



Medicaid e-News

News and Announcements:

Annual Dental Benefit Maximum Effective September 1, 2018

Effective September 1, 2018, every Medicaid member, age 21 and older, has a \$1,000 annual benefit maximum (ABM) for dental services each State Fiscal Year (July 1 - June 30).



Preventive, diagnostic or emergency dental services, anesthesia in conjunction with approved oral surgery procedures, and fabrication of dentures **do not** count toward a member's ABM. Examples of dental services that **do not** count toward a member's ABM include: exams, cleanings, x-rays, and fluoride.

The Iowa Medicaid Enterprise (IME) has created a process for a daily file exchange of claim information between the dental benefit administrators - Delta Dental and MCNA - to track the ABM of members enrolled in the Dental Wellness Plan. This allows dental benefit administrators to have reliable ABM amounts that can accurately be shared with members and providers.

Members can contact their dental provider to receive an estimate of what their remaining ABM is. This is only an estimate as processing of a member's recent dental services may still be pending.

Providers may view ABM information by calling the Eligibility and Verification Information System (ELVS) line at 800-338-7752 or by accessing the ELVS web portal.

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

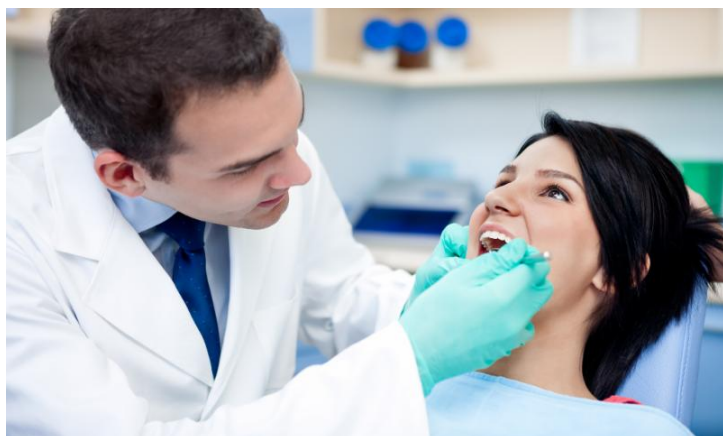
[Amerigroup Iowa](#)

1-800-454-3730

[UnitedHealthcare](#)

1-888-650-3462

For more information, see [Informational Letter 1941](#).



University of Iowa College of Dentistry Now Accepting New Medicaid Members

The University of Iowa College of Dentistry has informed the IME that they are once again accepting new Dental Wellness Plan (DWP) patients into their student clinics.

The College of Dentistry had placed a hold on accepting new DWP patients over the summer as they worked with IME staff and the dental benefit administrators - Delta Dental and MCNA - to ensure they would be able to determine a DWP member's remaining annual benefit maximum for dental services.

Request for Information on EVV Program

The Department is seeking information and feedback from vendors, stakeholders, managed care organizations, members and constituents on the [Electronic Visit Verification \(EVV\) program](#).

The Department is receiving responses until 3 p.m. September 28, 2018. Written responses must be submitted via email to evvrfi@dhs.state.ia.us.

Public Notices

The following public notices and requests for comment have 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.

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[30 Day Hospital Readmission Policy - Exclusion for Planned Procedures](#)

[Inpatient Hospital Rate Rebase/Diagnosis Related Group Weight Recalibration](#)

Reminders:

Good Cause

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. 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, whereas 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](#)

[UHCommunityPlan.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.

Success Stories



THE RIGHT CARE, AT THE RIGHT TIME, AT THE RIGHT PLACE.



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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