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IA Health Link resources available to Medicaid providers

(Des Moines, Iowa) – Iowa Medicaid announced Tuesday that comprehensive implementation resources are now available for Medicaid providers who wish to join managed care networks as part of the new IA Health Link program.

These key resources include: provider agreements, provider manuals, rate schedules, universal applications and a network and credentialing fact sheet. Additional information is available at the dedicated Medicaid Modernization page

<http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>

“Iowa Medicaid serves about 600,000 Iowans, and we’re modernizing this program to improve quality and access, drive greater accountability for outcomes and create a more sustainable and predictable Medicaid budget,” said Iowa Medicaid Director Mikki Stier. “We want providers to know there is information available to assist them during this transition, and that we continue streamlining provider requirements for the IA Health Link program.”

Beginning January 1, 2016, providers serving IA Health Link members will work directly with managed care organizations (MCOs): Amerigroup Iowa, AmeriHealth Caritas, UnitedHealthcare Plan of the River Valley and WellCare of Iowa.

In order to facilitate a smooth transition, the MCOs will be required to pay the claims for covered Medicaid services to existing providers - regardless of whether or not the provider is in network with the MCO – for a period of time.

- This includes a six-month period for physical and behavioral health providers, and a two-year period long term services and supports providers.
- If a provider hasn’t signed an agreement with the MCO chosen by the member, that claim will be reimbursed at the out-of-network rate which is 90 percent of the newly released rate floor.

“Providers may contract with as many of the four selected MCOs as they wish, and they are encouraged to complete the contracting process as early as possible to ensure full reimbursement for services,” said Stier. “We’ve been working hard to make the credentialing and application process more streamlined and assist providers in joining the new MCO networks.”

Last month, Iowa Medicaid held 22 in-person provider training sessions all across the state, attended by thousands of providers. Several webinar training sessions will also be held in late October and into November to further assist with the transition. Dates and times will be posted at the DHS website.

Medicaid providers can contact Iowa Medicaid Provider Services with questions at 1-800-338-7909 (7:30 a.m. – 4:30 p.m., Monday – Friday) or at IMEProviderServices@dhs.state.ia.us. A provider toolkit on the IA Health Link transition is available here:

https://dhs.iowa.gov/sites/default/files/IAHealthLink_ProviderToolkit_FINAL.pdf