

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>



## Changes to Your MCO Assignment

### What is new?

WellCare of Iowa is no longer an option through the IA Health Link program. You have a choice of three Managed Care Organizations (MCOs) for your health plan:

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

### Why am I receiving this letter?

You were previously assigned to WellCare of Iowa, or had chosen WellCare of Iowa, and have been reassigned to one of the three available MCOs. You can still choose a different plan.

### What do I do now?

If you are happy with the MCO that has been assigned to you, you do not need to do anything for coverage beginning **March 1, 2016**.

Or, you can choose a different MCO by **February 17, 2016**, for coverage beginning **March 1, 2016**. You may also change your MCO for any reason until **May 18, 2016**. After that you may change your MCO throughout the year for reasons of "Good Cause."

"Good Cause" examples:

- Your provider is not in your MCO's provider network.
- Not all related services are available in the MCO network.
- There has been a change in a member's eligibility.

### Will my benefits change?

No, your benefits will not change. You will continue to receive your health coverage directly through Iowa Medicaid until the IA Health Link MCO coverage begins on **March 1, 2016**, pending final federal approval.

**Please continue reading** for further information on selecting the MCO that best fits you.



<Date>  
<Case Number>

### 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.

<b>Step 1</b>	<ul style="list-style-type: none"> <li>• <b>Review</b></li> <li>• Enclosed is information about your choice in managed care organizations (MCOs). Review this information to make the best choice for you and/or your family member's health care needs.</li> </ul>
<b>Step 2</b>	<ul style="list-style-type: none"> <li>• <b>Choose</b></li> <li>• For each person listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO.</li> <li>• You must make a choice by your <b>Choice Period End Date</b> which is <b>February 17, 2016</b>.</li> </ul>
<b>Step 3</b>	<ul style="list-style-type: none"> <li>• <b>Enroll</b></li> <li>• Phone: Call Iowa Medicaid Member Services at <b>1-800-338-8366</b> or locally in the Des Moines area at 515-256-4606.</li> <li>• Mail: Return the enrollment form included in this packet using the postage paid envelope.</li> <li>• Email: Iowa Medicaid Member Services at <a href="mailto:IMEMemberServices@dhs.state.ia.us">IMEMemberServices@dhs.state.ia.us</a>.</li> </ul>

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.*





## Resources for Making Your MCO Choice

Iowa Medicaid Member Services	Enrollment Packet	Comparison Chart	MCO Provider Directory
<ul style="list-style-type: none"> <li>In-Person</li> <li>Phone (1-800-338-8366)</li> <li>DHS Website (<a href="http://iahealthlink.gov">iahealthlink.gov</a>)</li> </ul>	<ul style="list-style-type: none"> <li>Managed Care Handbook</li> <li>MCO Informational materials</li> <li>Samples are posted online</li> </ul>	<ul style="list-style-type: none"> <li>MCO Value-Added Services Comparison Charts are posted online</li> </ul>	<ul style="list-style-type: none"> <li>Available online or via phone through Iowa Medicaid Member Services</li> <li>Available through the MCOs</li> </ul>

### 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 Managed Care Program Handbook: [http://dhs.iowa.gov/sites/default/files/IAHealthLinkMemberHandbook\\_FinalOnlineVersion.pdf](http://dhs.iowa.gov/sites/default/files/IAHealthLinkMemberHandbook_FinalOnlineVersion.pdf)
- Sample Enrollment Packet: [https://dhs.iowa.gov/sites/default/files/EnrollmentPacket\\_Sample\\_Nov2015.pdf](https://dhs.iowa.gov/sites/default/files/EnrollmentPacket_Sample_Nov2015.pdf)
- MCO Comparison Chart for Value-Added Services: [https://dhs.iowa.gov/sites/default/files/ValueAddedServicesComparisonChart\\_2015\\_12\\_02.pdf](https://dhs.iowa.gov/sites/default/files/ValueAddedServicesComparisonChart_2015_12_02.pdf)
- MCO Comparison Chart for Value-Added Services Highlights: <https://dhs.iowa.gov/sites/default/files/ValueAddedServicesComparisonHighlights.pdf>
- MCO Provider Directories: <https://dhs.iowa.gov/iahealthlink/find-a-provider>

### MCO Contact Information

#### **Amerigroup Iowa, Inc.**

Member Services Phone: 1-800-600-4441

Website: [www.myamerigroup.com/IA](http://www.myamerigroup.com/IA)

Member Services Email: [MPSWeb@amerigroup.com](mailto:MPSWeb@amerigroup.com)

#### **AmeriHealth Caritas Iowa, Inc.**

Member Services Phone: 1-855-332-2440

Website: [www.amerihealthcaritas.com](http://www.amerihealthcaritas.com)

Member Services Email: [members@amerihealthcaritasia.com](mailto:members@amerihealthcaritasia.com)

#### **UnitedHealthcare Plan of the River Valley, Inc.**

Member Services Phone: 1-800-464-9484

Website: [www.UHCCommunityPlan.com](http://www.UHCCommunityPlan.com)



## 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.
			<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.

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.*