



Medicaid e-News

Important Update:



Service Plan Extension

The IA Health Link managed care program began on April 1, 2016. To assist members with the transition to managed care on and after April 1, 2016, Informational Letter 1671-MC directed all applicable Home- and Community-Based Services (HCBS) waiver service plans that include a service plan end date between April 1, 2016, and June 30, 2016, to be extended. This extension ensures that members have an authorized service plan while transitioning to service coordination with the member's new Managed Care Organization (MCO).

This time period is being extended to July 31, 2016, to allow the case manager designated by the MCO to develop a service plan for the remainder of the member's waiver year. For more information view [Informational Letter 1692-MC](#).

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



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

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

AmeriHealthCaritasIA.com/IAProvider

UHCCommunityPlan.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 you're looking for. Visit the [Iowa Medicaid newsletter page](#) where you'll find links to each issue.

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

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.

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