



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

INFORMATIONAL LETTER NO.1539

Date: August 20, 2015

TO: All Iowa Medicaid Providers

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: DHS Announces Winning Bidders for Medicaid Modernization Initiative

EFFECTIVE: Immediately

The Iowa Department of Human Services (DHS) has issued a Notice of Intent to Award contracts to four managed care organization (MCO) bidders for Governor Branstad’s Medicaid Modernization initiative (also known as the Iowa High Quality Healthcare Initiative).

The bidders announced Monday, August 17, 2015, include:

- Amerigroup Iowa, Inc.
- AmeriHealth Caritas Iowa, Inc.
- UnitedHealthcare Plan of the River Valley, Inc.
- WellCare of Iowa, Inc.

Provider Contracting

Providers wishing to contract with the four awarded MCOs should directly contact those organizations. Please use the information below to begin contracting discussions with the managed care organizations.

Managed Care Organization	Contact and Phone Number
Amerigroup Iowa, Inc.	Email: iowamedicaid@amerigroup.com Phone: 1-855-789-7989
AmeriHealth Caritas Iowa, Inc.	iowaProviderNetwork@amerihealthcaritas.com 1-855-287-7855
UnitedHealthcare Plan of the River Valley, Inc.	New Providers: Contact Jackie Powell at 515-727-2023 Existing Providers: Contact your current contract manager
WellCare of Iowa, Inc.	Email: iowaNetwork@wellcare.com

A Request for Proposals for the Iowa High Quality Healthcare Initiative was issued February 16, 2015. The state received 11 bids from potential vendors, with one withdrawing, as it adopts a risk-based managed care approach for Iowa’s Medicaid program, which serves about 560,000 Iowans.

This modernization initiative aims to:

- Improve quality and access through better coordinated care
- Promote accountability for outcomes
- Create a more predictable and sustainable Medicaid budget

“This patient-centered approach will mean that Medicaid members get the right care, at the right time, and in the right setting,” said DHS Director Charles M. Palmer. “That will lead to a healthier Medicaid population, and that’s good news for members and Iowa taxpayers who make this program possible.”

The cost of delivering Medicaid has grown 73 percent since 2003 at more than \$4.2 billion in the last fiscal year, including \$1.39 billion in state general fund taxpayer dollars. The Iowa High Quality Healthcare Initiative allows the state to hire MCOs to coordinate care and manage spending. Moving to a managed care approach and capitated rate allows the state to achieve the goal of a more stable budget.

“These companies have demonstrated that they can manage Iowans’ care so they’ll be connected with the services they need to help them lead healthier lives,” said Palmer. “Starting January 1, these experienced MCOs are positioned to help us achieve savings at a time when there is an ever-growing demand on our state’s medical assistance program.”

This new approach for the Medicaid program, which has been frequently referred to as Medicaid Modernization or as the Iowa High Quality Healthcare Initiative, will now be branded as **IA Health Link**. With the announcement of awards, DHS will launch a targeted communications campaign with Medicaid members, stakeholder organizations, providers, and the general public about upcoming enrollment and program activities.

“We’ll keep Iowans informed about their choices and how this patient-centered approach can help improve the overall health of the member,” Palmer said. “Through the IA Health Link program, we’ll improve the coordination of care for Iowans who receive health care assistance and provide greater predictability in Medicaid spending for all Iowa taxpayers.”

You can access the RFP on the [Bid Opportunities website](http://bidopportunities.iowa.gov)¹. A detailed provider toolkit will be released in the next two weeks with additional information. The toolkit will include provider-specific Frequently-Asked-Questions (FAQs), resources and details on the annual provider training sessions. Please look for another Informational Letter to announce this toolkit. Information about IA Health Link, including fact sheets, presentations and FAQs can be found on the [DHS website](http://dhs.iowa.gov)².

¹ http://bidopportunities.iowa.gov/?pgname=viewrfp&rfp_id=11140

² <http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>