



INFORMATIONAL LETTER NO. 2464-MC-FFS

DATE: May 23, 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: Resuming the Iowa Health and Wellness Plan (IHAWP) Healthy Behaviors Program Following the COVID-19 Public Health Emergency (PHE)

EFFECTIVE: June 1, 2023

During the COVID-19 PHE, Iowa Medicaid suspended the IHAWP Healthy Behaviors program. With the PHE ended effective May 11, 2023, the Healthy Behaviors program for IHAWP members will resume on June 1, 2023.

Members may waive their contributions for their next eligibility period by receiving a comprehensive wellness exam (annual physical) or dental exam, and completing a health risk assessment (HRA).

Additional information about the program, to include a link to billing questions and a provider toolkit, can be found in [Informational Letter I387¹](#).

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

Iowa Medicaid Provider Services for FFS members:

- Provider services: 1-800-338-7909
- Provider email: imeproviderservices@dhs.state.ia.us

Amerigroup Iowa, Inc.:

- Provider services: 1-800-454-3730
- Provider email: iowamedicaid@amerigroup.com
- Website: <https://providers.amerigroup.com/ia>

¹ <https://secureapp.dhs.state.ia.us/IMPA/Information/ViewDocument.aspx?viewdocument=667ecc5c-96da-442d-aad1-1b0c20d616d6>

Iowa Total Care:

- Provider services: 1-833-404-1061
- Provider email: Providers may send email using their account on the ITC website.
- Website: <https://www.iowatotalcare.com>