

INFORMATIONAL LETTER NO. 2131-MC-FFS-D

DATE: May 19, 2020

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS) and Dental (D)

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

RE: Eligibility Verification System (ELVS) Ceasing Third-Party Liability (TPL) Verification for Members Assigned to a Managed Care Organization (MCO) or Dental Pre-paid Ambulatory Health Plan (PAHP)

EFFECTIVE: Immediately

ELVS no longer provides TPL verification for members assigned to a MCO or dental PAHP. MCOs and dental PAHPs will provide verified TPL information for their members. Providers should report TPL leads or changes for member's health insurance or dental coverage to the member's assigned MCO or dental PAHP.

For FFS member TPL verification, continue to use ELVS. TPL leads or changes for members in FFS should be reported using form, [470-5445](#), Insurance Update Fee-for-Service (FFS) Members.

Please see the following reference information for where to find members' TPL for each MCO and dental PAHP.

Amerigroup: Providers may access TPL information when logging in to Availity or by calling the provider services call center for confirmation of other health insurance at 1-800-454-3730.

Iowa Total Care: Providers must use the secure Provider Portal page: <https://www.iowatotalcare.com/providers/login.html>. Once member data is entered, select the Coordination of Benefits tab, to see TPL coverage.

Delta Dental: Providers may access TPL information when logging in to the Provider Portal: <https://www.deltadentalia.com/dwp/> or by calling Provider Services at 1-800-472-1205.

Managed Care of North America (MCNA): Providers may access TPL information when logging in to the Provider Portal at <http://portal.mcna.net> or by calling Provider Services at 1-855-856-6262.

If you have any questions, please contact IME Provider Services at 1-800-338-7909 or email IMEProviderServices@dhs.state.ia.us.