

May 6, 2019

DHS Announces Important Protections for Medicaid Members and Town Hall Tour Throughout State

(Des Moines, Iowa) – Iowa Total Care is joining the IA Health Link program and UnitedHealthcare is leaving. Amerigroup Iowa continues to provide coverage. Until, September 30, 2019, all IA Health Link members are in an Open Choice Period, which means they can switch MCOs for any reason. Members have until June 18, 2019, for coverage effective July 1, 2019.

Iowa Medicaid will be conducting town halls and provider training throughout the state in the month of May. “I think it’s the right thing to do—to go out and talk with members and providers,” said Director Randol. “This is an important opportunity to make sure our members know that regardless of which MCO they’re assigned to, the same Medicaid benefits are covered. No one is losing benefits. Members may exercise choice, or they may do nothing. We also want to let people know we’re taking extra measures to ensure continuity of care.”

All prior authorizations will be honored for 90 days. If United Healthcare did not require a prior authorization for a specific service, the other MCOs will not require them for 90 days. Additionally, when a member receiving Home- and Community-Based Services changes MCO, their service plan will be honored until a new assessment is completed and a new plan is developed with the member and their team.

We are also working to maintain member’s relationships with their case managers. Both the Iowa Medicaid member services call center, as well as the MCO’s call centers, in the coming weeks will have lists of which case managers will be with which MCO.

“Director Randol and his team at Iowa Medicaid are working hard to make sure our members get the care they deserve.” said Director Foxhoven. “We want to make sure members and providers know that we’ve put in place some really important protections.”

Details on provider training can be found in [Informational Letter 2011-MC-FFS](#). Details on the Medicaid town halls are available on the [DHS website](#).

For more information visit: www.IAHealthLink.gov

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