



Medicaid e-News

Announcements:

AmeriHealth Caritas to Withdraw from the IA Health Link Program

AmeriHealth Caritas Iowa Inc. is withdrawing from the IA Health Link managed care program. AmeriHealth Caritas will withdraw from the program effective Nov. 30, 2017. AmeriHealth Caritas members' coverage with their new MCO will begin on December 1, 2017. They should watch their mail for more information, which will arrive soon. Learn more by reading the sample [member letter](#).

For more information read the [Press Release](#) and the [Stakeholder Questions and Answers \(Q&A\)](#).

The Centers for Medicare and Medicaid Services (CMS) Approves the Elimination of Retroactive Coverage

On August 2, 2017, Iowa, as directed by the legislature, submitted a request to the Centers for Medicare and Medicaid Services (CMS) to eliminate retroactive eligibility for all Medicaid applicants.

CMS has approved Iowa's request to eliminate the three month retroactive eligibility period, except for pregnant women (and during the 60-day period beginning on the last day of the pregnancy) and infants under one year of age, for applications filed on or after November 1, 2017. This includes initial applications and applications to add new household members.

For more information, read [Informational Letter 1847-MC-FFS-D](#).

Provider Tools and Resources:

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](#)

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/IAPProvider

AmeriHealthCaritasIA.com/IAPProvider

UHCCommunityPlan.com/IAPProvider

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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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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