



# Managed Care Enrollment Checklist

The IA Health Link enrollment packets includes the IA Health Link Member Handbook, an enrollment letter with a tentative Managed Care Organization (MCO) assignment, an enrollment form for members to choose their MCO and informational flyers from each MCO. The enrollment packet and other useful materials are available online at:

<https://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization/member-materials>

## Steps to Choose Your Managed Care Organization

- Review** your MCO options and your IA Health Link Member Handbook.
- Choose** your MCO (if you are happy with your MCO assignment, you do not need to do anything).
- Considerations** include:
  - Are your providers part of the MCO network/available in your community?
  - Are your pharmacies part of the MCO network/available in your community?
  - Are your health care specialists part of the MCO network/available in your community?
  - Does the MCO have any value-added services or health programs that are beneficial to you?
  - Does the MCO have member support available to fit your needs (call center hours, languages, etc.)?
- Enroll** by phone, mail or email.
  - Phone:** Call Iowa Medicaid Member Services at 1-800-338-8366 or locally in the Des Moines area at 515-256-4606, Monday through Friday 8 a.m. to 5 p.m.
  - Mail:** Return the enrollment form included in your enrollment packet using the postage paid self-addressed envelope.
  - Email:** Iowa Medicaid Member Services at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us).
- Confirmation** of your choice will be provided with a Confirmation of Coverage Letter that will be sent prior to your MCO coverage start date.
- MCO Member ID Cards** will be sent after your Confirmation of Coverage Letter. When receiving services, present this card along with your Iowa Medicaid Eligibility Card. Work with your MCO to select your primary care physician (PCP).