



# Iowa Department of Human Services

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## INFORMATIONAL LETTER NO.1650-MC

**DATE:** March 31, 2016

**TO:** All Iowa Medicaid Providers and Managed Care Organizations (MCOs)

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

**RE:** Eligibility and Verification Information System (ELVS) and Checking Eligibility with the MCOs

**EFFECTIVE:** Immediately

The IA Health Link managed care program will begin on April 1, 2016. This letter provides direction for confirmation of member eligibility and MCO assignment and selection through IME ELVS and through the MCOs individually.

### **IME Eligibility Verification Tools**

The IME offers two options for providers to confirm member eligibility, a web portal and telephone line. Both are available 24 hours a day 7 days a week. The web portal allows for multiple or batch member eligibility verification over the one-at-a-time method when using the telephone line. Providers may also view and print the web portal eligibility information rather than taking notes from the automated voice through the telephone line. Directions for use of both options are detailed below:

#### **Web Portal:**

The IME is contracted with an electronic vendor, Electronic Data Interchange Support Services (EDISS) to allow eligibility verification. This portal is available to submit real-time requests for eligibility. Eligibility may be confirmed on the date of service or past dates. It is not available prospectively.

The login identification (ID) and password may be obtained through EDISS by submitting the [Access Request](#)<sup>1</sup> to EDISS or by calling EDISS at 1-800-967-7902. Access for multiple users is available.

#### Batch Eligibility Verification:

- The provider will need to register for a 270 batch eligibility transaction in [EDISS Connect](#)<sup>2</sup>. After setup is complete for the 270 eligibility in the system, providers can use the same batch upload feature used for claims submission to transmit the files.
- A wide range of education regarding Total Onboarding (TOB) along with electronic billing is also available on the [EDI Support Services](#)<sup>3</sup> website.

<sup>1</sup> <http://www.edissweb.com/docs/med/add-access-request-IME.pdf>

<sup>2</sup> <https://connect.edissweb.com/>

<sup>3</sup> <http://www.edissweb.com/>

## **Eligibility Verification via Telephone Line:**

- 515-323-9639 (locally in Des Moines)
- 1-800-338-7752 (toll-free)
- Call volume is generally highest at the beginning of each month.

## **MCO Eligibility Verification Tools**

### **Amerigroup Iowa, Inc.:**

- Automated voice response: 1-800-338-7752
- Provider Services: 1-800-454-3730, Monday to Friday, 7:30 to 6:00 p.m.
- Web portal: [Availity](#)<sup>4</sup>
  - Providers can also access Availity through the [Amerigroup Iowa, Inc. secure provider](#) site<sup>5</sup>, by selecting Eligibility and Benefits and clicking on the link to redirect to the Availity portal.

### **AmeriHealth Caritas Iowa, Inc.:**

- Provider Services: 1-844-411-0579
- Behavioral Health Provider Services: 1-844-214-2474
- Web portal: [NaviNet](#)<sup>6</sup>
  - Providers can contact AmeriHealth Caritas Iowa Inc. Provider Services at 1-844-411-0579 or NaviNet Customer Support at 1-888-482-8057 with questions.

### **UnitedHealthcare Plan of the River Valley, Inc.:**

- Provider Services: 1-888-650-3462
- Providers can go to [UnitedHealthcareOnline.com](#)<sup>7</sup> website then hover over Patient Eligibility and Benefits and select Patient Eligibility.
  - To gain access to Link and [UnitedHealthcareOnline.com](#) providers need to connect an Optum ID to the Tax ID of their practice/facility or organization.

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).

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<sup>4</sup> <http://www.availity.com/>

<sup>5</sup> <http://providers.amerigroup.com/ia/Pages/ia.aspx>

<sup>6</sup> <https://navinet.navimedix.com/sign-in?ReturnUrl/>

<sup>7</sup> [www.unitedhealthcareonline.com/b2c/CmaAction.do?viewKey=PreLoginMain&forwardToken=PreLoginMain](http://www.unitedhealthcareonline.com/b2c/CmaAction.do?viewKey=PreLoginMain&forwardToken=PreLoginMain)