Department of HUMAN SERVICES

ia health link

<Date>
<Case Number>

Your Annual Choice Period Has Begun.

You/your family are currently enrolled in the IA Health Link managed care program, with health coverage through a Managed Care Organization (MCO). You may change your MCO during your Annual Choice Period.

Your Annual Choice Period Has Begun, and Ends October 30, 2020.

During this Annual Choice Period the person(s) listed on the back of this letter has the opportunity to change their MCO for any reason.

IF YOU WANT TO KEEP THINGS JUST THE WAY THEY ARE, YOU DO NOT HAVE TO DO ANYTHING.

If you wish to change your MCO, follow the instructions below. These are the deadlines to change your MCO, and when coverage with your new MCO will be effective:

- **Choose by September 17, 2020, for coverage effective October 1, 2020.**
- **Choose by October 19, 2020, for coverage effective November 1, 2020.**
- **Choose by October 30, 2020, for coverage effective December 1, 2020.**

In this mailing you will find information about the MCOs that you can choose from:

- **Amerigroup Iowa, Inc.**
- **Iowa Total Care**

To change your MCO:

Online: Complete the IA Health Link MCO Change form on the DHS website at: **www.dhs.iowa.gov/iahealthlink/open-choice.**

Email: Iowa Medicaid Member Services at **IMEMemberServices@dhs.state.ia.us**.

Phone: Call Iowa Medicaid Member Services at **1-800-338-8366**
(Automated phone service is available 24 hours a day.)

Mail: If you wish, you may return the MCO Change form to:
Member Services, PO Box 36510, Des Moines, IA 50315.
(*Mail is not processed daily and your MCO choice may be delayed.*)

470-5440 (Rev. 7/20)

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>	<###-###-####>
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<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.

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