



Iowa Department of Human Services

## Medicaid e-News

### News and Announcements:

#### Why Did I Receive A Bill For \$3?

Adult Iowa Medicaid members that have received a monthly bill in the mail for \$3 have not met the requirements of the Dental Wellness Plan.

To keep full dental benefits and pay no monthly premiums, members must complete " [Healthy Behaviors](#) " during each enrollment year.

Healthy Behaviors include the completion of both:

- Oral Health Self-Assessment and
- Dental Preventive Service

If members do not complete their Healthy Behaviors each year, they may be charged a \$3 monthly premium.

If a member receives a bill and does not pay it for more than 90 days, they will be moved to basic dental benefits. The Department of Human Services (DHS) will notify affected members by mail of this decision.

More information about the Healthy Behaviors requirements for dental can be found on the [DHS website](#) . Dental carriers [Delta Dental](#) and [MCNA Dental](#) also share information about Healthy Behaviors with their members.



### 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

## Payment Of Nursing Facility Room And Board Expenses Options Report

As part of a Legislative requirement, DHS recently submitted a report to the Iowa Legislature exploring options for possible elimination of room and board pass-through payments for the dually eligible Medicare and Medicaid beneficiaries receiving hospice benefits in a nursing facility. The report was submitted in compliance with 2018 Iowa Acts, House File 2309 which required DHS to consult with affected providers and stakeholders to pursue options to reimburse a nursing facility directly for this population.

The Department collected feedback from providers, hospice and nursing home association representatives, MCOs and other stakeholders in drafting its report. The Department presented four options to the Legislature in its report, but did not give a recommendation for which option, if any, should be chosen.

The current process for pass-through remains in effect. Any potential change proposed by the Legislature would also need to be approved by the Centers for Medicare and Medicaid (CMS).

## Provider Training Update

The IME is working with the three Managed Care Organizations (MCO) - Amerigroup, UnitedHealthcare and new MCO Iowa Total Care - on developing more specialized training events in 2019.

The IME collected feedback from providers in July regarding the annual provider training and intends to include many of the suggestions. The IME and the MCOs are also researching the possibility of offering online training opportunities in 2019 in addition to the face-to-face sessions.

## Public Notices

The following public notice and request for comment has recently been posted on the Department's website:



### 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.

### Follow Us!



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## [Changes to Nursing Facility \(NF\) Quality Assurance Assessment Fees](#)

### Reminders:

#### **DHS Now Accepting Medicaid Premiums Online**

Iowa Health and Wellness Plan members and Dental Wellness Plan members that receive a monthly billing statement in the mail, can now pay their premiums online.

Make a payment online at any time using the Department's new secure website, "ClickPay":  
<https://secureapp.dhs.state.ia.us/clickpay>.

Payments may only be made from your checking or savings account. Once you submit your payment information, a receipt will be made for your records.

The ClickPay website does not require you to create an account to make a payment. However, you'll need to enter your statement number, Member ID and the last 4 digits of your Social Security Number to make a payment. (The statement number is located on the front of the statement, in the upper-right-hand corner.)

Once you enter the required information you will be transferred to a secure bank site: U.S. Bank, to complete your transaction. U.S. Bank processes the premiums for DHS; you do not need to have a U.S. Bank account to pay your contribution online.

The ClickPay online payment option is not available for **hawk-i** or Medicaid for Employed People with Disabilities members.

#### **Changing Your MCO**

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 at 1-800-338-8366. 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, 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.

### **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](http://Amerigroup.com/IAProvider)

[UHCCommunityPlan.com/IAProvider](http://UHCCommunityPlan.com/IAProvider)

### **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.



### **Looking for an Old Issue of the Medicaid e-News?**

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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