



Medicaid e-News

Special Announcement:



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

The Dental Wellness Plan Now Has Two Dental Carriers for Members to Choose From

The Dental Wellness Plan provides dental coverage for members enrolled in the Iowa Health and Wellness Plan. Delta Dental of Iowa has been the sole dental carrier since the program was established on May 1, 2014. The Iowa Medicaid Enterprise (IME) is pleased to announce that MCNA Dental will be joining the Dental Wellness Plan.

Dental Wellness Plan members now have two dental carrier options to choose from:

- [Delta Dental](#)
- [MCNA Dental](#)

Both dental carriers are required to offer the same benefits and have their own network of dentists and dental providers.

Current Members

Members who are currently assigned to Delta Dental will remain with Delta Dental. These members will be notified by mail of their opportunity to change their dental carrier. View the Dental Wellness Plan 'New Choices Letter' [here](#).

New Members

New members will be given a tentative assignment and are provided a choice period to select their dental carrier. View the Dental Wellness Plan 'Enrollment Letter' [here](#).

For more information see [Informational Letter 1696](#) and visit the [Dental Wellness Plan webpage](#).

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
1-844-544-1389

Questions about the transition and how it affects providers should be directed to [Sabrina Johnson](#).

Tools and Resources:

Iowa Medicaid Processes Made Simple

Iowa Medicaid provides health coverage to more than 640,000 Iowans through a variety of different programs. These programs have processes in place to make sure members get the care they need. Some processes are complex, but important to understand. The Iowa Medicaid Enterprise (IME) has developed visual aids to help members, providers and stakeholders better understand the various processes in place at the IME. Click on the links below.

- [Changing Managed Care Organization \(MCO\)](#)
- [MCO Enrollment Process](#)
- [Home- and Community-Based Services \(HCBS\) Waiver in Medicaid Fee-for-Service \(FFS\)](#)
- [HCBS Waiver in Managed Care](#)
- [Inpatient Psychiatric Hospital Admission](#)
- [Psychiatric Medical Institution for Children \(PMIC\) Admission](#)

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](#).

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.

Follow Us!



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

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

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