



INFORMATIONAL LETTER NO. 2537-MC-FFS-D

DATE: November 28, 2023

TO: All Medicaid Medical and Dental Providers

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

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

RE: HHS New Website Launch and Content Changes

EFFECTIVE: Immediately

On November 16, 2023, the Iowa Department of Health and Human Services (HHS) launched a brand-new website as part of an enterprise wide initiative to streamline user experience on state agency websites.

The architecture and navigation of the new website were created to support a person-centered experience. The new site does include the same content as legacy website, but the page urls and links have changed. Page by page redirects for the entire site were not built into this process, so you will need to update any bookmarked links you have saved.

We compiled a list of most frequently used Medicaid links below. These new links should replace the links you have saved and can be used going forward:

- [Apply for Services](#)¹
- [Iowa Medicaid Homepage](#)²
- [Medicaid Member Services](#)³
- [Medicaid Provider Services](#)⁴
- [Medicaid Programs](#)⁵
- [Iowa Health Link](#)⁶

¹ <https://hhs.iowa.gov/programs/apply-services>

² <https://hhs.iowa.gov/programs/welcome-iowa-medicaid>

³ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/member-services>

⁴ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/provider-services>

⁵ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs>

⁶ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-health-link>

- [Fee-for-Service](#)⁷
- [Hawki](#)⁸
- [Agency Dashboards](#)⁹
- [Hope and Opportunity in Many Environments \(HOME\)](#)¹⁰
- [HOMEtown Conversations](#)¹¹
- [Advisory Groups](#)¹²
- [Public Notices](#)¹³
- [Medicaid Meetings](#)¹⁴
- [Medicaid Newsroom](#)¹⁵

If you have questions, please reach out to the Medicaid Communications Manager, Emily Eppens, at eppens@dhs.state.ia.us.

⁷ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/fee-service>

⁸ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-health-link/hawki-chip>

⁹ https://hhs.iowa.gov/dashboard_welcome

¹⁰ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/current-projects/home>

¹¹ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/current-projects/home/hometown>

¹² <https://hhs.iowa.gov/about/advisory-groups>

¹³ <https://hhs.iowa.gov/about/newsroom/public-notice>

¹⁴ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/public-meetings>

¹⁵ <https://hhs.iowa.gov/programs/welcome-iowa-medicaid/medicaid-news>