



Managed Care Enrollment Process

New Member Process

Initial and Ongoing Eligibility
Iowa Department of Human Services (DHS) determines eligibility.

Medicaid Eligibility Card
Approximately seven days after eligibility is determined an Iowa Medicaid eligibility card is sent to the member.

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.

IA Health Link Enrollment Packet*
Approximately 1-2 weeks after eligibility is determined, members receive their IA Health Link enrollment packet which includes a tentative Managed Care Organization (MCO) assignment, choice period end date, flyers for the MCOs and an enrollment form to select their MCO.

Choice (Optional)
Members may submit their choice to Iowa Medicaid Member Services by phone, fax, email or mail. Members are notified of their effective date. (See choice dates to left.)

Confirmation of Coverage Letter
Confirmation of Coverage Letters are sent to members whether they actively made a choice or kept their tentative assignment. This letter includes the name of the MCO who will be providing their coverage and the effective date of that coverage with their MCO.

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

Coverage Begins
The member begins receiving coverage from their selected or assigned MCO.

Choice Continues
Members have 90 days from their choice period end date provided in their enrollment packet to change their MCO for any reason. After that, members may change their MCO for reasons of "Good Cause," such as their provider not being in their MCO's network. Members will also have an annual choice period which coincides with their initial enrollment in managed care.

*Members are required to have at least 10 days to make an MCO choice. If eligibility is not determined at least 10 days prior to the choice date cut-off, the member's enrollment in managed care is pushed to the following month.