



## Medicaid e-News

Useful Information:



### Level of Care Process-Clarification

The IA Health Link managed care program began on April 1, 2016, with a focus on the provision of services and quality of care in Long Term Care programs. The Iowa Medicaid Enterprise (IME) has issued a clarification of the process for submission of Level of Care (LOC) Certification for members in a nursing facility.

As required by federal regulation, facilities must conduct a comprehensive, accurate, standardized, reproducible assessment of each resident's functional ability to determine the appropriate LOC. The results of the assessment are used to develop, review, and revise the resident's comprehensive plan of care, potentially resulting in discharge.

For more information on this process view [Informational Letter 1674-MC](#).

### Waiver Provider Requirements: Reminder for Iowa Medicaid Individual Consumer Directed Attendant Care (CDAC) Providers

The IA Health Link program launched on April 1, 2016, and while Managed Care Organizations (MCOs) are administering the program, the policies of the Iowa Medicaid Enterprise (IME) remain consistent with all three MCOs.

All services provided must be approved by the member's Care Manager or Case Manager through a written CDAC Agreement which has been signed by the



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

provider **and** the member. For more details view [Informational Letter 1675-MC](#).

### **IA Health Link Newborn Coverage**

In situations where a Managed Care Organization (MCO) enrolled Medicaid member gives birth, the newborn is automatically enrolled with the mother's MCO. The member must notify the MCO of the birth and follow the MCO's policies. Please refer to the MCO training materials and provider manuals on the DHS website under [Managed Care Organization \(MCO\) Specific Materials](#).

Automatic assignment to the mother's MCO is done only after the Medicaid enrolled mother has completed the necessary enrollment application with the Iowa Department of Human Services (DHS) Income Maintenance Worker. All DHS enrollment processes should continue to be followed.

Once the newborn is determined eligible and the MCO assignment has occurred, the member will also have 90 days to change enrollment if the mother or guardian chooses to change to a different MCO. Choosing a different MCO during this period may be done without cause.

This information can also be found in [Informational Letter 1673-MC](#).

### **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. The Amerigroup of Iowa, Inc. member ID card refers to the number as "Medicaid number." The AmeriHealth Caritas of Iowa, Inc. member ID card refers to the number as "State ID." UnitedHealthcare Plan of the River Valley, Inc. uses the Medicaid ID as the MCO ID number and is referred to on the card as "Member ID."

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

Public Notice :

### **Iowa Family Planning Network Waiver Demonstration Renewal**

In accordance with Affordable Care Act regulations for section 1115 demonstrations, the Department of Human Services (DHS) is posting notice of the request to extend the Iowa Family Planning Network Demonstration Waiver. The public is encouraged to review the [renewal document](#) and the [schedule for public hearings](#).

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

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### **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!**

Comments concerning this notice on the waiver renewal may be sent to [klindsa@dhs.state.ia.us](mailto:klindsa@dhs.state.ia.us) or addressed to Kelly Lindsay, Iowa Department of Human Services, Hoover State Office Building, 1305 E. Walnut Street, Des Moines, IA 50319-0114 for a period of thirty (30) days from the date of this notice.



Public Comment Meeting :

Sign Up Now

### **We Want to Hear from You!**

Join Iowa Medicaid, The Iowa Department of Human Services, and representatives from each of the Managed Care Organizations (MCOs) for a public comment meeting to voice your comments.

For Iowa Medicaid e-News.

The next public comment meeting will be at the Hilton Garden Inn, River City Ballroom, 2702 Mid-American Dr., Council Bluffs, IA, 51501, on June 7, 2016, from 3 to 5 p.m.

Download a printable flyer to help get the word out in your community [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/IAProvider](http://Amerigroup.com/IAProvider)

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

[UHCommunityPlan.com/IAProvider](http://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 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](mailto:IMECommunications@dhs.state.ia.us) | [dhs.iowa.gov](http://dhs.iowa.gov)  
100 Army Post Rd., Des Moines, IA 50315

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