



Iowa Department of Human Services

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Governor

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Lt. Governor

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Director

INFORMATIONAL LETTER NO.1751-MC-FFS-D

DATE: December 15, 2016

TO: All Iowa Medicaid Providers Excluding Individual Consumer Directed Attendant Care (CDAC)

APPLIES TO: Managed Care, Fee-for-Service, Dental

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

RE: Important Mailing Dates to all Medicaid Members

EFFECTIVE: Upon Receipt

Important mailings are being sent to all Iowa Medicaid members. The mailings identified below will be sent on 10 different days over a five-week period. Following this initial mailing, the Annual Enrollment Letters will be ongoing and sent monthly. As enrolled Iowa Medicaid providers, the IME would like to inform you of the approximate dates these mailings are expected to be dropped at the post office for delivery. The intent of this Informational Letter is to allow you to anticipate any questions that may arise from members that rely on your services.

The mailings identified below will begin arriving in mailboxes in the coming weeks:

- **IA Health Link Annual Enrollment Letter:** Members enrolled in the IA Health Link managed care program have an annual enrollment period each year when they may change their Managed Care Organization (MCO) for any reason. The annual enrollment period is based on their initial enrollment in managed care. [Access a sample of the letter](#)¹.
- **IA Health Link and Dental Wellness Plan Annual Enrollment Letter (for IHAWP members):** Iowa Health and Wellness Plan (IHAWP) members are enrolled in the IA Health Link managed care program and the Dental Wellness Plan. These members have an annual enrollment period each year when they may change their MCO and dental carrier for any reason. The annual enrollment period is based on their initial enrollment in managed care. [Access a sample of the letter](#)².
- **Notice of Privacy Practices:** Every three years DHS is required to mail the Notice of Privacy Practices to all Iowa Medicaid beneficiaries. This notice is included in the mailings identified above. All Iowa Medicaid members who are not enrolled in managed care, or are in the *hawk-i* program, will receive a separate mailing containing the Notice of Privacy Practices. [Access a sample of the Notice of Privacy Practices](#)³.

¹ https://dhs.iowa.gov/sites/default/files/AnnChc_IAHealthLink_NON-IHAWP_Group1.pdf

² https://dhs.iowa.gov/sites/default/files/AnnChc_IHAWP_Group2.pdf

³ https://dhs.iowa.gov/sites/default/files/NPP_Group3.pdf

There are ten mail drop dates that are scheduled to happen in increments of approximately 30,000 per mailing. These mailings are currently scheduled for the following dates:

Schedule of Member Enrollment Mailings	
December 16, 2016	January 3, 2017
December 20, 2016	January 5, 2017
December 22, 2016	January 10, 2017
December 27, 2016	January 12, 2017
December 29, 2016	January 13, 2017

Please note that members do not need to do anything unless they wish to switch to another MCO. If a member wishes to switch to another MCO, please have them contact the IME Member Services Unit at 1-800-338-8366.