



Medicaid e-News

Reminder:

AmeriHealth Caritas to Withdraw from the IA Health Link Program

AmeriHealth Caritas is withdrawing from the IA Health Link managed care program effective November 30, 2017. AmeriHealth Caritas members' coverage with their new MCO will begin on December 1, 2017.

Visit www.IAHealthLink.gov for more information.

Transition Updates:

Provider Enrollment with Managed Care Organizations (MCOs)

During the transition from Amerihealth Caritas, providers currently enrolled with the Iowa Medicaid Enterprise (IME) will be considered to have "deemed enrollment" with both UnitedHealthcare and Amerigroup for the month of December 2017.

"Deemed enrollment" means that Medicaid enrolled providers are provisionally considered credentialed with each MCO to allow for continued access to care.

For more information read [Informational Letter 1855-MC-FFS-D](#) and [Informational Letter 1856-MC-FFS-D](#).

TODAY: UnitedHealthcare Job Fair

On December 1, UnitedHealthcare will begin serving 200,000 Iowa Medicaid members who previously were enrolled through AmeriHealth. After that transition is complete, the company will manage and coordinate the care of more than 400,000 Iowans through the IA Health Link program.

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

[AmeriHealth Caritas](#)

1-855-332-2440

[UnitedHealthcare](#)

1-800-464-9484

IA Health Link Provider Services

[Amerigroup Iowa](#)

1-800-454-3730

[AmeriHealth Caritas](#)

1-844-411-0579

[UnitedHealthcare](#)

To continue providing high-quality care to this larger population of lowans, UnitedHealthcare is expanding its team here in central Iowa by hiring 70 new case managers.

To fill these positions, the company will hold a job and informational fair on Wednesday, November 15, from 8 a.m. to 3:30 p.m. at the Tuscany Event Center, located at 3901 NW 121st Street in Urbandale, IA.

At the same event, consumer-directed attendant care (CDAC) providers will be able to register with UnitedHealthcare. Those unable to attend can start their registration process by sending an email to IowaCommunityNetwork@UHC.com.

Tiered Rates

Per House File 653, the Department of Human Services (DHS) was directed to implement tiered rates for providers of daily supported community living (SCL), full day-habilitation and full day-adult day care for persons with an intellectual disability under the home- and community-based services (HCBS) waiver program.

Tiered rates aligns reimbursement based on the severity of the individuals' disabilities and will standardize reimbursement for all providers. Approximately 5,000 members will have their services reimbursed using tiered rates.

Tiered rate reimbursement for daily SCL will be phased in over 19 months beginning December 1, 2017. This phased in approach allows providers time to adjust their business practices. For more information view the [Tiered Rates FAQ](#) and [Informational Letter 1846-MC-FFS](#).

Member Choice Guidelines for Providers

All health care providers delivering services to Iowa's Medicaid population in the IA Health Link managed care program are welcome to inform their patients of the health plans in which they have chosen to participate. However, there are strict prohibitions against patient steering, which all providers must observe.

Learn more [here](#).

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.

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Non Emergency Medical Transportation (NEMT)

AmeriHealth Caritas members should continue scheduling rides with their AmeriHealth Caritas' NEMT broker until December 1, 2017, regardless of the appointment date. AmeriHealth Caritas will transition member information, including NEMT appointment information, to the member's new Managed Care Organization (MCO).

Beginning December 1, 2017, members should contact their new MCOs' NEMT broker to schedule rides.

NEMT contact information to schedule a ride:

Amerigroup Iowa

Logisticare: 1-844-544-1389

AmeriHealth Caritas

Access2Care: 1-855-346-9760

UnitedHealthcare

MTM: 1-888-513-1613

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/IAProvider

AmeriHealthCaritasIA.com/IAProvider

UHCCommunityPlan.com/IAProvider

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](#).

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

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