



## Medicaid e-News

News and Announcements:

### **GEMT Program Training Available**

The Iowa Medicaid Enterprise (IME) will be conducting a cost reporting training on November 19, 2019 for the Ground Emergency Medical Transportation (GEMT) program.

The training is for GEMT program eligible providers who plan to submit a cost report for emergency medical services provided during State Fiscal Years 2018 and 2019.

#### **Training Information**

Tuesday, November 19, 2019 from 9 a.m. to 12 p.m.

- Dial-in: 1-415-655-0003; Access Code: 667-396-944
- Video conference [link](#).

GEMT is a voluntary program that allows publicly owned or operated emergency ground ambulance providers to be reimbursed for their average uncompensated care cost per transport.

More information about the GEMT program is available on the Department of Human Services (DHS) [website](#).

### **Latest MCO Quarterly Report Available**

The latest quarterly report for the Iowa Medicaid Managed Care Organizations (MCOs) is now available on the Department's [website](#).

This report, which was released October 9, 2019, includes performance data from April through June 2019 for Amerigroup Iowa and UnitedHealthcare.

### **Public Notice**

The following public notice has recently been posted on the Department's website:

[\*\*Public Comment Period for Home- and Community-Based Services \(HCBS\) Waiver Statewide Transition Plan \(STP\)\*\*](#)

## Reminders:

### Changing Your MCO

The Member Open Choice Period ended September 30, 2019.

Going forward, members may only change their MCO during their annual choice period or for reasons of good cause.

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 at 1-800-338-8366. The final decision for disenrollment will be determined by DHS. More information can be found on the Department's [website](#).

## 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.

If you currently do not have access to the ELVS web portal, you can register your provider at <https://connect.edissweb.com>. Each additional user that would like access to the provider's information can complete an [Additional Access Request Form](#). If you have any questions regarding EDISS registration, call 1-800-967-7902.

### Provider Resource Pages

Comprehensive provider resource pages are available for each MCO, featuring provider training manuals, webinars and important updates. View them below:

[Amerigroup.com/IAProvider](http://Amerigroup.com/IAProvider)

[IowaTotalCare.com/Providers](http://IowaTotalCare.com/Providers)

### Informational Letters

Informational letters are posted through the Iowa Medicaid Portal Application (IMPA) system and are available on the DHS website. These letters communicate important policies and procedures for providers and their administrative staff.

IA Health Link Contacts

**MEMBER SERVICES**

[Amerigroup Iowa](#)  
1-800-600-4441

[Iowa Total Care](#)  
1-833-404-1061

**PROVIDER SERVICES**

[Amerigroup Iowa](#)  
1-800-454-3730

[Iowa Total Care](#)  
1-833-404-1061

Dental Wellness Plan Contacts

**MEMBER SERVICES**

[Delta Dental](#)  
1-888-472-2793

[MCNA Dental](#)  
1-855-247-6262

**PROVIDER SERVICES**

[Delta Dental](#)  
1-888-472-1205

[MCNA Dental](#)  
1-855-856-6262

Iowa Medicaid Contacts

**MEMBER SERVICES**

[Iowa Medicaid Member Services](#)  
1-800-338-8366

**PROVIDER SERVICES**

[Iowa Medicaid Provider Services](#)  
1-800-338-7909

Success Stories

**Success  
Stories**



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



**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](#) above to read success stories.