Iowa Department of Human Services

ia health link

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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
July 19, 2016	August 1, 2016
August 18, 2016	September 1, 2016
September 16, 2016	October 1, 2016
October 19, 2016	November 1, 2016
November 17, 2016	December 1, 2016
December 19, 2016	January 1, 2017

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.

*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.

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