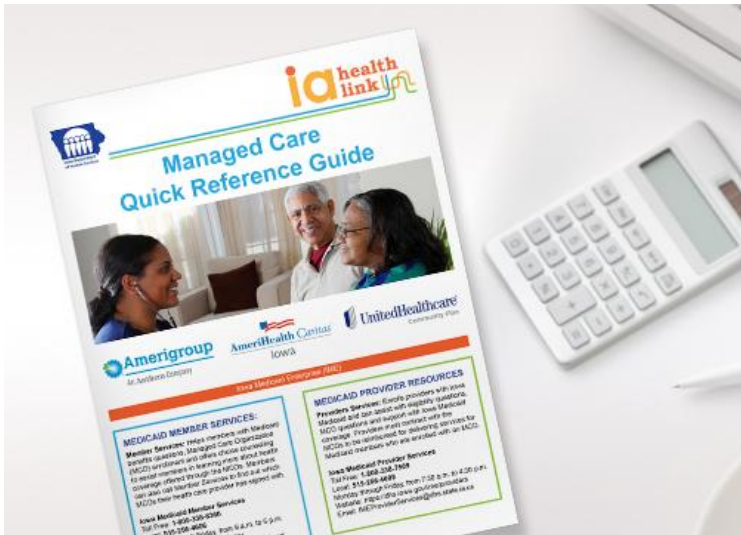




Iowa Department of Human Services

Medicaid e-News

IA Health Link Coverage has Begun!



Resource Guide for Providers' Front Desk Staff

The Iowa Medicaid Enterprise (IME) has put together a useful tool for administrative staff which includes important phone numbers, claims submission information and more.

Download and print the Managed Care Quick Reference Guide [here](#).

Coverage has Begun!

After more than a year of preparation, hard work and unprecedented cooperation among Iowa Medicaid, its stakeholders and federal partners, IA Health Link coverage has begun.

Iowa's most vulnerable populations now have a healthcare delivery system focused on better coordination and improved quality of care. They have access to health plans with the latest technology, providing new benefits beyond what Medicaid has traditionally offered. While this is a significant step forward for members, this is also a much-needed step toward a more predictable and sustainable budget for our taxpayer-funded program.



Coverage has Begun!

Choice Continues:
Members can continue to make changes in MCO selection for any reason until **June 16, 2016**, and after for 'Good Cause.'

[Iowa Medicaid Member Services](#)

1-800-338-8366

MCO Member Services

[Amerigroup Iowa, Inc.](#)

1-800-600-4441

[AmeriHealth Caritas](#)

1-855-332-2440

[United Healthcare Plan of the River Valley, Inc.](#)

1-800-464-9484

Updated Communications Toolkit

Read the full letter from Iowa Medicaid Director, Mikki Stier, [here](#).

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).

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](#).

Prior Authorization Requirements

The Iowa Medicaid Enterprise (IME) has put together a prior authorization (PA) summary by plan. Quickly view and compare PA requirements for each plan with this easy-to-use chart.

Download and print the PA requirements by plan [here](#).

Special Hours for Managed Care Transition

The Iowa Medicaid Enterprise (IME) will have call center staff available Saturday, April 2, 2016, from 8 a.m. to 5 p.m. to assist members and providers with the transition to managed care. The Managed Care Organizations will also have special hours, please see below.

IME Member Services

Toll Free: **1-800-338-8366**

Des Moines Area: 515-256-4606

IME Provider Services

Toll Free: **1-800-338-7909**

Des Moines Area: 515-256-4609

Amerigroup Iowa, Inc.

Provider Services: **1-800-454-3730**

7:30 a.m. to 6 p.m., April 2-3, 2016

Member Services: **1-800-600-4441**

7:30 a.m. to 6 p.m., April 2-3, 2016

AmeriHealth Caritas Iowa, Inc.

Provider Services: **1-844-411-0579**

8 a.m. to 5 p.m., April 2-3, 2016

Member Services: **1-855-332-2440**

24 hours a day, seven days a week.

UnitedHealthcare Plan of the River Valley, Inc.

The IA Health Link Communications Toolkit has been updated with the April 1, 2016, launch date and is full of resources including FAQs, social media posts, images, links and more. Download it below:

Communications Toolkit

Follow Us!



Provider Services: **1-888-650-3462**

7:30 a.m. to 6 p.m. April 2-3, 2016

Member Services: **1-800-464-9484**

7:30 a.m. to 6 p.m. April 2-3, 2016

Non-Emergency Medical Transportation

Each of the Managed Care Organizations (MCOs) has selected a transportation vendor. Members may contact their assigned MCO's non-emergency medical transportation (NEMT) broker at the numbers below to schedule their NEMT services:

Amerigroup Iowa Inc.

Logisiticare

1-844-544-1389

AmeriHealth Caritas, Iowa Inc.

Access2Care

1-855-346-9760

UnitedHealthcare Plan of the River Valley, Inc.

MTM

1-888-513-1613

Managed Care Organization Provider Resource Pages Available

Comprehensive resource pages are available for each Managed Care Organization (MCO), featuring provider training manuals, webinars and important updates. You may view them below:

Amerigroup.com/IAProvider

AmeriHealthCaritasIA.com/IAProvider

UHCommunityPlan.com/IAProvider

Informational Letters:

New Provider Informational Letters

The Iowa Medicaid Enterprise has posted several important informational letters to assist with the launch of the IA Health Link managed care program.

Informational letters are posted through the Iowa Medicaid Portal Application (IMPA) system and are available on the DHS website [here](#). Recent informational letters are featured below.

These letters communicate important policies and procedures for providers and their administrative staff. Providers should continue to watch closely for updates during the implementation period.

- [1635-MC](#) Electronic Billing

- [1638-MC](#) Update - 340B Drug Pricing Program
- [1639-MC](#) Mental Health and Substance Abuse Services Billed on the UB-04
- [1642-MC](#) Reimbursement for Vaccines for **hawk-i** members
- [1643-MC](#) Incident Reporting Notice
- [1644-MC](#) Medicaid Preferred Drug List for Medicaid and **hawk-i** members
- [1645-MC](#) Enrollment and Payment Policies for PA Services
- [1649-MC](#) Lock-In (LI) Program for Medicaid Fee-for-Service (FFS) Members
- [1652-MC](#) Billing for Hospital Services
- [1653-MC](#) Tobacco Cessation Coverage and the IA Health Link
- [1655-MC](#) Updates for Psychiatric Medical Institutions for Children (PMIC)

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 you're looking for. Visit the [Iowa Medicaid newsletter page](#) where you'll find links to each issue.

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