



## INFORMATIONAL LETTER NO. 2502-MC

**DATE:** September 11, 2023

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC)

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

**RE:** Your Medicaid Clients May Receive a Visit from their Managed Care Organization (MCO)

**EFFECTIVE:** Immediately

Iowa Medicaid is working hard to make sure as many people as possible retain their Medicaid coverage after the end of the continuous coverage requirement. Since early this spring, extensive outreach efforts have been underway to reach Iowans who are Medicaid-eligible.

Medicaid's three MCOs, Amerigroup, Iowa Total Care and Molina Healthcare, are attempting to reach members by phone call, text and email. If these efforts are not successful, the respective MCO may send a representative to follow up in person at the address on file. These representatives will help members complete their renewal paperwork or schedule an appointment to fill it out over the phone.

This outreach is targeted to non-MAGI (modified adjusted growth income) members – those who qualify for Supplemental Security income (SSI) and for members who are elderly, blind or disabled. Providers are asked to inform their Medicaid clients about the renewal paperwork and direct them to send it to Iowa HHS promptly.

If members are not sure if they have completed or received their renewal paperwork, they can reach out to the HHS Contact Center at 1-800-972-2017.

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>