



Comm. 495 (Rev. 4/18)

# **Changing Managed Care Organization (MCO)**

# **Process**

## **Member Choice**

Members submit their choice to lowa Medicaid Member Services by phone, fax, email or mail. Members are notified of their effective date.

# **Choice Input**

Once Iowa Medicaid Member Services receives a member's choice, it is entered into the Medicaid system.

Choice Date Cut-Off	Effective Date
April 18, 2018	May 1, 2018
May 17, 2018	June 1, 2018
June 18, 2018	July 1, 2018
July 19, 2018	August 1, 2018
August 17, 2018	September 1, 2018
September 18, 2018	October 1, 2018
October 18, 2018	November 1, 2018
November 16, 2018	December 1, 2018
December 19, 2018	January 1, 2019

**Choice Date Cut-off:** Members must change their MCO by this date for the change to take effect by the Effective Date.

**Effective Date:** Date the MCO change will take effect.

# **Confirmation of Coverage**

Confirmation of Coverage Letters are sent to members shortly after their choice is made.

#### **MCO Informed**

The Medicaid system sends enrollment information to the MCOs at monthend, for enrollment effective on the first of the upcoming month. This occurs approximately 2-5 days before the beginning of the month, allowing the MCO time to prepare and mail member ID cards.

MCOs have access to upcoming tentative assignments and choice prior to receiving the enrollment file.

### **Providers Informed**

The Medicaid system feeds into the Eligibility Verification System (ELVS) line and online portal. Providers have access to ELVS which is updated on the first of the month to reflect eligibility for that month.

### **MCO Outreach**

The member's MCO begins sending outreach materials and the MCO member ID card within seven days of receipt of enrollment information.

# **Coverage Begins**

Coverage is effective the first of each month. The effective date is determined by the the MCO choice date cut-off.