



Medicaid e-News

Medicaid news for members, providers and stakeholders.



Iowa Medicaid to Hold Regular Town Hall Meetings

Starting August 26, 2021, Iowa Medicaid will hold regular virtual town hall meetings with providers and members to gather feedback on the current state of the program and how to improve.

Iowa Medicaid also plans to use these town hall meetings to share information on current and future program projects and improvements.

A separate town hall meeting will be held for providers and members on the fourth Thursday of each month. The Provider Town Hall meeting will be 4:00 to 5:00 p.m., followed by the Member Town Hall meeting from 5:00 to 6:00 p.m.

Advance registration is encouraged, but not required. Login information for the virtual meetings will be shared on the day of the event to ensure the Department has enough virtual spots to accommodate all guests.

Meeting login information, and any schedule changes, also will be posted on the [Department's website](#).

Medicaid providers interested in participating may [register online now](#).

Medicaid members interested in participating may [register online now](#).

Reimbursement Rate Increases for Certain Providers

During the 2021 Legislative Session, House File 891 appropriated funds to increase reimbursement rates for specific providers, including:

- Air ambulance
- Home health agency Low-Utilization Payment Adjustment (LUPA)
- Home- and Community-Based Services (HCBS) habilitation
- HCBS waivers
- Nursing facility
- Psychiatric Medical Institutions for Children (PMIC)

The new provider rates are effective with dates of service July 1, 2021, and after. Due to the provider challenges related to the COVID-19 Public Health Emergency, the Department has made an exception to our normal process in allowing provider rate increases prior to approval from the Centers for Medicare and Medicaid Services (CMS) and State Plan Amendment (SPA).

More information on each of the provider reimbursement rate changes can be found on the [DHS website](#).

Member Open Choice Period Continues

As a reminder a majority of current IA Health Link and Hawki members are currently in an open choice period through September 30, 2021. Members may change their Managed Care Organization (MCO) for any reason during this time.



Members who wish to change MCOs must submit their request to IME Member Services.

You can find more information about the Open Choice Period, and make your MCO choice, on the [DHS website](#).

Job Opportunities with Iowa Medicaid

DHS-Iowa Medicaid is seeking applicants for the following positions:

- [Complex Needs Coordinator](#)
- [Managed Care Member/Provider Analyst](#)

Success Story



Amerigroup Provides Grant to Help At-Risk Youth Graduate

Amerigroup Iowa has announced a \$50,000 grant for non-profit organization Starts Right Here, founded by local rap artist William Holmes, aka Will Keeps, to provide enhanced education support to help at-risk youth obtain high school diplomas.

“Starts Right Here takes an innovative and inspiring approach, creating a supportive environment for our local youth,” DHS Director Kelly Garcia said. “I’m delighted to see Amerigroup Iowa has partnered with Starts Right Here. I deeply appreciate Amerigroup Iowa for this funding commitment that will assist Starts Right Here in empowering at-risk youth to reach their mental, emotional, physical, and economic potential.”

Amerigroup partners with local organizations to help at-risk youth reach their highest potential. For more on Starts Right Here, visit startsrighthere.org.

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 of Iowa](#)

1-888-472-2793

[MCNA Dental](#)

1-855-247-6262

PROVIDER SERVICES

[Delta Dental of Iowa](#)

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

IA Health Link Success Stories

IA Health Link is a managed care program that works to make sure members get the health care they need. Click the image at the right to read IA Health Link success stories.

