



Iowa Department of Human Services

Medicaid e-News

Implementation:



Member Mailing

Members will be able to choose their health plan until February 17, 2016, for coverage beginning March 1, 2016. Members will have until May 18, 2016, to make a change for any reason.

[Letters](#) reminding members of these key dates for the IA Health Link program, have been sent and will arrive January 8-12, 2016.

A section in the Member Enrollment Handbook listed the Office of the Ombudsman and its telephone number in error. A corrected page to the Enrollment Handbook is also included in this mailing.

Transition:



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

Member Education and Enrollment Tele-Townhall

Sioux Center
Jan. 12, 2016 | 5-7pm

Member Education



Provider Training

Provider training events have now been scheduled in 11 cities across the state. For detailed information on these events see [Informational Letter 1600-MC](#) Find a provider training event near you and [register here](#).

Contracting Continues

Providers are encouraged to continue working with the three MCOs to complete contracts and credentialing requirements in time for the anticipated March 1 launch date. Find the [MCO contacts here](#). Iowa providers have signed more than 77,000 contracts with the MCOs. Each plan has enrolled over 73 percent of the currently active fee-for-service Iowa providers in their network.

Resources and Tools:

Help get the word out in your community!

Iowa Medicaid has scheduled several member training events in communities across Iowa. Promotional flyers are available below. These can be printed and posted at clinics, on community bulletin boards and used as handouts.

[Sioux Center | Jan. 12](#)

[Burlington | Jan. 19](#)

[Fort Dodge | Jan. 20](#)

[Clear Lake | Jan. 21](#)

[Council Bluffs | Jan. 25](#)

[Sioux City | Jan. 26](#)

[Cedar Rapids | Jan. 27](#)

[Waterloo | Jan. 28](#)

and Enrollment Tele-Townhall

Burlington

Jan. 19, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Fort Dodge

Jan. 20, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Clear Lake

Jan. 21, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Council Bluffs

Jan. 25, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Sioux City

Jan. 26, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Cedar Rapids

Jan. 27, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Ottumwa | Feb. 2

Des Moines | Feb. 2

Bettendorf | Feb. 3

Dubuque | Feb. 4

Toolkits Have Been Updated

The IA Health Link toolkits are full of useful resources including FAQs, social media posts, images, important links and more. They have been updated with the most recent and accurate information on implementation and MCO choice options. View the links below.

Stakeholder Toolkit

Provider Toolkit

Communications Toolkit

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.

- All currently enrolled providers can continue to see Medicaid members and receive current reimbursement through Iowa Medicaid during the transition period. [See Informational Letter 1594-MC](#).
- If you're a provider of behavioral health services, please find an important update on this transition in [Informational Letter 1597](#).

Waterloo

Jan. 28, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Ottumwa

Feb. 2, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Des Moines

Feb. 2, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Bettendorf

Feb. 3, 2016 | 5-7pm

Member Education and Enrollment Tele-Townhall

Dubuque

Feb. 4, 2016 | 5-7pm

Iowa Medicaid Enterprise | IMECommunications@dhs.state.ia.us | dhs.iowa.gov
100 Army Post Rd., Des Moines, IA 50315

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