting in 2020, the Iowa Medicaid Enterprise (IME) will hold quarterly provider training sessions in addition to the annual provider training that takes place each year.

The quarterly training sessions will be held in one region, and focus on a specific topic. The annual training session will continue to be held throughout the state and will target all provider types. All sessions, quarterly and annual, will include representatives from the IME and the Managed Care Organizations (MCOs).

#### Quarter 1 Provider Training Session

**Topic:** Community-Based Case Management

**Date:** January 13, 2020

**Location:** Grand River Center, 500 Bell St., Dubuque

**Times:** 9 a.m. - 12 p.m. and 1 p.m. to 4 p.m.

Registration for both the [morning](#) and [afternoon](#) sessions is now open. Quarterly training sessions will be recorded and made available on the IME website for providers who cannot attend.

More information about 2020 Provider Training Sessions can be found in [Informational Letter 2075-MC-FFS](#).

### MCO System Configurations

[Amerigroup Iowa](#) and [Iowa Total Care](#) are now posting weekly updates on their respective websites any systemic claims related configuration issues that are affecting providers.

Each update includes the known system issues, a brief description, the date the issue was identified, status, provider types affected, number of providers impacted as well as an expected completion date and an expected claims reprocessing date.

### Public Notice

The following public notice has recently been posted on the Department's website:

## [Public Comment Period for Home- and Community-Based Services \(HCBS\) AIDS/HIV Waiver Renewal](#)

### Reminders:

### **Changing Your MCO**

The Member Open Choice Period ended September 30, 2019.

Going forward, members may only change their MCO during their annual choice period or for reasons of good cause.

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 at 1-800-338-8366. The final decision for disenrollment will be determined by DHS. More information can be found on the Department's [website](#) .

### 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, 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.

If you currently do not have access to the ELVS web portal, you can register your provider at <https://connect.edissweb.com>. Each additional user that would like access to the provider's information can complete an [Additional Access Request Form](#). If you have any questions regarding EDISS registration, call 1-800-967-7902.

### **Provider Resource Pages**

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

[Amerigroup.com/IAProvider](https://amerigroup.com/IAProvider)

[IowaTotalCare.com/Providers](https://iowatotalcare.com/Providers)

### **Informational Letters**

Informational letters are posted through the Iowa Medicaid Portal Application (IMPA) system and are available on the DHS website. These letters

communicate important policies and procedures for providers and their administrative staff.

#### IA Health Link Contacts

### MEMBER SERVICES

[Amerigroup Iowa](#)  
1-800-600-4441

[Iowa Total Care](#)  
1-833-404-1061

### PROVIDER SERVICES

[Amerigroup Iowa](#)  
1-800-454-3730

[Iowa Total Care](#)  
1-833-404-1061

#### Dental Wellness Plan Contacts

### MEMBER SERVICES

[Delta Dental](#)  
1-888-472-2793

[MCNA Dental](#)  
1-855-247-6262

### PROVIDER SERVICES

[Delta Dental](#)  
1-888-472-1205

[MCNA Dental](#)  
1-855-856-6262

#### Iowa Medicaid Contacts

### MEMBER SERVICES

[Iowa Medicaid Member Services](#)  
1-800-338-8366

### PROVIDER SERVICES

[Iowa Medicaid Provider Services](#)  
1-800-338-7909

#### Success Stories

# Success Stories



THE RIGHT CARE, AT THE RIGHT TIME, AT THE RIGHT PLACE.



#### 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](#) above to read success stories.