



Comm. 495 (Rev. 12/21)

Changing Managed Care Organization (MCO)

Process

Member Choice

Members submit their choice to lowa Medicaid Member Services by phone, fax, email or mail. Members are notified of their effective date.

Choice Input

Once Iowa Medicaid Member Services receives a member's choice, it is entered into the Medicaid system.

Choice Date Cut-Off Effective Date

December 17, 2021	January 1, 2022
January 19, 2022	February 1, 2022
February 16, 2022	March 1, 2022
March 17, 2022	April 1, 2022
April 18, 2022	May 1, 2022
May 19, 2022	June 1, 2022
June 16, 2022	July 1, 2022
July 19, 2022	August 1, 2022
August 18, 2022	September 1, 2022
September 16, 2022	October 1, 2022
October 19, 2022	November 1, 2022
November 17, 2022	December 1, 2022

Choice Date Cut-off: Members must change their MCO by this date for the change to take effect by the Effective Date.

Effective Date: Date the MCO change will take effect.

Confirmation of Coverage

Confirmation of Coverage Letters are sent to members who change their MCO from their initial assignment.

MCO Informed

The Medicaid system sends enrollment information to the MCOs at monthend, for enrollment effective on the first of the upcoming month. This occurs approximately 2-5 days before the beginning of the month, allowing the MCO time to prepare and mail member ID cards.

MCOs have access to upcoming tentative assignments and choice prior to receiving the enrollment file.

Providers Informed

The Medicaid system feeds into the Eligibility Verification System (ELVS) line and online portal. Providers have access to ELVS which is updated on the first of the month to reflect eligibility for that month.

MCO Outreach

The member's MCO begins sending outreach materials and the MCO member ID card within seven days of receipt of enrollment information.

Coverage Begins

Coverage is effective the first of each month. The effective date is determined by the MCO choice date cut-off.