



<Date>

<Case Number>

Important Update About Your Health Plan

CONFIRMATION OF COVERAGE

We recently notified you about a change in your Managed Care Organization (MCO). You were previously enrolled with AmeriHealth Caritas, which is no longer participating in the IA Health Link program. You received a letter in the mail, which tentatively assigned you to UnitedHealthcare. This letter also said you could change your MCO to Amerigroup Iowa until March 1, 2018. This has changed.

Amerigroup Iowa has informed the Department they will not take any new members. The Department has put in place a temporary suspension of MCO choice.

Effective December 1, 2017, you have coverage through UnitedHealthcare. You may contact them at 1-800-464-9484, or visit <http://www.uhccommunityplan.com>.

What to Expect:

Soon you will receive your member ID card from UnitedHealthcare in the mail. Keep an eye out for this. You will show this card when you receive services, or go to the doctor for example.

In the future you will be able to choose from multiple MCOs. You will be notified when that choice is available. Until then, you must have a 'good cause' reason to change your MCO.

For more information on 'good cause,' and this transition, please call Iowa Medicaid Member Services at **1-800-338-8366** or **515-256-4606** in the Des Moines area.

We are working diligently to make sure this transition is as smooth as possible, and to identify and address areas of concern.

For more information visit www.IAHealthLink.gov.



State ID Number	Member Name	MCO	MCO Phone Number
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.

Llame al 1-800-735-2942, a Relay Iowa TTY (teléfono de texto para personas con problemas de audición, del habla y ceguera) si necesita asistencia telefónicamente.