

MCO Transition

May 2019

What's Happening?

- Iowa Total Care is joining the IA Health Link and Hawki programs on July 1, 2019
- UnitedHealthcare (UHC) is leaving both programs no sooner than June 30, 2019
- Amerigroup Iowa continues to provide coverage

What does this mean?

- **No one is losing benefits**
 - Regardless of which MCO a member is assigned to, the same Medicaid benefits are covered
- UHC members can continue to see their providers until they are transitioned to a new MCO.

What does this mean?

- Starting May 10, 2019, DHS will be mailing notices to members saying they will be assigned to either Amerigroup Iowa or Iowa Total Care effective July 1, 2019
 - Members directly impacted by UHC leaving will be notified
 - Going to honor member choice requests
 - Hawki members will be notified of reassignment in mid-June

Open Choice Period

- June 18, 2019
 - Members have until this date to choose an MCO for coverage effective July 1, 2019
- July 18, 2019
 - Deadline to choose for coverage effective August 1, 2019
- August 19, 2019
 - Deadline to choose for coverage effective September 1, 2019
- September 30, 2019
 - Open Choice Period ends

Ensuring Continuity of Care

- All prior authorizations will be honored for 90 days by a member's new MCO
- A member's service plan will be honored until a new assessment is completed and a new plan is developed with the member and their team
- Working to maintain a member's relationship with their case manager

Iowa Total Care Onboarding

- Iowa Total Care continues to reach out to providers/process contracts
 - Provider reps all across the state
- IME has daily meetings with Iowa Total Care Leadership regarding staffing and provider network
- Iowa Total Care is on track to be ready July 1, 2019

Holding UHC Accountable

- UHC will continue to pay claims for services prior to July 1, 2019
 - Timely filing rules still apply
- UHC will continue to work through grievances and claims disputes following July 1, 2019
- UHC Provider Call Center will remain open
- IME will be monitoring closely

Questions?