

Disaster Frequently Asked Questions - Medicaid

Q1: I cannot get my mail - how will I complete my Medical Assistance?

A1: If you have a physical copy of a renewal form you can return it by:

Mail	Imaging Center 4 PO Box 2027 Cedar Rapids, IA 52406
In Person	At your local HHS office
Email	imagingcenter4@dhs.state.ia.us
Fax	515-564-4017

If you do not have a physical copy of your renewal form you can request one using the methods above or submit one without a physical copy in the following ways:

Phone	855-889-7985
Online	Create or login to an HHS Services Portal Account at https://hsservices.iowa.gov and complete your review online if a link is available in your portal account.

Q2: How do I know if I have a Medical Assistance renewal due soon?

A2: If you are not sure when your Medical Assistance renewal is due, you can contact HHS any of the following ways and ask.

In Person	Ask a worker at your local HHS office
Email	dhscontactcenter@dhs.state.ia.us
Phone	855-889-7985
Online	Create or login to an HHS Services Portal Account at https://hsservices.iowa.gov , link your portal account to your Medical Assistance case, and check if a link for a renewal is available in your portal account.

Or you can contact your MCO Member Services Line (all open 7:30 am to 6:00 pm Monday through Friday)

Iowa Total Care	1-833-404-1061
Molina Healthcare	1-844-236-0894
Wellpoint	1-833-731-2140

Q3: How can I get my Medical Assistance back if it was closed for not providing a renewal form?

A3: A Medical Assistance renewal form or Medical Assistance application can be submitted to HHS within 90 days of termination without a gap in coverage, if all other eligibility requirements are still met.

Q4: How can I submit a premium payment for MEPD, Hawki, or Iowa Health & Wellness Plan (IHAWP) coverage?

A4: For assistance with making a premium payment, call Iowa Medicaid Member Services at 1-800-338-8366. Payments can also be made online at <https://secureapp.dhs.state.ia.us/clickpay>.

Q5: What will happen to Hawki coverage if a billing statement cannot be accessed due to mail service disruptions resulting from the flooding?

A5: Children receiving Hawki coverage who are subject to a premium will not be disenrolled for non-payment of a premium because of continuous eligibility requirements for children. However, premiums will continue to accrue. See Q4 above for how to continue to submit payments if desired.

Q6: What do I do if I have not received my SNAP and/or FIP review?

A6: Call your HHS Income Maintenance Worker to ask about your review form. If you are not sure who your worker is or do not have their phone number, you may call the Income Maintenance Customer Service Center at 877-347-5678.

Q7: How do I provide requested documentation on time to HHS when mail service is disrupted due to flooding?

A7: Call your HHS Income Maintenance Worker and ask for additional time to provide the requested information. If you are not sure who your worker is or do not have their phone number, you may call the Income Maintenance Customer Service Center at 877-347-5678.

Q8: How can I check if a request for additional information was sent to me, but I have not received it due to mail service disruptions?

A8: Call your HHS Income Maintenance Worker for assistance. If you are not sure who your worker is or do not have their phone number, you may call the Income Maintenance Customer Service Center at 877-347-5678.