



Iowa Department of Human Services

Medicaid e-News

News and Announcements:

Reinstatement of Retroactive Coverage for Individuals Residing in a Nursing Facility at Application

In accordance with Senate File 2418 passed by the Iowa Legislature during the 2018 session, the Department of Human Services (DHS) is reinstating the provision of three months of retroactive Medicaid benefits for applicants who are residents of a nursing facility at the time of application and are otherwise Medicaid-eligible.

This revised policy is effective for new Medicaid applications filed on or after July 1, 2018. System changes in alignment with this policy revision will be made effective October 1, 2018.

For more information, see [Informational Letter 1955](#).

DHS Now Accepting Medicaid Contributions Online

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



Iowa Health and Wellness Plan members and Dental Wellness Plan members that receive a monthly billing statement in the mail, can now make their contribution 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.)



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!



[**Sign Up Now**](#)

For Iowa Medicaid e-News.

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 contributions for DHS; you do not need to have U.S. Bank account to pay your contribution online.

Latest MCO Quarterly Report Available

The latest quarterly report for the Iowa Medicaid Managed Care Organizations is now available [online](#).

This report, which was released September 25, 2018, includes performance data from April through June 2018 for Amerigroup Iowa, Inc. and UnitedHealthcare Plan of the River Valley, Inc.

Public Notices

The following public notices and requests for comment have recently been posted on the Department's website:

[Medicaid Copayments for Prescription Drugs](#)

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](#)

[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.

Iowa Medicaid Enterprise | IMECommunications@dhs.state.ia.us | dhs.iowa.gov
100 Army Post Rd., Des Moines, IA 50315

Copyright © 2018. All Rights Reserved.



The Iowa Medicaid Enterprise (IME), has been named a 2016 All Star Award winner by Constant

Contact , part of the Endurance International Group, Inc.'s (Nasdaq: EIGI) family of brands and the trusted marketing advisor to hundreds of thousands of small organizations worldwide. The annual award recognizes the most successful 10 percent of Constant Contact's customer base, based on their significant achievements using email marketing to engage their customer base and drive results for their organization during the prior year.