



Fact Sheet: IA Health Link Member Enrollment Process

On **April 1, 2016**, most Iowa Medicaid programs were joined together into one managed care program called IA Health Link. Please review the information below for important information and dates for selecting your Managed Care Organization (MCO).

IA Health Link

IA Health Link brings together physical, behavioral and long term care under one program.

Managed Care Organizations

A Managed Care Organization, or MCO, is a health plan that coordinates care for a member. Much like the health insurance most Iowans enjoy, your MCO will be responsible for covering your Iowa Medicaid benefits. You will have three MCOs to choose from:

- Amerigroup Iowa, Inc.
- AmeriHealth Caritas Iowa, Inc.
- UnitedHealthcare Plan of the River Valley, Inc.

Beginning Medicaid Coverage

Newly eligible members will receive their benefits directly from Iowa Medicaid Fee-for-Service for approximately the first two months of receiving benefits. You will not begin receiving health coverage from an MCO until one to two months after you begin receiving Iowa Medicaid health insurance coverage. If you are eligible for the managed care program, you will receive your IA Health Link enrollment packet before enrolling in the program.

Member Enrollment Packets

Iowa Medicaid members will receive an enrollment packet to assist in the MCO selection process. Newly eligible Medicaid members are tentatively assigned to an MCO in their IA Health Link enrollment packet. Each newly eligible IA Health Link managed care member has the opportunity to choose the MCO that best fits their healthcare needs and/or the healthcare needs of their family member(s). The enrollment packet includes:

- MCO enrollment letter, and instructions on how to make a selection
 - Assignment is random, keeping families with the same MCO
- Member handbook
- MCO enrollment form (including postage-paid return envelope)
- Information on each of the MCOs

If you have not received your member enrollment packet or require a new copy of your packet, please contact Iowa Medicaid Member Services immediately at 1-800-338-8366 or 515-256-4606 (when calling from within the Des Moines area), Monday through Friday, 8 a.m. to 5 p.m.



Resources for Making MCO Choice

Iowa Medicaid Member Services	Enrollment Packet	Comparison Chart	MCO Provider Directory
<ul style="list-style-type: none"> • Phone (1-800-338-8366) • Email IMEMember@dhs.state.ia.us • DHS Website (iahealthlink.gov) 	<ul style="list-style-type: none"> • Managed Care Handbook • MCO Informational Materials • Samples are posted online 	<ul style="list-style-type: none"> • MCO Value Added Services Comparison Charts are posted online 	<ul style="list-style-type: none"> • Available online or via phone through Iowa Medicaid Member Services • Available through the MCOs

Choice Period End Date

Your choice period end date is listed on your MCO enrollment letter that is in your IA Health Link packet. Members must change their MCO by this date for the change to take effect the day you begin coverage with your MCO. You will also have 90 days from this date to change your MCO for any reason.

Examples of ‘Good Cause’

Throughout the year, members may change their MCO for “Good Cause” reasons. Some examples of ‘Good Cause’ are the following:

- A member’s provider is not in their MCO’s provider network
- There has been a change in a member’s eligibility (for example, PACE)

When Your Choice Will Take Effect

Members who change their MCO will continue to receive MCO coverage from their current MCO until the MCO change takes effect. Please note, if you change your MCO in the middle of the month, the change may not take effect for two months.

Members wishing to change their MCO selection will have the following choice cut-off dates for the 2016 year:

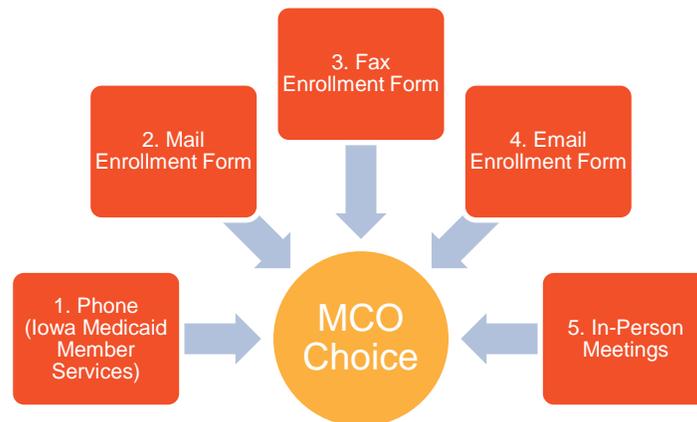
Choice Cut-Off Date	Effective Coverage Date
May 19, 2016	June 1, 2016
June 16, 2016	July 1, 2016
July 19, 2016	August 1, 2016
August 18, 2016	September 1, 2016
September 16, 2016	October 1, 2016
October 19, 2016	November 1, 2016
November 19, 2016	December 1, 2016

Choice Counseling Support: Iowa Medicaid Member Services

Iowa Medicaid Member Services will provide conflict-free, independent choice counseling services to Iowa Medicaid Members. Iowa Medicaid Member Services has been supporting members for more than a decade and is responsible for providing information to assist in making the MCO selection. Some of the key activities and resources available include:

- In-person enrollment assistance statewide
 - Telephone support through the dedicated phone line: **1-800-338-8366** (8-5, M-F)
 - Dedicated email correspondence: IMEMemberServices@dhs.state.ia.us
 - MCO selection through the automated telephone system, available 24/7

Member Choice Methods



Helpful Links to Resources for Making MCO Choice

You will be able to find the most up-to-date resources at the following webpages:

- IA Health Link Frequently Asked Questions:
<https://dhs.iowa.gov/iahealthlink/fags>
- IA Health Link Resources Webpage:
 - IA Health Link Member Enrollment Checklist
 - IA Health Link Medicaid Program Changes Webinar Videos
 - IA Health Link Managed Care Program Handbook
 - Sample IA Health Link Enrollment Packet
 - MCO Comparison Chart for Value-Added Services
 - MCO Provider Directories
 - Managed Care Covered Benefits Comparison Grid