



INFORMATIONAL LETTER NO. 2459-MC-FFS

DATE: May 8, 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: Molina Provider Contracting and Training

EFFECTIVE: Upon Receipt

HHS is pleased to announce Molina Healthcare of Iowa (Molina) as a new managed care organization (MCO). Molina will join Amerigroup and Iowa Total Care in providing medical benefits for IA Health Link and Hawki members on July 1, 2023. **HHS will reallocate up to one-third of Medicaid members to Molina effective July 1, 2023.**

This informational letter provides guidance for providers regarding contracting with Molina, announcing Molina provider training dates and locations, sharing information about Member choice and assignment, and how to assist members should they have questions.

Member Choice and MCO Assignment

During the months of March and April 2023, members were notified by mail of their MCO assignment and member choice timeframes. Please visit the [MCO Onboarding](#)¹ webpage for additional information.

Molina Provider Contracting

All providers wishing to contract with Molina must first be enrolled with Iowa Medicaid. They may then contact Molina directly for assistance with the contracting and credentialing process. Please use the information below to begin discussions with Molina.

Providers should complete the Urgent Request to Contract for Services form and return with a copy of their signed and dated W9 to IAProviderContracts@MolinaHealthcare.com or by fax at 1-855-248-7525.

¹ <https://hhs.iowa.gov/ime/mco-onboarding>

Molina will provide medical benefits only. Dentists do not need to contract with Molina.

If you have additional questions regarding Molina, please contact Molina Provider Services at 1-844-236-7464 or IAProviderRelations@MolinaHealthcare.com.

If you have questions about your Iowa Medicaid enrollment status, please contact Iowa Medicaid Provider Services:

Iowa Medicaid Provider Enrollment:

- Provider services: 1-800-338-7909, Monday to Friday, 8:00 AM to 5:00 PM
- Provider email: IMEProviderEnrollment@dhs.state.ia.us

Molina Provider Trainings

Molina is hosting provider training sessions from May 2 to June 22, 2023. Please feel free to share the [registration links](#)² with your organization. These training sessions are live and will cover the same topics. Trainers will conduct a Q & A after the presentation is complete.

PLEASE NOTE:

Long-term services and supports (LTSS) providers are encouraged to attend one of the extended LTSS training sessions scheduled for **May 16, May 18, and June 1**.

Behavioral health (BH) providers are encouraged to attend one of the extended BH training sessions scheduled for **May 16, May 18, and May 30**.

Please fill out the registration in full so we can understand who has completed this training. If you are contracted with Molina, you agree to accept email communications from Molina.

² <https://lp.constantcontactpages.com/cu/LePBioe/MolinaIAProviderSignUp>