



Medicaid e-News

Useful Information:



Service Plan Extensions

To assist members with the transition to managed care on April 1, 2016, all applicable Home- and Community-Based Services (HCBS) waiver service plans that include a service plan end date between April 1, 2016, and June 30, 2016, will be extended. This extension will assure that members have an authorized service plan while transitioning to service coordination with the member's new Managed Care Organization (MCO). During this extension, the case manager designated by the MCO will work with the member to develop a service plan for the remainder of the member's waiver year.

In order for the extensions to occur, the department requests case managers and Iowa Department of Human Services (DHS) service workers review their current HCBS waiver workload to identify affected service plans and to amend those plans to extend the service plan through June 30, 2016. The inclusion of [Informational Letter 1671-MC](#), in a member's service plan will serve as the required addendum to extend the service plan from April 1, 2016, through June 30, 2016.

No changes in the Individualized Services Information System (ISIS) or a notice of decision (NOD) are needed. The department has notified the member's MCO of the extension. Service providers are assured that the MCOs will pay for the authorized services during the extension



Coverage has Begun!

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

MCO Member
Services
[Amerigroup Iowa, Inc.](#)
1-800-600-4441

[AmeriHealth Caritas](#)
1-855-332-2440

[United Healthcare
Plan of the River
Valley, Inc.](#)
1-800-464-9484

**Non-Emergency
Medical
Transportation**
Members may contact their assigned non-emergency medical transportation (NEMT) broker at the numbers below to schedule their NEMT services:

Amerigroup Iowa Inc.
Logisiticare

time period and until a new service plan is developed and approved for the member's waiver year.

Managed Care Cards and Medicaid ID Numbers

All three Managed Care Organizations (MCOs) include the member's Medicaid ID number on the member's MCO ID card. The Amerigroup of Iowa, Inc. member ID card refers to the number as "Medicaid number." The AmeriHealth Caritas of Iowa, Inc. member ID card refers to the number as "State ID." UnitedHealthcare Plan of the River Valley, Inc. uses the Medicaid ID as the MCO ID number and is referred to on the card as "Member ID."

To view samples of the MCO cards click [here](#).

Pharmacy Choice

Managed Care Organizations (MCOs) may offer pharmacy drugs through a mail-order pharmacy, however members have a choice and may choose to use their MCO's mail-order pharmacy, or may choose to go to their local pharmacy to fill prescriptions.

Public Notice :

Iowa Family Planning Network Waiver Demonstration Renewal

In accordance with Affordable Care Act regulations for section 1115 demonstrations, the Department of Human Services (DHS) is posting notice of the request to extend the Iowa Family Planning Network Demonstration Waiver. The public is encouraged to review the [renewal document](#) and the [schedule for public hearings](#).

Comments concerning this notice on the waiver renewal may be sent to klindsa@dhs.state.ia.us or addressed to Kelly Lindsay, Iowa Department of Human Services, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319-0114 for a period of thirty (30) days from the date of this notice.

Public Comment Meeting :

We Want to Hear from You!

Join Iowa Medicaid, The Iowa Department of Human Services, and representatives from each of the Managed Care Organizations (MCOs) for a public comment meeting to voice your comments.

The next public comment meeting will be at the Hilton Garden Inn, River City Ballroom, 2702 Mid-American Dr., Council Bluffs, IA, 51501, on June 7, 2016, from 3 to 5 p.m.

1-844-544-1389

AmeriHealth Caritas, Iowa Inc.

Access2Care
1-855-346-9760

UnitedHealthcare Plan of the River Valley, Inc.

MTM
1-888-513-1613

Medicaid Fee-for-Service

Access2Care/TMS
1-866-572-7662

New Provider 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.

Communications Toolkit

The IA Health Link Communications is full of resources including FAQs, social media posts, images, links and more. Download it below:

Communications Toolkit

Follow Us!

Download a printable flyer to help get the word out in your community [here](#).



Tools and Resources:

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, 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](#).

Resource Guide for Providers' Front Desk Staff

The Iowa Medicaid Enterprise (IME) has put together a useful tool for administrative staff which includes important phone numbers, claims submission information and more.

Download and print the Managed Care Quick Reference Guide [here](#).

Managed Care Organization Provider Resource Pages Available

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

Amerigroup.com/IAProvider

AmeriHealthCaritasIA.com/IAProvider

UHCommunityPlan.com/IAProvider

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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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