



Iowa Department of Human Services

Medicaid e-News

Transition:

Provider Training Events Have Been a Success!

Provider training events took place across the state during January and the beginning of February. Attendees have provided very positive feedback on these informational events. For those who were unable to attend, webinars with information covered in these events will be posted on our website soon.



Member Choice Guidelines for Providers

All health care providers delivering services to Iowa's Medicaid population, who are included in the IA Health Link transition to managed care, are welcome to inform their patients of the IA Health Link plans in which they have chosen to participate. However, there are strict prohibitions against patient steering, which all providers must observe. View these guidelines [here](#).

Member Mailings

Important mailings are being sent to members. The three mailings identified below have begun arriving in mailboxes.

These Mailings Include:

- **WellCare Reassignment:** This mailing was sent to members who self-selected WellCare of Iowa, Inc. or were tentatively assigned to WellCare of Iowa, Inc., noting it is no longer an option. This letter also provides members with a new tentative Managed Care Organization (MCO) assignment.



IA Health Link coverage begins March 1, 2016.

[Iowa Medicaid Member Services](#)

1-800-338-8366

Managed Care

Organizations:

[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

Current Toolkits

The IA Health Link toolkits are full of resources including FAQs, social media posts, images, links and more. View the links below.

Stakeholder Toolkit

- **Newly Eligible Enrollment Packets:** This mailing continues to be sent to new members who became eligible after the initial enrollment packets were sent last fall. This includes the IA Health Link member handbook, a tentative MCO assignment, an MCO selection form and flyers from the three available MCOs.
- ***hawk-i* MCO Choice Options:** *hawk-i* members have the opportunity to self-select before being assigned to an MCO. This follow up letter reminds *hawk-i* members of their three MCO choices, as well as their need to make a choice by February 17, 2016, or they will be assigned to an MCO.

Upcoming Mailings Include:

- **IA Health Link Confirmation of Coverage:** This letter confirms the member's coverage with their chosen or assigned MCO, and will be sent to all IA Health Link members later this month.
- ***hawk-i* MCO Assignment Letter:** This letter confirms the member's coverage with their assigned MCO and will be sent after February 18, 2016, to *hawk-i* members who did not make an MCO selection.

Member mailings are posted on our website [here](#).

Contracting Continues

Providers are encouraged to continue working with the three managed care organizations (MCOs) to complete contracts and credentialing requirements in time for the anticipated March 1, 2016, launch date. Find the [MCO contacts here](#).

Iowa providers have signed more than 89,722 contracts with the MCOs. Each plan has enrolled over 81 percent of the currently active fee-for-service Iowa providers in their network. Nearly 45 percent of current providers have signed with all 3 MCOs.

Resources and Tools:

Managed Care Organization Provider Resource Pages Now Available

Comprehensive resource pages are now available for each Managed Care Organization (MCO), featuring provider training manuals, webinars and important updates. You may view them below:

Amerigroup.com/IAProvider

AmeriHealthCaritasIA.com/IAProvider

UHCCommunityPlan.com/IAProvider

Provider Toolkit

Communications Toolkit

Member Education and Enrollment Tele-Townhall

Des Moines
February 8, 2016
5-7 p.m.

Member Education and Enrollment Tele-Townhall

Ottumwa
February 11, 2016
5-7 p.m.

Help get the word out in your community!

Iowa Medicaid has scheduled several member enrollment events in communities across Iowa. The events scheduled in Des Moines and Ottumwa for February 2, 2016, were rescheduled due to severe weather.

The member training event in **Des Moines** will take place on **February 8, 2016**, from 5 to 7 p.m. at the East Side Library in the H. Dale and Lois Bright community room, located at 2559 Hubbell Ave., Des Moines, IA 50317.

The member training event in **Ottumwa** will take place on **February 11, 2016**, from 5 to 7 p.m. at Bridge View Center in room C4, located at 102 Church St., Ottumwa, IA 52501

Promotional flyers are available below. These can be printed and posted at clinics, on community bulletin boards and used as handouts.

Des Moines | February 8, 2016

Ottumwa | February 11, 2016

Informational Letters:

Reminder: 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. Providers should watch closely for updates during the transition period.

Prior Authorization Process Clarification

[Informational Letter 1591-MC](#) directed providers on the Prior Authorization (PA) process for the IA Health Link program. Further clarification on this process for both pharmacy drugs that require a PA, and all other services requiring a PA, can be found in [Informational Letter 1607-MC](#).

PAs are used by the Iowa Medicaid Enterprise (IME) to ensure program integrity, by requiring that all services are medically necessary. The MCOs will honor existing IME PAs for 90 days for all services and providers.

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