

May 20, 2022

Issue 3, Volume 7



## Medicaid e-News

Medicaid news for members, providers and stakeholders.



## May is Mental Health Awareness Month

It's National Mental Health Awareness Month and Iowa Medicaid is partnering with the Iowa Department of Public Health to highlight on all things mental health.

Mental health is being talked about more openly than ever. This is good news! It means the stigma surrounding mental health is improving and there are now more treatments to help those experiencing mental health challenges.

**But there's still more work to do!** Mental health is often misunderstood. It can cover several areas, including social, emotional and psychological well-being. Mental health affects people's thoughts, feelings and actions - taking good care of your mental health can lead to long-term health benefits!

**But it can also be hard to talk about.** Topics surrounding mental health, like suicide, can be difficult to understand to someone not experiencing them. The Iowa Department of Public Health (IDPH) recently released a campaign around this tough topic, if you see something, say something. Check out the video below.

If you find yourself struggling with mental health, or if you know someone who is, please reach out to [Your Life Iowa](#) for free, 24/7 support.

[Watch Video](#)

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## Iowa Medicaid and Hawki Members!

Iowa Medicaid needs you to update your contact information.

**Anytime your information changes, let Medicaid know.** This includes updating your mailing address, phone number and email address. You can make changes to your contact information by calling 877-347-5678. Assistance is available Monday through Friday, 7 a.m. to 6 p.m.

**Check your mail.** Medicaid often mails letters to members when it is time to renew or when Medicaid needs information from you to continue your healthcare coverage. Watch your mailbox for mail from the Department of Human Services or Iowa Medicaid to not miss out on this important information.

**Respond to requests for information.** If you get a message telling you it's time to renew, to update your contact information or any other call to action, be sure to respond. Watch your mailbox for mail from the Department of Human Services or Iowa Medicaid so you don't miss out on important information.

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## Did You Receive a Bill from a Medicaid Provider?

Federal law forbids Medicare providers from billing Medicaid members and those that are Qualified Medicare Beneficiary (QMB) for deductibles, coinsurance and copayments. If you are receiving a bill from a Medicare provider for these items, notify member services for your FFS or MCO plan. Member services will require a copy of the bill to investigate.

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## Iowa Medicaid Announces Provider Manual Feedback Survey

Iowa Medicaid is always seeking to improve our provider supports. After listening to suggestions from our providers during town halls and listening sessions, Iowa Medicaid developed this [survey form](#) for providers to fill out to improve our provider manuals. Detailed, specific feedback is helpful; if you think a passage is unclear, or if you find something that's inconsistent in the manual, let us know, we want to hear from you!



**LET'S  
DISCUSS**

## May 2022 Registration Open for Upcoming Virtual Medicaid Provider and Member Town Halls

Registration is now open for virtual town hall meetings for Medicaid providers and members for May 2022.

Upcoming virtual town hall schedule:

- **Thursday, May 26, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, June 23, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, July 28, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members
- **Thursday, August 25, 2022** 4 to 5 p.m.: providers | 5 to 6 p.m.: members

Providers interested in attending any session may register [online](#). Advance registration is encouraged but not required. Login credentials for the virtual meeting will be shared via email with those who have registered on the day of the meeting. Credentials will also be posted on the DHS website.

Members interested in attending any session may also register [online](#). Advance registration is encouraged but not required. Login credentials for the virtual meeting will be shared with those who have registered on the day of the meeting. Members who need assistance in registering may contact IME Member Services at 1-800-338-8366.

Providers, please feel free to share this information with members.

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## Stakeholders are invited to the Centers for Medicare and Medicaid Services Webinar

To our Medicaid stakeholders, we'd like share with you an invitation to a webinar to discuss plans for Medicaid and CHIP after the end of the public health emergency. This meeting, hosted by the Centers for Medicare and Medicaid Services (CMS), will discuss the future plans for these programs while also reviewing resources and strategies for your constituents. Please consider joining!

**When:** Wednesday, May 25, 2022

**Time:** 11:00-12:00 PM CST

**Where:** Zoom link will be provided following registration.

**Who should attend:** If your organization serves or interfaces with people that have health insurance through Medicaid or the Children's Health Insurance Program (CHIP) then this call is for YOU!

**RSVP:** [https://cms.zoomgov.com/webinar/register/WN\\_qma5AvyBQWCTB0vbNF3ITA](https://cms.zoomgov.com/webinar/register/WN_qma5AvyBQWCTB0vbNF3ITA)

Please send all questions to [PARTNERSHIP@cms.hhs.gov](mailto:PARTNERSHIP@cms.hhs.gov).

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## Provider Education Webinar is Now Online

The Centers for Medicare and Medicaid Services (CMS) Payment Error Rate Measurement (PERM) offered trainings to providers in April 2022. The recorded webinar can be found online. The training is intended to educate the provider and supplier community about the PERM program and explain the responsibilities to those who are participating in Medicaid or Hawki.

Click [here](#) watch the PERM Provider Training Webinar.

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## The More You Know: Medicare VS. Medicaid

Medicaid members have likely heard the terms "Medicare" and "Medicaid." Despite the two terms sounding similar, they are two separate programs.

- Medicare is the federal healthcare program and is mostly based on age, while Medicaid is a needs-based and state-run program.
- Medicare does not include dental care, while Medicaid covers some dental care and treatments in some states.
- People who use Medicare may also be eligible for Medicaid and use it to pay their monthly premiums and other costs of their program.

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## Follow Your Managed Care Organization

If you're looking for more Medicaid news, follow Iowa Total Care and Amerigroup for more updates and information!

### Iowa Total Care

- [Member Newsletter](#)
- [Provider Newsletter](#)
- [Community Newsletter](#)
- [Doc's Kids Club Newsletter](#)

### Amerigroup

- Member Newsletter (Coming soon!)
- [Provider Newsletter](#)
- [Newsletter Archive](#)

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## Public Notices

The following public notices have recently been posted on the DHS website:

- [Public Comment Period for Renewals of the 1915 \(c\) HCBS PD and HD Waivers](#)



# Job Opportunities with Iowa Medicaid

Iowa Medicaid is seeking applicants for the following positions:

- [Executive Officer 2 Rules Coordinator](#)
- [HR Processing Support Temp](#)

## IA Health Link Contacts

### MEMBER SERVICES

[Amerigroup Iowa](#)

**1-800-600-4441**

[Iowa Total Care](#)

**1-833-404-1061**

### PROVIDER SERVICES

[Amerigroup Iowa](#)

**1-800-454-3730**

[Iowa Total Care](#)

**1-833-404-1061**

## Dental Wellness Plan (DWP) and DWP Kids Contacts

### MEMBER SERVICES

[Delta Dental of Iowa](#)

**1-888-472-2793**

[MCNA Dental](#)

**1-855-247-6262**

### PROVIDER SERVICES

[Delta Dental of Iowa](#)

**1-888-472-1205**

[MCNA Dental](#)

**1-855-856-6262**

## Iowa Medicaid Contacts

### MEMBER SERVICES

[Iowa Medicaid Member Services](#)

**1-800-338-8366**

### PROVIDER SERVICES

[Iowa Medicaid Provider Services](#)

**1-800-338-7909**

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**IA Health Link is on [Facebook](#)! Follow us for daily updates on your Medicaid coverage.**

