



Medicaid e-News

Useful Information:



Reminder: Deadline Approaching

June 16, 2016, is the last day for members who transitioned to the IA Health Link on April 1, 2016, to change their Managed Care Organization (MCO) for any reason. After that members may only change their MCO for reasons of 'Good Cause,' such as their provider not being in their MCO's network.

This date is fast approaching and we want to make sure everyone has a chance to change their MCO if they wish to do so. Please share this information.

New members whose MCO coverage began after April 1, 2016, continue to have 90 days from their choice period end date to change their MCO for any reason. This date can be found on the member's enrollment letter or by calling Iowa Medicaid Member Services.

Members may change their MCO by calling Iowa Medicaid Member Services at 1-800-338-8366 or 515-256-4606 from the Des Moines area, Monday through Friday, 8 a.m. to 5 p.m.

Choice cut-off dates can be viewed [here](#).

Managed Care Cards and Medicaid ID Numbers

All three Managed Care Organizations (MCOs) include the member's Medicaid ID number on the member's MCO ID card.

To view samples of the MCO member ID cards click [here](#).



Coverage has Begun!

[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

**Non-Emergency
Medical
Transportation**
Members may contact
their assigned non-
emergency medical
transportation (NEMT)
broker at the numbers
below to schedule
their NEMT services:

Amerigroup Iowa Inc.
Logisiticare

Public Notice :

Formal Waivers Submitted

The Iowa Medicaid Enterprise (IME) has submitted formal applications for the Iowa Wellness Plan (IWP) waiver extension and Marketplace Choice (MPC) waiver termination. You may view the documents submitted to the Centers for Medicare and Medicaid (CMS) [here](#).

Tools and Resources:

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, 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](#).

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](#).

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/IAPProvider

AmeriHealthCaritasIA.com/IAPProvider

UHCCommunityPlan.com/IAPProvider

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](#)

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

Medicaid Fee-for-Service

Access2Care/TMS
1-866-572-7662

New Provider 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.

Communications Toolkit

The IA Health Link Communications is full of resources including FAQs, social media posts, images, links and more. Download it below:

Communications Toolkit

Follow Us!

where you'll find links to each issue.



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