

## IA Health Link 2019 Legislative Packet

### INCLUDED IN THIS PACKET:

- New MCO Choice Timeline
- Sample New MCO Choice Mailing
  - IA Health Link Member Choice Letter
  - MCO Summary Chart
  - MCO Choice Form
- Legislative Resources
- Member Resources
- Provider Resources

### FREQUENTLY ASKED QUESTIONS:

#### When will the initial assignments take place?

Letters notifying members of the open choice period will begin to be distributed in March 2019.

#### How many members will transition to Iowa Total Care?

Iowa Total Care will receive a minimum membership of 25 percent (or about 150,000) of all Iowa Health Link members. This number is likely to fluctuate based on member choice.

#### Do members have to accept their initial assignment?

No. During the open choice period members can change their initial assignment to any of the MCOs. Members have this choice until June 18, 2019, for coverage effective July 1, 2019. However, members can still opt to change their MCO for any reason until September 30, 2019.

#### How will the initial assignments work?

The new MCO assignments will be chosen by an algorithm. Please note – approximately 140,000 members will not be included in the auto assignment to minimize disruption of their critical health care needs. These members include pregnant women, members with severe illnesses, and members who have transitioned from a long term care facility back to the community.

#### Will families stay together?

Yes. Families will remain grouped together with the same MCO.

#### If a member isn't assigned to Iowa Total Care, can they still switch to them?

Yes. During the open choice period, IA Health Link members can choose any of the three MCOs for coverage.

#### If I switch to Iowa Total Care, will my services stay the same?

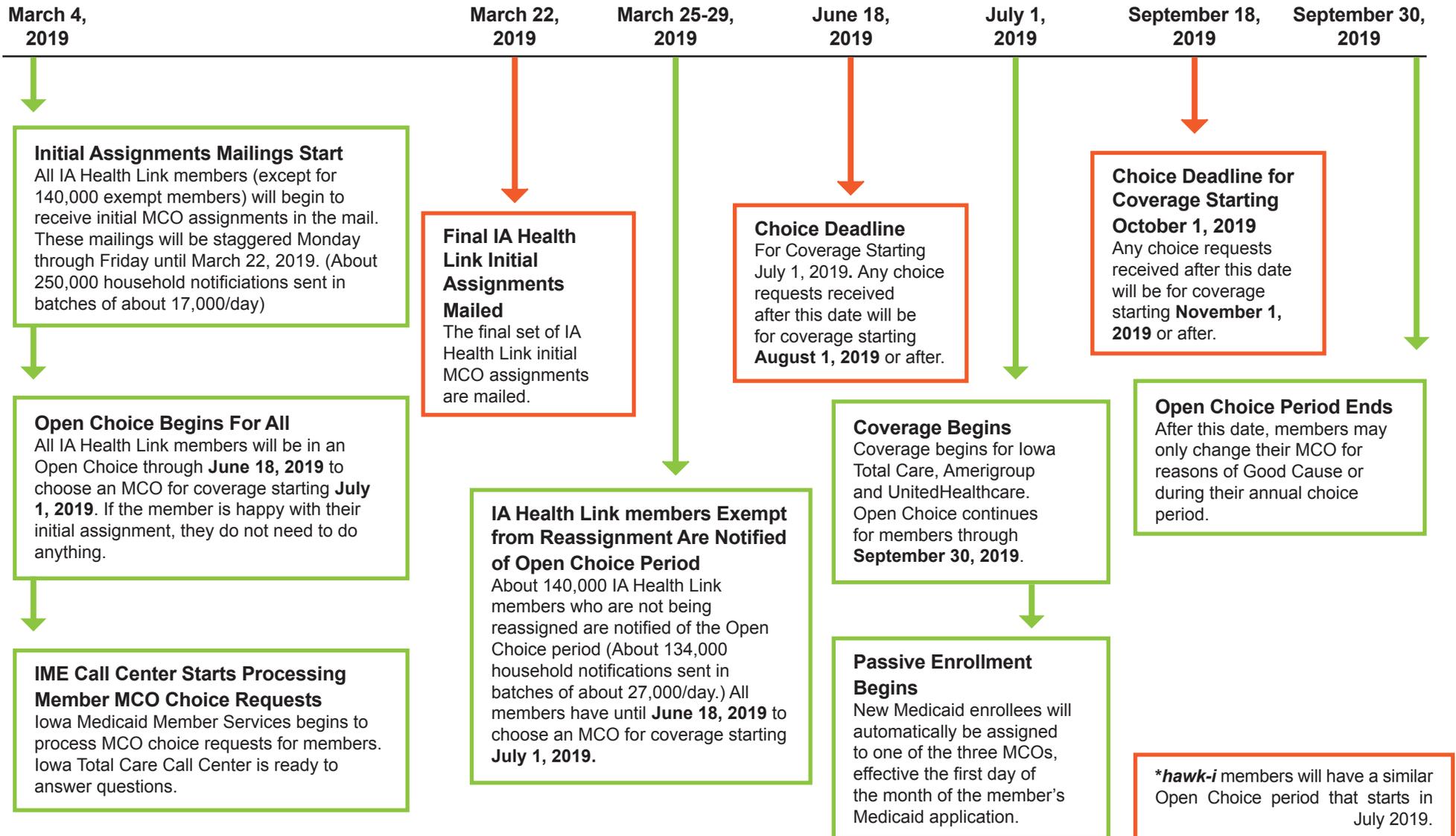
Services will not change as long as eligibility remains the same. However, each MCO has additional value-added services that may be unique to their individual health plan.

#### When will *hawk-i* members transition?

A similar open choice period will be held for *hawk-i* members starting in July 2019. More information will be provided in the coming weeks.

## New Managed Care Organization (MCO) Choice for IA Health Link Members\*

### Timeline



<Date>

<Case Number>

## IA Health Link Members Have a New Choice

You have a new choice for health coverage in the IA Health Link managed care program. Iowa Total Care is now accepting members for coverage starting **July 1, 2019**.

Because of this, all members in the IA Health Link program are now in an **Open Choice Period through June 18, 2019**. This means you may choose which of the three Managed Care Organizations (MCOs) you wish to enroll with for coverage starting July 1, 2019. Until then, you will remain with your current MCO.

You may have been reassigned to a different MCO than the one you are currently enrolled with. You can choose a different plan. On the back of this letter you will find the MCO assignment for you/your family. **IF YOU ARE HAPPY WITH YOUR ASSIGNMENT, YOU DO NOT HAVE TO DO ANYTHING.**

During the Open Choice Period the person(s) listed on this letter can change their MCO for any reason. If you don't make a change by June 18, 2019, you will be enrolled with the MCO assigned to you.

These are the MCOs that you can choose from:

- Amerigroup Iowa, Inc.
- Iowa Total Care
- UnitedHealthcare Plan of the River Valley, Inc.

**If you do not contact Member Services by June 18, 2019, you will be enrolled with the MCO assigned to you on the back of this letter effective July 1, 2019.** After that you may change MCOs for any reason until **September 30, 2019**. Throughout the year, you may change your MCO for reasons of "Good Cause."

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### To change your MCO:

 **Email:** Iowa Medicaid Member Services at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us).

 **Mail:** If you wish, you may return the MCO Enrollment form to: **Member Services, PO Box 36510, Des Moines, IA 50315.**

 **Phone:** Call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**.

(Automated phone service is available 24 hours a day.)

State ID Number	Member Name	MCO	MCO Phone Number
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>

*For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.*

*Llame al 1-800-735-2942, a Relay Iowa TTY (teléfono de texto para personas con problemas de audición, del habla y ceguera) si necesita asistencia telefónicamente.*

## Managed Care Organization (MCO) Summary:

Choose From 3 MCOs: 	 <b>Amerigroup</b> An Anthem Company	 <b>iowa total care</b> ™	 <b>UnitedHealthcare</b> ® Community Plan
<b>Website</b> Features members portal, provider search directory and more.	myamerigroup.com/IA	iowatotalcare.com	UHCommunityPlan.com
<b>Member Services</b> For questions about your coverage and assistance accessing benefits.	1-800-600-4441 (TTY 711)	1-833-404-1061 (TTY 711)	1-800-464-9484 (TTY 711)
Covered Benefits			
<b>Preventive Services</b>	● ■	● ■	● ■
<b>Primary Care</b>	● ■	● ■	● ■
<b>Hospital Services</b>	● ■	● ■	● ■
<b>Emergency Care</b>	● ■	● ■	● ■
<b>Behavioral Health</b>	● ■ *	● ■ *	● ■ *
<b>Outpatient Therapy</b>	● ■	● ■	● ■
<b>Prescription Drugs</b>	● ■	● ■	● ■
<b>Long Term Services and Supports (LTSS)</b>	●	●	●

These symbols mean the MCO offers the service for the coverage group: ● Medicaid ■ Iowa Health and Wellness Plan

\*Iowa Health and Wellness Plan (IHAWP) members have limited behavioral health benefits. Detailed benefit information by coverage group is available at [www.IAHealthLink.gov](http://www.IAHealthLink.gov).



**Value-Added Services\*\***

- Boys and Girls Club memberships.
- Virtual physician visits with video streaming.
- Online kiosks in rural communities.
- Telephone coaching sessions, educational print materials and a breathe easy guidebook.
- Waive co-pays for physical, preventative, wellness and behavior health.
- Earn incentives and rewards for healthy activities and behaviors.
- Weight Watchers for members 18 and older who meet participation requirements.
- Healthy families: outreach and education for a healthier lifestyle for children ages 7-13.
- Personal exercise kit for members with clinical diagnosis of obesity.
- Free cell phone program for qualified members.
- HiSet (high school equivalency test): Pays for preparation courses as well as the full battery of tests for qualified members.
- Supported employment program: for members participating in brain injury and intellectual disability waiver programs, above current policy guidelines.
- Home delivered meals program.

**Value-Added Services\*\***

- No co-pays, except for ER visits.
- Earn incentives and rewards for healthy activities and behaviors.
- Education and support during and after pregnancy.
- Community baby showers.
- Coaches and assistance for members who wish to stop smoking.
- Healthy Celebration Days: provides health information and an opportunity for support with scheduling health checkups.
- Free cell phone program to qualified members.
- A mobile app that provides access to rewards information, ID card, and much more.
- A secure online account to view claims, change doctors, send secure messages, and more.
- myStrength.com provides resources to help overcome depression, anxiety and overuse of drugs or alcohol.
- Education on flu prevention.
- Enhanced Safelink benefit: Unlimited inbound text messages and calls to Iowa Total Care.
- Telephone coaching sessions and educational print materials.

**Value-Added Services\*\***

- Education and support during and after pregnancy.
- Community baby showers.
- Pre-natal and post-natal text messages for health and safety tips.
- Community health workers.
- KidHealth: online health program.
- School, sport or camp physicals for kids ages 4-19.
- Quitline Iowa coaches and helps member stop smoking.
- No co-pays, except for ER visits.
- Earn incentives and rewards for healthy activities and behaviors.
- Weight Watchers for select members who qualify.
- Join for ME: helps kids reach a healthy weight.
- Liveandworkwell.com covers topics on work/life balance and weight loss.
- Learn about food shopping and making healthy meals on a budget.
- Nutrition counseling.
- Community health fairs to provide health information and education.
- Free cell phone program to qualified members.
- Provide rides for eligible members to and from doctor or therapy visits, when standard transportation benefits not covered.

\*\*Some restrictions may apply to the value-added services offered by the MCOs. For details and program information please contact the MCOs directly.

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## IA Health Link Managed Care Organization Enrollment

Please see the enclosed information about each Managed Care Organization (MCO) available to you. You must select one MCO to enroll with. If you do not select a plan, the MCO listed on your enrollment letter will be your MCO. After you complete this form, please return it by mail to: Member Services, PO Box 36510, Des Moines, IA 50315. You may also fax your completed form to 515-725-1351.

**Complete this form with blue or black ink.**

Name of Person to Enroll	Date of Birth	ID Number	Check One MCO	
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> Iowa Total Care	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> Iowa Total Care	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> Iowa Total Care	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> Iowa Total Care	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> Iowa Total Care	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.

Reason for changing your MCO: \_\_\_\_\_

\_\_\_\_\_  
**Your Address (Street, City, and Zip Code)**

\_\_\_\_\_  
**Your Phone Number**

\_\_\_\_\_  
**Sign Here**

If you have questions about how to complete this form, call Member Services at **1-800-338-8366** or locally in the Des Moines area at 515-256-4606, Monday through Friday from 8 a.m. – 5 p.m.

## Iowa Health Link Legislative Resources

A new Managed Care Organization (MCO) - Iowa Total Care - will begin providing health care coverage for IA Health Link members **July 1, 2019**. Due to this change, the IA Health Link program will have an Open Choice period. The Open Choice period will start in **March 2019**.

Members will be notified by mail of an initial MCO assignment. Members then have until **June 18, 2019** to decide the following:

1. Accept that assignment or
2. Choose to remain with their current MCO or
3. Choose a different MCO.

A member's choice of health coverage will begin **July 1, 2019**. **Members have until September 30, 2019 to make a change in their health plan for any reason.**

Members enrolled in the *hawk-i* program will have a separate Open Choice period starting in July 2019.

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### CONSTITUENT RESOURCES

#### Medicaid Member Services:

Helps members with Medicaid benefits questions, MCO enrollment and offers choice counseling to assist members in learning more about health coverage offered through the MCOs.

#### Iowa Medicaid Member Services

Toll Free: **1-800-338-8366**

Local: **515-256-4606**

Hours: 8 a.m. - 5 p.m. Monday through Friday

Website: [www.IAHealthLink.gov](http://www.IAHealthLink.gov)

Email: [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)

#### Managed Care Organizations (MCOs):

Offer health coverage to most Medicaid members and work directly with them regarding their coverage. Iowa Total Care will begin serving members July 1, 2019.

#### Amerigroup Iowa, Inc.

Phone: 1-800-600-4441

Web: [www.myamerigroup.com/IA](http://www.myamerigroup.com/IA)

#### Iowa Total Care

Phone: 1-833-404-1061

Web: [www.iowatotalcare.com](http://www.iowatotalcare.com)

#### UnitedHealthcare Plan of the River Valley

Phone: 1-800-464-9484

Web: [www.UHCCCommunityPlan.com/ia](http://www.UHCCCommunityPlan.com/ia)

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### MEDICAID PROVIDER RESOURCES

**Providers Services:** Enrolls providers with Iowa Medicaid and can assist with eligibility questions, MCO questions and support with Iowa Medicaid coverage. Providers must also contract with the MCOs to be reimbursed for delivering services.

#### Iowa Medicaid Provider Services

Toll Free: **1-800-338-7909**

Local: **515-256-4609**

Email: [IMEProviderServices@dhs.state.ia.us](mailto:IMEProviderServices@dhs.state.ia.us)

Provider MCO Contacts: <https://dhs.iowa.gov/ime/providers/MCO-contact-info>

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### LEGISLATIVE RESOURCES

Carrie Malone, Legislative Liaison, Iowa Department of Human Services  
[cmalone@dhs.state.ia.us](mailto:cmalone@dhs.state.ia.us)

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Phone: 1-833-404-1061

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#### **UnitedHealthcare Plan of the River Valley**

Phone: 1-800-464-9484

Web: [www.UHCCommunityPlan.com/ia](http://www.UHCCommunityPlan.com/ia)

**More information, including FAQs and a sample mailing can be found at:  
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**Iowa Medicaid Provider Services**

Toll Free: **1-800-338-7909**

Local: **515-256-4609**

Email: [IMEProviderServices@dhs.state.ia.us](mailto:IMEProviderServices@dhs.state.ia.us)

Provider MCO Contacts: <https://dhs.iowa.gov/ime/providers/MCO-contact-info>

**Managed Care Organizations (MCOs):** Contract with providers to offer care for their members. Iowa Total Care will begin serving members July 1, 2019.

**Amerigroup Iowa, Inc.**

Phone: 1-800-454-3730

Web: <https://providers.amerigroup.com/ia>

**Iowa Total Care**

Phone: 1-833-404-1061

Web: [www.iowatotalcare.com](http://www.iowatotalcare.com)

**UnitedHealthcare Plan of the River Valley**

Phone: 1-888-650-3462

Web: <https://UHCprovider.com/iaprovider>

**More information, including FAQs and a sample mailing can be found at:  
[www.IAHealthLink.gov](http://www.IAHealthLink.gov).**