



<Print processing date>
<Case Number>

Welcome to the Hawki Program

As a new member of the Hawki program the child(ren) listed on the back of this letter has been assigned to a managed care organization (MCO) for their health care needs.

Each child has been given a MCO assignment. They can receive health care services from this MCO immediately.

Soon you will receive your member ID card from your MCO in the mail. Keep an eye out for this. You will show this card when you go to the doctor or receive services.

If you like the MCO assignment(s), you do not need to do anything. If you want to change, please follow the steps below.

These are the MCOs that you can choose from:

- Amerigroup Iowa, Inc.
- Iowa Total Care

Please follow the steps below to choose a health care plan that best fits you.

Step 1

• Review

- Enclosed is information about your choice in MCOs. Review this information to make the best choice for each child's health care needs.

Step 2

• Choose

- For each child listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO.
- Your choice date is <<**Choice Period Date**>>. You have 90 days from this date to change MCOs for any reason. After that you may change MCOs at any time for reasons of Good Cause or during your annual choice period.

Step 3

• Enroll

- Phone: Call Hawki Member Services at **1-800-257-8563**.
- Mail: Return the MCO enrollment form to: Hawki Program, PO Box 36510, Des Moines, IA 50315.
- Email: Hawki Member Services at **Hawki@dhs.state.ia.us**.

