



## Iowa Marketplace Choice Plan Changes Frequently Asked Questions

### ***What is changing with the Iowa Marketplace Choice Plan?***

CoOpportunity Health will withdraw from the Iowa Health and Wellness Plan at the end of November, and the state has arranged for its 9,700 members to receive coverage through another component of the bipartisan-approved plan.

These Iowans will continue to receive consistent benefits and quality care, and they'll have the same requirements for completing healthy behaviors. They should watch their mail for more details, and they can call Medicaid Member Services if they have questions about their coverage. Providers can contact provider services.

### ***What is happening to the current CoOpportunity members?***

Members will be seamlessly transitioned to the Iowa Wellness Plan on December 1, 2014. Members do not need to take action, the transition will occur automatically.

### ***What happens to new Iowa Marketplace Choice Plan members?***

New Iowa Marketplace Choice Plan members in the month of December will be tentatively assigned to Coventry. These new December members will have the choice to move to the Iowa Wellness Plan.

### ***When will members be receiving communication?***

Current CoOpportunity members will receive a letter explaining the change from both CoOpportunity and Iowa Medicaid. Letters from CoOpportunity will be mailed the week of November 3, 2014, and letters from Iowa Medicaid will be mailed shortly after.

### ***Will CoOpportunity members be assigned to a patient manager in December?***

No. Members transitioned to the Iowa Wellness Plan will receive fee-for-service coverage. Members will not be assigned to a patient manager in December, and will be able to access care from any Iowa Medicaid enrolled provider.

### ***Do members still have choices?***

Members continue to have choices through the bipartisan-approved Iowa Health and Iowa Wellness Plan. Those CoOpportunity members will continue to receive coverage through the Wellness Plan. In the Iowa Wellness Plan, they can choose from many

# Iowa Marketplace Choice Plan Changes



Medicaid network providers. For upcoming new enrollees, they'll tentatively be assigned to Coventry in December, or they can choose the Wellness Plan.

## ***What are the next steps?***

The state is working with the Centers for Medicare and Medicaid Services (CMS) to explore ongoing options for all members eligible for coverage in the Marketplace Choice plan. Part of our commitment is to make sure coverage options include comprehensive benefits and encourage all Iowans to become healthier. Iowans who initially chose CoOpportunity will continue to receive consistent, quality coverage and be expected to complete healthy behaviors.

## ***Can current Coventry members move to the Iowa Wellness Plan?***

Current Coventry members may move to the Iowa Wellness Plan within their initial 90 day enrollment period, or at time of renewal. Members may also make a switch for good cause, by calling Iowa Medicaid Member Services at 1-800-338-8366.

## ***How many members are impacted by this change?***

There are currently approximately 9,700 members enrolled with CoOpportunity.

## ***How do providers verify eligibility?***

Providers should continue to use the ELVS portal and phone line to verify eligibility. After December 1, 2014, CoOpportunity members will show as eligible for Iowa Wellness Plan fee-for-service coverage. All members have a current Medicaid State ID number, and that ID number can be used for eligibility verification and claims purposes.

## ***Will the benefits change for current CoOpportunity members when they move to the Iowa Wellness Plan?***

Benefits are very similar between the Iowa Wellness Plan and Iowa Marketplace Choice Plan. Members may notice some differences in contracted providers and with the drug formulary. Members can check to see if their health care provider is contracted with Iowa Medicaid by accessing the online search directory or calling Iowa Medicaid Member Services. Access the search directory at:  
<https://secureapp.dhs.state.ia.us/providersearch/>

## ***Will members receive a new ID card?***

No. Members received a Medicaid Medical Assistance ID card when they first became eligible for the Iowa Marketplace Choice Plan. That same card can be used to access

# Iowa Marketplace Choice Plan Changes



services beginning December 1. If a member needs to replace the Medical Assistance ID card, the member can call Iowa Medicaid Member Services.

## ***Can members still be made medically exempt?***

Yes. Any member of the Iowa Wellness Plan or Iowa Marketplace Choice Plan can complete the medically exempt member survey or have a provider complete the provider referral. If criteria are met, the member may become medically exempt.

## ***How should providers bill services for current CoOpportunity members?***

All services received through November 30, 2014, for current CoOpportunity members should be billed to CoOpportunity. All CoOpportunity claim filing rules and processes should be followed. Beginning December 1, claims should be filed with Iowa Medicaid, following all Iowa Medicaid rules and processes.

## ***Why did this happen and how is Coventry doing?***

This was a business decision by CoOpportunity, and you can reach their offices at 515-777-7061, <http://www.coopportunityhealth.com/> Coventry Health Care of Iowa is a wholly-owned subsidiary of Coventry Health Care, Inc., affiliated with Aetna. The company can be reached at 773-687-6043. <http://chciowa.coventryhealthcare.com/> Other states are also seeing turnover in marketplace insurers as they experience the magnitude of changes required through the Affordable Care Act.