



Medicaid e-News

Announcements:

IA Health Link Members Regain Choice

Amerigroup Iowa has notified the Iowa Department of Human Services (DHS) that they have the capacity to begin accepting new IA Health Link members again. Because of this, DHS has ended its temporary suspension of Managed Care Organization (MCO) choice.

New IA Health Link members with an effective coverage date of May 1 or later are able to choose Amerigroup Iowa as their MCO.

Current IA Health Link members are able to change their MCO during their annual choice period or for reasons of '[Good Cause](#).'



Public Notice and Request for Comment

Earlier this month, DHS provided public notices regarding its intention to renew its Home- and Community-Based Services [Children's Mental Health](#) (CMH) and [Elderly](#) Waiver programs with the Centers for Medicare and Medicaid Services (CMS) for another five years.

All public comments on the Department's CMH Waiver renewal must be received by May 9, 2018 at 4:30 p.m.

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

And, all public comments on the Department's Elderly Waiver renewal must be received by May 16, 2018 at 4:30 p.m.

Latest Medicaid Managed Care Quarterly Report is Now Available

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

This report, which was released March 28, 2018, includes performance data from October through December 2017 for Amerigroup Iowa, Inc., AmeriHealth Caritas, Inc. and UnitedHealthcare Plan of the River Valley, Inc. (*AmeriHealth Caritas did not have members enrolled in December 2017.*)

Reminders:

Good Cause

Remember, members requesting to change their Managed Care Organization (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 the Department of Human Services (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



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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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

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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