



## **INFORMATIONAL LETTER NO. 2489-MC-FFS**

**DATE:** August 4, 2023

**TO:** All Iowa Medicaid Medical Providers

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

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

**RE:** Billing for Medicaid Services

**EFFECTIVE:** July 1, 2023

Effective July 1, 2023, Molina Healthcare began providing health coverage to IA Health Link and Hawki members. Amerigroup and Iowa Total Care continue to serve members of both programs. Some members that are enrolled with Iowa Total Care or Amerigroup transitioned to Molina Healthcare.

Members were notified by mail of an open choice period, which allowed them to choose between Amerigroup, Iowa Total Care, or Molina Healthcare as their managed care organization (MCO). The open choice period occurred March 1, 2023, through May 18, 2023. Members have an additional 90 days to change MCOs beginning July 1, 2023.

### **MCO Billing**

Beginning July 1, 2023, all claims for services provided on or after July 1, 2023, for MCO-enrolled members must be submitted directly to the appropriate MCO, adhering to each MCO's claims submission and timeliness guidelines. There are limited exceptions to this rule outlined below. Any services provided prior to July 1, 2023, should be billed to the MCO that the member was enrolled with for the month of services.

### **Billing for Services Provided in June 2023 and continuing into July 2023**

#### **Hospitals**

In most cases, acute inpatient admissions (diagnosis-related group stays) for hospital services prior to July 1, 2023, with a discharge after July 1, 2023, are the responsibility of the MCO of record on June 30, 2023, up to 60 calendar days. Acute inpatient admissions for hospital services occurring on or before June 30, 2023, that exceed 60 calendar days will be split billed

with the initial span submitted to the MCO of record on June 30, 2023, and the remaining days submitted to the applicable MCO.

The member's new MCO is responsible for admission dates on or after July 1, 2023.

For inpatient psychiatric per diem stays:

- Dates of services prior to July 1, 2023, are billed to the MCO of record on June 30, 2023.
- Dates of services on or after July 1, 2023, are billed to the member's MCO effective July 1, 2023.

Emergency room or observation services provided prior to midnight June 30, 2023, are the responsibility of the MCO of record on June 30, 2023. Services provided on or after July 1, 2023, are the responsibility of the member's MCO effective July 1, 2023.

### **Obstetrical (OB) Care**

Delivery services that occur prior to July 1, 2023, the delivery, and newborn expenses up to July 1, 2023, will be billed to the MCO of record on June 30, 2023.

Delivery services that occur on or after July 1, 2023, will be billed to the member's MCO of record on July 1, 2023, in accordance with their OB care reimbursement policy which can be found at the links below.

- [Amerigroup Provider page<sup>1</sup>](#)
- [Iowa Total Care Provider page<sup>2</sup>](#)
- [Molina Healthcare Provider page<sup>3</sup>](#)

### **Skilled Nursing Facility (SNF) Services**

SNF providers are responsible for tracking the 120-day benefit available to eligible members. SNF services provided prior to July 1, 2023, are the responsibility of the MCO of record on June 30, 2023. SNF services provided on or after July 1, 2023, should be billed to the appropriate MCO.

### **Medical Supplies and Equipment**

Items typically billed as a 30-day rental period with a last date of service that extends past June 30, 2023, should be billed to the MCO of record on June 30, 2023, with a last date of service of June 30, 2023, with the "KR" modifier (in addition to the normal "RR" modifier). The claim will be

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<sup>1</sup> <https://provider.amerigroup.com/iowa-provider/home>

<sup>2</sup> <https://www.iowatotalcare.com/providers.html>

<sup>3</sup> <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>

priced at a prorated amount that reflects the usage of less than one month. The member's new MCO is responsible for the remaining rental period for dates of service on or after July 1, 2023.

Providers must maintain accurate documentation, and MCOs should not be billed for a timeframe that exceeds the Medicaid rental policy.

### **Health Homes**

Members served in health homes will maintain their current health home care coordinator through the transition.

### **Prior Authorization (PA)**

Effective July 1, 2023, Molina will manage PA requirements as follows:

- Existing PAs for a member transitioning to Molina will be honored up to 90 days.
- PA requirements will not be enforced for services that did not require PA with Amerigroup or Iowa Total as of June 30, 2023, but would otherwise with Molina. This will be in effect for the first 90 days.
- Standard PA processes and requirements are in effect for all MCOs if there is no established or existing PA in place for the member.
- Long-term services and supports authorizations will remain in place until the end of the member's service plan 'through' date. Residential PAs have a year approval period.

For more detailed information, please refer to the MCO websites for specific PA requirements:

- [Amerigroup Provider page](#)<sup>4</sup>
- [Iowa Total Care Provider page](#)<sup>5</sup>
- [Molina Healthcare Provider page](#)<sup>6</sup>

### **Verifying Member Eligibility**

Providers are encouraged to check the Eligibility and Verification Information System (ELVS) for updated MCO assignments. New member assignments are available through ELVS as of July 1, 2023.

To verify eligibility, providers may call the ELVS phone line at 515-323-9639 (in the Des Moines area) or 1-800-338-7752 (toll-free). Please note that the ELVS line may be busy at the beginning of the month. Providers may also use the [ELVS web portal](#)<sup>7</sup>, but each provider must enroll

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<sup>4</sup> <https://provider.amerigroup.com/iowa-provider/home>

<sup>5</sup> <https://www.iowatotalcare.com/providers.html>

<sup>6</sup> <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>

<sup>7</sup> [https://esp.noridian.com/nidp/idff/sso?id=AC\\_IME&sid=0&option=credential&sid=0&target=https%3A%2F%2Fimediss5010.noridian.com%2Fiowaxchange5010](https://esp.noridian.com/nidp/idff/sso?id=AC_IME&sid=0&option=credential&sid=0&target=https%3A%2F%2Fimediss5010.noridian.com%2Fiowaxchange5010)

through Electronic Data Interchange Support Services (EDISS). The ELVS web portal allows for multiple eligibility checks and batch submission, while the ELVS phone system allows for only one at a time. A login ID and password may be obtained through EDISS by submitting the [access request form](#)<sup>8</sup> to EDISS or calling 1-800-967-7902.

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

**Iowa Medicaid Provider Services:**

- Phone: 1-800-338-7909
- Email: [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us)

**Amerigroup Iowa, Inc.:**

- Phone: 1-800-454-3730
- Email: [iowamedicaid@amerigroup.com](mailto:iowamedicaid@amerigroup.com)
- Website: <https://providers.amerigroup.com/ia>

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [aproviderrelations@molinahealthcare.com](mailto:aproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider portal: <https://www.availity.com/molinahealthcare>

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<sup>8</sup> <https://www.edissweb.com/med/registration/>