



<Date>
<Case Number>

Your Health Plan Is Changing Soon.

AmeriHealth Caritas is the Managed Care Organization (MCO) that currently provides you/your family's health care coverage. Effective December 1, 2017, AmeriHealth Caritas will no longer provide coverage for IA Health Link members. You/your family have been assigned to a new MCO. See the back of this letter for your/family's new MCO assignment. You may choose to keep the MCO you are assigned to. Or, you may choose a different MCO. You will continue to have health care coverage during this change.

You may change your MCO for any reason until March 1, 2018.

Make your choice by November 16, 2017, for it to take effect by December 1, 2017. Otherwise, your choice may not take effect until the next month.


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


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

IF YOU WANT TO KEEP YOUR NEW MCO, YOU DO NOT HAVE TO DO ANYTHING.



To change your MCO:

 **Mail:** You don't need to spend time on the phone. You can complete the MCO enrollment form and return it in the postage paid envelope. You do not need a stamp.

 **Phone:** Call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**. You can make your choice through the automated system 24 hours a day, 7 days a week. When you call, press '2.'

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

Coverage with your new MCO will begin December 1, 2017.

For more information, please call Iowa Medicaid Member Services at **1-800-338-8366** or **515-256-4606** in the Des Moines area.

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.