



INFORMATIONAL LETTER NO. 2446-MC-FFS

DATE: April 6, 2023

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Provider Messaging and the Continuous Coverage Requirement Unwind

EFFECTIVE: Upon Receipt

Iowa Medicaid is committed to providing members clear and concise information regarding their healthcare coverage.

Members will not automatically lose coverage after March 31, 2023. Because of the COVID-19 public health emergency (PHE) unwind, most members will need to renew their coverage this year, but member renewal dates are different.

To ensure members retain their healthcare coverage:

- Encourage members to update their contact information with Iowa HHS and their managed care organization (MCO).
- Advise members to look for mail from HHS, Iowa Medicaid, or Iowa Health Link, and complete and return any requested documents.
- If providers or members have any questions about information they have seen or heard, they are encouraged to contact Iowa Medicaid Member Services at 1-855-889-7985.

Providers who wish to connect with their members about the continuous coverage requirement unwind should review the Iowa Medicaid [unwind toolkit](#)¹ for approved language.

For more information, please refer to the [continuous coverage requirement unwind](#)² webpage and the [unwind resource library](#)³. If you have questions, please contact Iowa Medicaid Provider Services at 1-800-338-7909 or IMEproviderservices@dhs.state.ia.us.

¹ https://hhs.iowa.gov/sites/default/files/FINAL_Primary_Unwind_Toolkit_2.pdf

² <https://hhs.iowa.gov/ime/unwind>

³ <https://hhs.iowa.gov/ime/unwind-resources>