



Medicaid e-News

Medicaid news for members, providers and stakeholders.



Virtual Medicaid Town Hall Meetings on Thursday

Iowa Medicaid is holding virtual town hall meetings this week with providers and members. These meetings are a chance for Iowa Medicaid staff to gather feedback on the current state of the program and how to improve, as well as answer questions.

The Town Hall meetings will be held on Thursday, September 23, 2021. The Provider Town Hall will be at 4:00 p.m., followed by the Member Town Hall meeting at 5:00 p.m.

Both town hall meetings will be held virtually on ZoomGov. Meeting login information is available on the [DHS website](#). Guests who have pre-registered will receive an email with the meeting login information on Thursday morning.

Iowa Medicaid appreciates all of the feedback and questions received during the August town hall meetings. You can listen to audio recordings of the August [provider](#) and [member](#) town hall meetings on the DHS website.

Additionally, Iowa Medicaid staff have answered the questions asked during the August meetings. These also can be viewed on the [DHS website](#).

Open Choice Period Ends September 30, 2021

Open Choice ends September 30, 2021, for a majority of IA Health Link and Hawki members, as well as children who recently transitioned to the Dental Wellness Plan (DWP) Kids program.

Eligible IA Health Link and Hawki members may change their Managed Care Organization (MCO) for any reason during this time.

Additionally, children who transitioned to the DWP Kids program in July 2021 may switch dental carriers for any reason during this time.

Members wishing to change MCOs, or dental carriers, must submit their request to Iowa Medicaid Member Services.

You can find more information about the Open Choice Period, and make your MCO, or dental carrier, choice on the DHS website:

- [IA Health Link](#)
- [DWP Adults and DWP Kids](#)
- [Hawki](#)

Public Notice

The following public notice has recently been posted on the DHS website:

[Public Comment Period for "Outside the Four Walls" Requirement for Indian Health Service and Tribal Facilities](#)

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 (DWP) and DWP Kids Contacts

MEMBER SERVICES

[Delta Dental of Iowa](#)

1-888-472-2793

[MCNA Dental](#)

1-855-247-6262

PROVIDER SERVICES

[Delta Dental of Iowa](#)

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

IA Health Link Success Stories

IA Health Link is a managed care program that works to make sure members get the health care they need. Click the image at the right to read IA Health Link success stories.

