



Frequently Asked Questions

AmeriHealth Caritas Iowa, Inc. Withdraw

What is happening?

AmeriHealth Caritas Iowa, Inc. is withdrawing from the Iowa Medicaid managed care program called the IA Health Link.

Who is affected?

About 215,000 Iowa Medicaid members will transition from AmeriHealth Caritas coverage to coverage with two other Managed Care Organizations (MCOs) that are contracted with the state—Amerigroup and UnitedHealthcare.

Does this affect me?

If you have coverage through Amerigroup or UnitedHealthcare, you are not impacted by this change. If you have coverage through AmeriHealth Caritas, you will be receiving a packet in the mail which will include information on your new MCO.

When will this happen?

AmeriHealth Caritas will withdraw from the program effective November 30, 2017. Coverage with your new MCO will begin on December 1, 2017. Check your mail for more information which will arrive soon.

Why did this happen?

After months of diligent negotiations, the state and AmeriHealth Caritas were unable to come to mutually agree on future contract rates and terms.

What happens next?

Medicaid will begin the process of transitioning members to other coverage. Members should watch for notification by mail and at the IA Health Link webpage at www.iahealthlink.gov.

Will the other plans leave Iowa?

Amerigroup and UnitedHealthcare have signed contracts that extend through the end of June 2018. Negotiations for the contract period beginning July 1, 2018, will begin in the next several months. Additional health plan options will also be available beginning July 1, 2018.

How will case management be handled?

Your case manager may work with your new MCO. Call your new MCO and current case manager for more information.

Can I continue to see my doctor?

Your new MCO must honor prior authorizations for 30 days. Your doctor may be in one or both of the other MCOs' provider networks. Iowa Medicaid Member Services can check for you.



Service plans and Level of Care will be shared and remain in place and will be shared with your new MCO.

How will I be assigned to a new MCO?

AmeriHealth Caritas members will be randomly distributed to the two current MCOs.

If I am assigned to a new MCO and I want a different MCO, can I change?

Yes, you have 90 days from the date your coverage begins to choose a different MCO. You have until March 1, 2018, to change your MCO for any reason.

Where can I find more information?

Iowa Medicaid will post or send updates to the:

- [DHS webpage](#)
- Medicaid/IA Health Link [member](#) and [provider](#) webpages
- Council on Human Services, Medical Assistance Advisory Council, *hawk-i* Board, Mental Health and Disability Commission, and other partners and stakeholders
- [Medicaid eNews](#)
- Media updates
- Legislative updates