



Medicaid e-News

Important Reminders:

IA Health Link Public Comment Meetings

The Iowa Department of Human Services continues holding public comment meetings to gather input on the IA Health Link managed care program. Meetings are held once per month, in varying locations throughout Iowa. Access the [IA Health Link 2016 Public Comment Meetings webpage](#) for more information.

The next public comment meeting will be located in Sioux City at the Western Iowa Tech Community College, Cargil Auditorium (D103), 4647 Stone Ave., Sioux City, IA 51106, on October 11, 2016, from 3 to 5 p.m.

Help get the word out in your community by printing and posting a flyer available for download [here!](#)



Services Provided to IA Health Link Members Must be Billed to Their Managed Care Organization for Reimbursement

An Iowa Medicaid member will never be forced to pay out-of-pocket for an Iowa Medicaid covered service from an Iowa Medicaid provider. If the provider is not enrolled with the member's Managed Care Organization (MCO), the provider may accept the out-of-network rate from the MCO, or choose not to see the member.

Important Note: A provider who knowingly treats a Medicaid member cannot bill the member for the rate



[Iowa Medicaid Member Services](#)
1-800-338-8366

[Iowa Medicaid Provider Services](#)
1-800-338-7909

Provider Services
[Amerigroup Iowa, Inc.](#)
1-800-454-3730

[AmeriHealth Caritas Iowa, Inc.](#)
1-844-411-0579

[United Healthcare Plan of the River Valley, Inc.](#)
1-888-650-3462

TAKE ACTION:
Provider Enrollment Renewal 2016
Provider enrollment renewal is an Affordable Care Act (ACA) requirement for all providers in order to stay active with the Iowa Medicaid

difference of services rendered. If a Medicaid provider refuses to accept the out-of-network rate, they cannot bill the patient directly. Members may be charged for services that are not covered by Iowa Medicaid, or are not medically necessary. However, per the Iowa Administrative Code 79.9(4) "Recipients must be informed before the service is provided that the recipient will be responsible for the bill if a non-covered service is provided."

Tools and Resources:

Prior Authorization Summary by Plan

The Iowa Medicaid Enterprise (IME) has put together a prior authorization (PA) summary by plan. Providers can quickly view and compare PA requirements for each plan with this easy-to-use chart. This chart has been updated with the most current requirements for each Managed Care Organization (MCO). View the PA requirements by plan [here](#).

Vision Benefit Guide Available Now!

The Iowa Medicaid Enterprise (IME) has put together a vision benefit summary by plan for the IA Health Link managed care program. Providers can quickly view key contact information and requirements for each plan and each coverage group with this easy-to-use chart. View the vision benefit guide [here](#).

Provider Resource Pages

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

AmeriHealthCaritasIA.com/IAProvider

UHCommunityPlan.com/IAProvider

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, 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.

Enterprise (IME). This includes providers who were previously enrolled with Magellan and who recently enrolled with the IME.

More information is available [here](#).

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.

Follow Us!



For more information, please see Informational Letter 1650-MC available [here](#).

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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.

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