

IOWA DEPARTMENT OF HUMAN SERVICES
IOWA MEDICAID ENTERPRISE - MEMBER SERVICES
PO BOX 36510
DES MOINES, IA 50315-0314

<MEMBER NAME>
<ADDRESS 1>
<ADDRESS 2>
<CITY>, <ST> <ZIP>

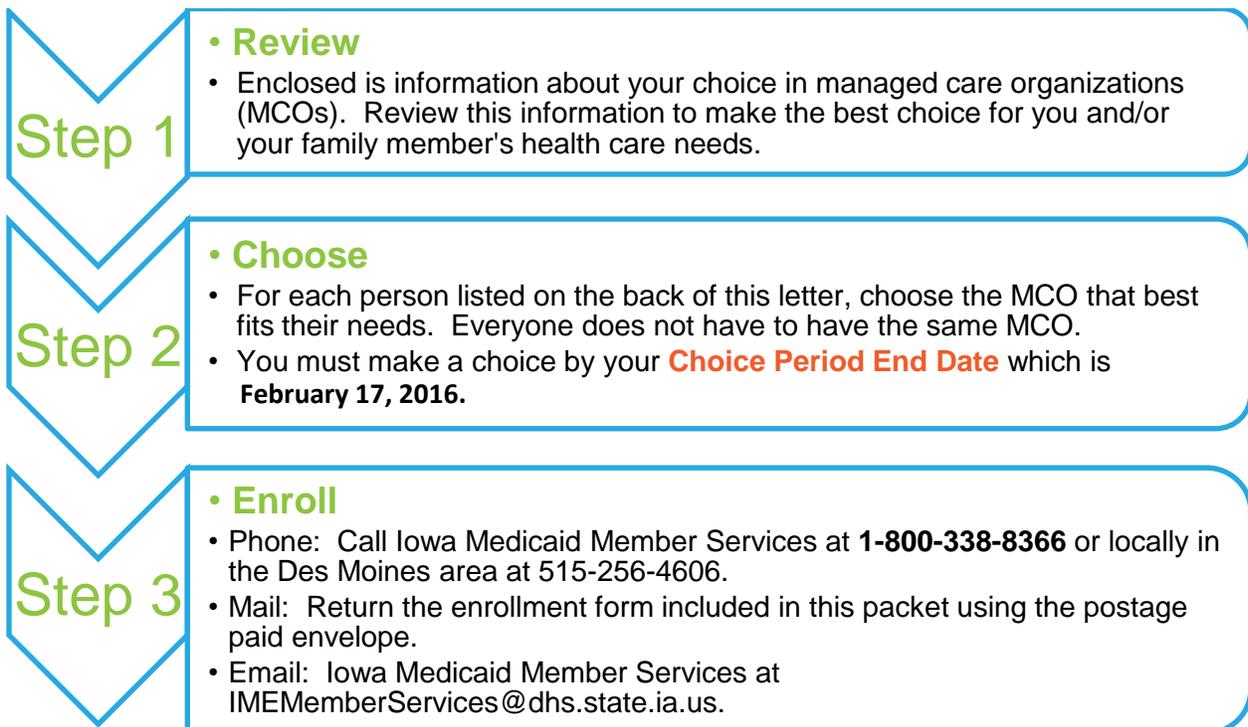


<Date>
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Welcome to the IA Health Link Program

Most Iowa Medicaid programs are being joined together into one managed care program called IA Health Link. This new program will give you the same health coverage you know and use, but will be provided by a Managed Care Organization (MCO) that you get to choose. IA Health Link coverage will begin on March 1, 2016, pending final federal approval.

Please follow three steps below to choose a health care plan that best fits you.



You will find information in this packet about the three MCOs that you can choose to be your health plan:

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

* **PACE** (Program of All-Inclusive Care for the Elderly) is another managed care program option for members age 55 or older who live in certain Iowa counties and meet certain level of care requirements. Information about the PACE program can be found in your IA Health Link Member Handbook.

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.



IA Health Link Managed Care Organization Enrollment

Welcome to IA Health Link. Please see the enclosed information about each Managed Care Organization (MCO) available to you. You must select one MCO to enroll with. If you do not select a plan, the MCO listed on your enrollment letter will be your MCO. After you complete this form, please return it in the postage paid envelope provided. You do not need a stamp to return this form by mail. Or you may also fax your completed form to 515-725-1351.

Complete this form with blue or black ink.

Name of Person to Enroll	Date of Birth of Person to Enroll	ID Number of Person to Enroll	Check One MCO
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc. <input type="checkbox"/> AmeriHealth Caritas Iowa, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc. <input type="checkbox"/> AmeriHealth Caritas Iowa, Inc.
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Reason for changing your MCO: _____

Your Address (Street, City, and Zip Code)

Your Phone Number

Sign Here

If you have questions about how to complete this form, call Member Services at **1-800-338-8366** or locally in the Des Moines area at 515-256-4606, Monday through Friday from 8 a.m. – 5 p.m.

Para solicitar este documento en español, comuníquese con Servicios al Afiliado al teléfono 1-800-338-8366, de lunes a viernes desde las 8 a.m. hasta las 5 p.m.

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.

Your health comes first. Make us your first choice.



Amerigroup is proud to be part of the new Medicaid program in Iowa.

We're one of three IA Health Link managed care organizations (MCOs) in your neighborhood. We know you have unique needs – not all of them health-related – and we know how to meet them. We help millions of people get the care they need every day. Now we're ready to support you, every step of the way.

Why join Amerigroup?

Because you'll get all your regular Medicaid benefits, plus extras to help you and your family live healthy, like:

- Free Boys & Girls Club membership
- Help getting free mobile phone service* with:
 - Up to 250 free monthly minutes to call family, friends and doctors
 - 100 bonus lifetime minutes
- Video chats with doctors through LiveHealth Online
- Equipment to help with daily living
- Extra personal assistant services to help support members' health and well-being
- Free weight management program for adults who qualify
- Free stop-smoking program for adults

*For eligible households

And let's not forget your regular health benefits.

We're working with doctors, clinics and hospitals throughout Iowa to make sure you can easily use the Medicaid benefits you're entitled to, such as:

- The right doctor for your needs
- Preventive health services
- Behavioral health services
- Pharmacy services
- EPSDT/well-child visits
- Emergency medical services
- Home health services
- Hospital services
- Long-term services and supports
- Health screenings and more

All at no or low cost



You need:	We have:
A health plan that understands you and your family	Years of experience focusing on Medicaid, CHIP, SSI and home- and community-based services waiver programs
Trusted doctors, hospitals and clinics near your home	A growing network of doctors, specialists, clinics, hospitals and pharmacies in your neighborhood, and we're adding more every day
Support to help you manage your health and life	Dedicated care managers to work with your family, doctors and community groups to help you where and when you need it

**Want to
learn more?**

Call us at
1-800-600-4441 (TTY 711).



More than
30 YEARS
of making
care the heart
of our **work.**



AmeriHealth Caritas Iowa is excited to have been chosen as one of the Medicaid managed care plans for the Iowa High Quality Health Care Initiative.

We believe it is important to be involved in the community. That is why we are hiring local people from the community to work at our health plan. We are working with community groups and providers to get to know you better. Our goal is to make sure you get the right care in the right place at the right time.

AmeriHealth Caritas Iowa also believes everyone should have access to quality health care and services. We respect your health care needs and will treat you with the dignity you deserve. We are committed to delivering health care through innovative services and programs that will make it easier for you to take care of your health.

We are ready to serve you in Iowa's new Medicaid managed care program. We have been providing Medicaid managed care for over 30 years. Today, we are helping more than 6.9 million members in 15 states and the District of Columbia. We help people get care, stay well and build healthy communities.

At AmeriHealth Caritas Iowa, care is the heart of our work. We are looking forward to helping Iowa become an even healthier state.

WITH AMERIHEALTH CARITAS IOWA, YOU WILL RECEIVE GREAT CARE THROUGH OUR ENHANCED BENEFITS:

- CARE Card. Earn rewards for healthy behaviors.
- Wellness centers in select locations. Talk to someone about your care, take classes and get information about our programs and events.
- Maternity programs and incentives, including BrightStart®.
- Free cell phone program for qualified members. Stay in touch with us about your health.
- Free gym membership to select locations.*
- And more!

*Based on program rules.

For more information, call 1-855-332-2440. TTY 1-844-214-2471.
www.amerihealthcaritas.com



Helping to make health care simpler in Iowa.

We're UnitedHealthcare Community Plan of Iowa. We're dedicated to helping make health care simpler, so our members get the care they need, when they need it.

We offer a wide range of benefits designed for:

- Pregnant mothers and their babies.
- Children up to age 19.
- Low income adults and families.
- People living with disabilities or other serious health conditions.
- People who need extra help to live on their own.

Serving Iowans for three decades.

We have served members in Iowa since the 1980s. UnitedHealthcare provides health benefits to more than 490,000 members in Iowa. This includes people who get coverage through employers, the armed forces and Medicare programs. It also includes more than 9,000 *hawk-i* members.

Our members can expect:

- Access to a wide range of care providers across Iowa.
- 24/7 access to a nurse for questions about their health and care.
- Extra support and programs to help reach health goals.
- Experienced care managers to work with members who have complex health conditions.

We look forward to serving more Iowans through IA Health Link.

To learn more about UnitedHealthcare Community Plan, visit:

 **UHCCommunityPlan.com**

 **Or call: 1-800-464-9484**

UnitedHealthcare Plan of the River Valley, Inc.



We connect our members to thousands of providers, clinics and hospitals in Iowa.



We serve more than 5 million members in 23 states.



We team up with national partners to provide programs that support lifelong health.

