



UPDATE FOR IOWA MEDICAID MEMBERS SELECTING A DENTAL CARRIER OR MCO

July 27, 2023 – Some members are having trouble using the Iowa Medicaid phone system to complete their selection for their MCO or dental carrier. We are working to resolve this issue.

Members can still return their open choice form through mail, email or by calling the member services number, at 1-800-338-8366, using Option 2 for enrollment, and Option 2 to speak to a member services agent.

Hawki members may return their open choice form through mail, email or by calling the member services number, at 1-800-257-8563, using Option 2 for enrollment, and Option 2 to speak to a member services agent.