



Medicaid e-News

April & May Highlights



Iowa Medicaid Director, Elizabeth Matney, Awarded IACP's Relentless Advocate of the Year

In early May, Iowa Medicaid Director, Elizabeth Matney, spoke to the Iowa Association of Community Providers (IACP) in Coralville, where she presented on the current state of Medicaid in Iowa, our plans for continuous improvement and shared words of encouragement to providers throughout Iowa. Liz was also selected as IACP's Relentless Advocate of the Year, a huge honor and testament to her commitment to this work and Iowans – congratulations, Director Matney!

The End of the Public Health Emergency

The National Public Health Emergency (PHE) ended on May 11, 2023. This means that Iowa Medicaid will begin returning to pre-PHE operations and roll back some of the flexibilities allowed during the PHE.

The Iowa Medicaid team has put together a chart of the various different flexibilities and the dates they will end within the next year. [Informational letters](#) are also being made available as flexibilities end.

Please note, premiums for the Hawki and Medicaid for Employed People with Disabilities (MEPD) will end on January 1, 2024, and Iowa Health and Wellness Plan premiums will end in June 2024.

[Click here to view the expected flexibility end dates.](#)

Submit Your Thoughts on Iowa's Community-Based Services

Iowa's Community-Based Services (CBS) Redesign progress is now in Year 2! The Mathematica-Harkin and HHS Redesign team wants to hear from you. If you'd like to get involved and participate in a feedback session on how the team should restructure the CBS programs, fill out an [interest form](#) on our website.

Members



Managed Care Mailings

It's been a busy year for Iowa Medicaid! Members are receiving a lot of mail from Iowa HHS, and we know it can be confusing. Read below and visit our website to see some samples of the mailings we have sent.

IOWA DEPT. OF HUMAN SERVICES
Iowa Department of Human Services
Medicaid/Health Review
Please indicate all requests: 1-877-247-2675
1-800-338-8366

IOWA DEPT. OF HUMAN SERVICES

Due Date	Case Number	County Number	Member Name
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It is time to review your open. This information will be used to decide if you will continue to get Medicaid/Health. **You can provide the information in this form in any one of these ways:**

- By mail: Complete and mail this form using the envelope that was included. Be sure to mail it to the address above.
- In-person: Bring the completed form to your local DHS office.

How to Complete This Form

- Answer all of the questions on the form.
- Read the information about you and each member of your household. Add any missing information. If any information has changed, write in the new information.
- Sign the form on page 2.
- Return this form by if you do not return the form by this deadline, you may lose your Medicaid or Health coverage.

What We Need

We need information about each person living in your household and based on your tax return, including:

- Those who get Medicaid or Health care.
- Those who do not get Medicaid or Health care but would like to apply. **and**
- Others who live in the household and do not get Medicaid or Health but do not want to apply.

We will check your answers using information from electronic data sources. If the information does not match, we may ask you to send more information.

If you do not qualify for Medicaid or Health:

If you do not qualify for Medicaid or Health, we may refer you to the federal medical plan to see if you qualify for other kinds of health coverage.

What if I have questions?

Call your member at _____

Enter Contact Information

Review your contact information here.	Correct any wrong or missing information here. Make sure it's inside and it's right!
Home Address:	Home Telephone: _____ State: _____ ZIP Code: _____
Working Address:	Working Telephone: _____ State: _____ ZIP Code: _____
	Cell phone number to reach you: <input type="checkbox"/> Home <input type="checkbox"/> Cell <input type="checkbox"/> Email address, if you have one: _____

475-01000 (Rev. 02/22) Page 1

COVID-19 Unwind

Members will receive a renewal form sometime before March 2024 that will redetermine if the member is still eligible for Iowa Medicaid. You can view samples of the renewal forms you may receive on the [Iowa HHS Unwind Resources webpage](#).

Open Enrollment

This year, Molina Healthcare is joining Iowa Medicaid as a new MCO. Because of this, all members will have a chance to change their MCO if they wish.

Some members may be redistributed to Molina, so it's important to read the entire letter, front and back, to know which MCO the member is assigned to.

You can learn what is in your open enrollment mailing [here](#).



If you have any questions about these mailings, please contact the HHS Contact Center at 1-855-889-7985 or Member Services at 1-800-338-8366.

World Multiple Sclerosis Day



May 30 is World Multiple Sclerosis (MS) Day, an annual observance to raise awareness of the condition and how to support and connect with the 2.8 million people living with it worldwide.

Director Elizabeth Matney had the pleasure to visit with Greg, who is diagnosed with MS, in Sioux City in April. To Greg and others like him, we celebrate you and work to continually improve the services you use.

Providers



Join Our June Provider Trainings

Register for an important cost reporting training for Home and Community-Based Services (HCBS) providers. **In-person attendance is highly encouraged due to the content.**

June 15, 2023 | 12:30 PM – 4:30 PM

Attend in person or virtually

Choose one:

In Person: at the Polk County River Place, 2309 Euclid Avenue, Des Moines, IA 50310, Conference Room 1 (**In-person attendance is encouraged**) Register here: https://docs.google.com/forms/d/e/1FAIpQLScM-845fivnwIArYmjkWi9dbHgJzG04gMKsBqPvKu1c8-FMEA/viewform?usp=sf_link

Or Virtually: through Zoom. Register here: <https://telligen.zoom.us/join/register/tZwsceGprD0oGdT5WtYCRX1yOu4I7A-J1Pjv>

This training is for the providers who prepare HCBS Waiver cost reports or answer questions about cost reports. HCBS Waiver agencies are required to submit an annual cost report when they provide the following services:

- Supported Community Living through the Intellectual Disability (ID) or Brain Injury (BI) Waiver
- Residential Based Supported Community Living through the ID Waiver
- Interim Medical Monitoring and Treatment through the ID, BI or Health and Disability (HD) Waiver
- Family and Community Supports Services through the Children's Mental Health (CMH) Waiver

Myers and Stauffer, LC will help providers understand the purpose of the HCBS cost reports and how it impacts reimbursement. They will also learn about recent rule changes and comprehend each cost report schedule and how to complete each and know what to expect during a review. Tips will be shared to ensure a successful cost

report submission and review for Medicaid providers.

We hope you can join us!

Stakeholders



What To Do if Your Constituents are Disenrolled from Medicaid

As of May 1, 2023, members that were determined ineligible for Iowa Medicaid were disenrolled. However, members who did not send their redetermination paperwork may have also been disenrolled. But before filing an appeal, stakeholders are encouraged to have their constituents call the member services line, work and work with them to complete their paperwork. As long as the member calls 90-days from their effective date of cancellation, they may be able to re-enroll.

Members can contact member services at 1-800-338-8366.

Iowa Medicaid begins to unwind public health emergency flexibilities

On May 11, 2023, the public health emergency (PHE) ended after three years of the pandemic. All states are beginning to "unwind" the flexibilities put into place during the PHE. These flexibilities are different than the end of the Continuous Coverage Requirement that ended at the end of December 2022.

Iowa Medicaid has end dates set for most of the PHE flexibilities. You can view them on the [PHE Unwind webpage](#).

Join Our Monthly Electronic Visit Verification (EVV) Stakeholder Session

Every third Tuesday of the month, the EVV team hosts a stakeholder session to keep stakeholders informed about the EVV requirement being implemented personal care and home health services. EVV will go live in January 2024.

To learn more about EVV, visit the EVV webpage. To view upcoming sessions, sign up on the [EVV Meetings & Trainings](#) webpage.

Managed Care Plan (MCP) Updates



Delta Dental Celebrates 20 Years of Impact

Delta Dental of Iowa believes that healthy smiles and healthy lives are closely connected. They continue to be driven to improve the health and wellness of the communities they serve in Iowa.

Did you know that in 2022, Delta Dental of Iowa and the Delta Dental of Iowa Foundation **provided more than \$3.9 million to 279 organizations** to support oral and overall health projects?

View Delta Dental's [2022 annual report](#) and [watch a video](#) highlighting their 20 years of impact within the state.

Iowa Total Care Releases Community Impact Report

Iowa Total Care (ITC) has released the organization's 2022 Community Impact Report. Learn how the ITC team has engaged their members and providers and touched their communities.

View the report [here](#).

Tooth Fairy Tips from MCNA Dental



Did you know drinking water isn't just important for hydration, but also your oral health? It helps with saliva flow, which helps protect your teeth against tooth decay!



Amerigroup Donates Grant to HACAP Food Reservoir

The Amerigroup Foundation donated \$125,000 to continue the "Food as Medicine" program. The money will support HACAP Food Reservoir as their team collaborates with Mercy Cedar Rapids and other health care programs that screen patients for food insecurity and connects them to food assistance resources.

Read the whole story on the [HACAP website](#).

Molina Prepares to Go-Live July 1

Molina Healthcare of Iowa will be the new Medicaid option in Iowa. The Molina team is working in communities across the state to ensure Iowans understand the benefits the new plan offers. Molina brings over 40 years of Medicaid experience and expertise in supporting members with complex needs such as behavioral health and Long-Term Services and Supports (LTSS). Molina provides access to expert care from quality doctors, along with extra benefits and dedicated member services to help you feel your best.

- Learn more at [MeetMolinalowa.com](https://www.meetmolinalowa.com).
- Follow Molina's Facebook page at [Facebook.com/MolinaHealthIA](https://www.facebook.com/MolinaHealthIA) for more updates.

Let's Discuss

Medicaid events and things to know



Upcoming Public Meetings

Every month, Iowa Medicaid hosts virtual public meetings including town halls, listening sessions, advisory councils and stakeholder sessions. Click the links below to learn more and sign up!

June 2023

Member Town Hall	June 8, 2023 4 p.m. - 5 p.m.
Hawki Board Meeting	June 19, 2023 12:30 p.m. - 2:30 p.m.
Provider Town Hall	June 22, 2023 4 p.m. - 5 p.m.
Member Town Hall	June 22, 2023 5 p.m. - 6 p.m.
Home Health Listening Session Part 2	June 19, 2023 4 p.m. - 5:30 p.m.
EVV Stakeholder Session	June 20, 2023 3 p.m. - 4 p.m.
Medicaid Assistance Advisory Council (MAAC)	June 26, 2023 1 p.m. - 4 p.m.

July 2023

Member Town Hall	July 13, 2023 4 p.m. - 5 p.m.
EVV Stakeholder Session	July 18, 2023 3 p.m. - 4 p.m.
Provider Town Hall	July 27, 2023 4 p.m. - 5 p.m.
Member Town Hall	July 27, 2023 5 p.m. - 6 p.m.

View Modernizing Medicaid Presentation by Director Elizabeth Matney

If you missed the "Together We Can Conference" earlier this month, you can now view the session on "Modernizing Medicaid." Iowa Medicaid Director Matney provides an update to the strategic plans for modernizing Medicaid within the state, with the goal to create a system that provides equity, opportunity and access for all members from all different walks of life.

Watch the presentation [here](#).

Stay on Top of Your Health Care

Medicaid members and partners are encouraged to frequently check the informational letters webpage for updates on public health emergency (PHE) flexibilities that are ending. These letters explain the flexibility and provide the end dates.

View what's coming up [here](#).

***Note: Although the branding on the informational letters' webpage is HHS' old branding, this is still the correct website link to use.**

Job Opportunities with Iowa Medicaid

HHS-Iowa Medicaid is seeking applicants for the following positions:

- [Data Warehouse Analyst](#) | closes 5/26
- [Medicaid LTSS Policy Program Manager](#) – Facilities | closes 6/4

[View other positions at Iowa HHS](#)

MCO 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 Plan 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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Iowa Medicaid is on [Facebook](#) and [Twitter](#)! Follow us for daily updates on your Medicaid coverage.

