



# Iowa Department of Human Services

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## INFORMATIONAL LETTER NO.1568-MC

**DATE:** November 19, 2015

**TO:** Iowa Medicaid Providers

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

**RE:** Medicaid Modernization Transition-Provider Fact Sheet

**EFFECTIVE:** January 1, 2016

Effective January 1, 2016, providers serving IA Health Link members will work directly with the managed care organizations (MCOs). Providers may contract with as many of the four selected MCOs as they wish. The MCOs may not prevent a provider from participating in more than one network. Providers are encouraged to complete the contracting process with MCOs as early as possible to ensure participation for services provided in January.

### MCO Claims Process

- Beginning January 1, 2016, all claims with dates of service January 1, 2016, and after for MCO-enrolled members must be submitted directly to the appropriate MCO, adhering to the MCO's claims submission and timeliness guidelines. DHS has directed that the MCO provider agreements will require that providers submit claims within 180 days if third party liability is not involved.
- The MCOs will be required to pay the claims for covered Medicaid services to existing Medicaid providers, regardless of whether or not the provider is in network with the MCO (for six months or two years, depending on provider type, see below section). These out of network claims will be reimbursed at the out of network rate which is 90 percent of the Medicaid floor or 90 percent of the fee-for-service (FFS) rate.
- Providers should work with the MCOs to determine the policies and process for submitting both in and out of network claims for MCO members.
  - Only claims for Medicaid FFS members should be submitted to the IME. Please see the Iowa Medicaid Populations listed below for FFS populations. The designated membership will be available through eligibility determination by calling the Eligibility Verification System (ELVS) at 1-800-338-7752 (or 515-323-9639 in Des Moines) and the [ELVS web portal](#)<sup>1</sup>
- Providers must obtain a current authorization from the MCO if their authorization has expired. The MCOs will honor existing authorizations for at least 90 days.

<sup>1</sup> <https://ime-ediss5010.noridian.com/iowaxchange5010/LogonDisplay.do>

- MCOs must offer providers reimbursement in accordance with a DHS designated floor. It is important to keep in mind that the MCO capitation rates were developed with historical data so there is limited ability to pay above this amount.

## **Provider Network**

In order to facilitate a smooth transition on January 1, 2016, each of the four MCOs must accept current Iowa Medicaid providers, as outlined below.

### **Physical and Behavioral Health Care Providers**

The MCOs must accept claims submitted for billable Medicaid services for all physical and behavioral health care providers currently enrolled with Iowa Medicaid until June 30, 2016. This includes providers who have not contracted with the MCO and are considered out of network. Note that the reimbursement rate for out of network providers is 90 percent of the Medicaid floor or 90 percent of the FFS rate.

Providers include:

- Physical health care providers (ex. primary care, hospitals, specialists, etc.)
- Behavioral health care providers excluding Community Mental Health Clinics (CMHC) and Iowa Department of Public Health (IDPH)-funded substance abuse providers
- Case managers and care coordinators

### **Long Term Care and Home and Community-Based Services (HCBS) Providers**

The MCOs must accept claims submitted for billable Medicaid services for all long term care and HCBS providers currently enrolled with Medicaid until December 31, 2017. This includes providers who have not contracted with the MCO and are considered out of network. Note that the reimbursement rate for out of network providers is 90 percent of the Medicaid floor or 90 percent of the FFS rate.

Providers include:

- Nursing Facilities
- HCBS Waiver and Habilitation providers (case managers and care coordinators excluded)
- Community Mental Health Centers (CMHCs)
- Intermediate Care Facilities for Individuals with Intellectual Disabilities (ICF/ID)
- Health Homes
- Substance use disorder treatment programs also in the Iowa Department of Public Health-funded network

## MCO Contact Information

Managed Care Organization	Contact and Phone Number
Amerigroup Iowa, Inc.	Email: <a href="mailto:iowamedicaid@amerigroup.com">iowamedicaid@amerigroup.com</a> Phone: 1-855-789-7989
AmeriHealth Caritas Iowa, Inc.	Email: <a href="mailto:iowaProviderNetwork@amerihealthcaritas.com">iowaProviderNetwork@amerihealthcaritas.com</a> Phone: 1-855-287-7855
United Healthcare Plan of the River Valley, Inc.	New Providers: <a href="mailto:iowaCommunityNetwork@uhc.com">iowaCommunityNetwork@uhc.com</a> Existing Providers: Contact your current contract manager Phone: 1-888-650-3462
WellCare of Iowa, Inc.	Email: <a href="mailto:iowaNetwork@wellcare.com">iowaNetwork@wellcare.com</a> Phone: 1-855-599-3811

## Member Populations

MCO Populations	Iowa Medicaid Populations – Fee for Service
<ul style="list-style-type: none"> <li>• Low income families and children</li> <li>• <i>hawk-i</i></li> <li>• Iowa Health and Wellness Plan</li> <li>• Long Term Care</li> <li>• Home and Community-Based Services Waivers</li> </ul>	<ul style="list-style-type: none"> <li>• PACE (member option)</li> <li>• American Indian/Alaskan Native (member option)</li> <li>• Medically Needy</li> <li>• Programs where Medicaid pays premiums such as the Health Insurance Premium Payment Program (HIPP) and those eligible for the Medicare Savings Program only</li> <li>• Undocumented persons eligible for short-term emergency services only</li> <li>• Presumptive and retroactive eligibility</li> </ul>

## Provider Resources

Providers may access a [Provider Toolkit](#)<sup>2</sup> on the [DHS Medicaid Modernization](#).<sup>3</sup>

If you have any questions please contact the IME Provider Services Unit at 1-800-338-7909 or email at [IMEproviderservices@dhs.state.ia.us](mailto:IMEproviderservices@dhs.state.ia.us).

<sup>2</sup> [https://dhs.iowa.gov/sites/default/files/IAHealthLink\\_ProviderToolkit\\_FINAL.pdf](https://dhs.iowa.gov/sites/default/files/IAHealthLink_ProviderToolkit_FINAL.pdf)

<sup>3</sup> <http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization>