

<<Date>>

<<Case Number>>

Welcome to the Iowa Health Link Program

Now that your Medicaid is approved, you and/or your family are part of the Iowa Health Link program. This means you'll get your regular health care through a managed care organization (health plan) and your dental care through a dental plan.

Each person listed on the **back** of this letter has been assigned to a health plan and dental plan. You will receive member ID cards from your health plan and dental plan in the mail soon. Keep an eye out for this. You will need to show this ID card when you go to the doctor or dentist.

If you want to keep things just the way they are, you do not have to do anything.

To change to a different health plan and/or dental plan, follow the steps below. This change will be effective <effective date>.

Step 1

Review

- Review the enclosed information about your plan choices to make the best choice for your health and dental care needs.

Step 2

Choose

- For each person listed on the **back** of this letter, choose the health and/or dental plan that best fits their needs. Each person may choose a different health and/or dental plan.
- You can choose from these health plans:
 - Iowa Total Care
 - Molina Healthcare of Iowa
 - Wellpoint Iowa, Inc.
- You can choose from these dental plans:
 - Delta Dental of Iowa
 - DentaQuest
- You have until <<**Choice Period End Date**>> to change your assigned plan(s) for any reason.

Step 3

Enroll (Choose One)

- **Phone:** Call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**.
- **Mail:** Return the completed plan change form (enclosed) to:
Member Services
PO Box 36510
Des Moines, IA 50315
- **Email:** Plan change form can be sent to imemember@hhs.iowa.gov



Iowa HHS

Your enrollment for health and/or dental plan is listed below.

If you want to keep things just the way they are, you do not have to do anything. If you want to make a change to enrollment, please follow the steps on the front of this letter.

Table with 6 columns: State ID Number, Member Name, Health Plan, Dental Plan, Health Plan Phone, Dental Plan Phone. It contains 14 rows of placeholder data.

Health and Dental Plan Selection Information

- You have until the date shown in Step 2 on the front of this letter to change your health and/or dental plan for any reason.
• To learn when your new plan will start and the deadlines for changes, visit https://hhs.iowa.gov/media/17106 .
• After the date shown in step 2 on the front of this letter, you can change your health and/or dental plan only once a year during your Open Choice period, unless you have a special reason (called Good Cause).
• If you need help picking a plan, call Medicaid Member Services for choice counseling.
• For general questions and additional information, contact Medicaid Member services at:
- Phone: 1-800-338-8366 or locally in the Des Moines area at 515-256-4606, Monday through Friday, from 8 a.m. to 5 p.m.
- Email: IMEMemberServices@hhs.iowa.gov.

Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8 a.m. a 5 p.m., de Lunes a Viernes.

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.