



THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

June 27, 2000

**GENERAL LETTER NO. 14-C-38**

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter C, **MANAGED HEALTH CARE SYSTEMS**, Title page, new; Contents (page 1), new; and pages 1 through 7, new.

**Summary**

This material on Managed Health Care Systems from Chapter XIV-B(7) is converted to new manual format and renumbered as 14-C to clarify that it is a separate system from the Automated Benefit Calculation System. The chapter includes the following descriptions:

- ◆ Health maintenance organizations.
- ◆ Iowa Plan for Behavioral Health.
- ◆ Patient management (MediPASS).
- ◆ The current managed health care status codes, and a Medicaid Eligibility File screen SSNI.
- ◆ The managed health care system notices to potential and enrolled recipients.

**Effective Date**

Upon receipt.

**Material Superseded**

None (See General Letter XIV-B(7)-10).

**Additional Information**

Refer questions about this general letter to your regional benefit payment administrator.



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
JESSIE K. RASMUSSEN, DIRECTOR

June 12, 2001

## GENERAL LETTER NO. 14-C-39

ISSUED BY: Office of Policy Analysis, Division of Policy and Rule Integration

SUBJECT: Employees' Manual, Title 14, Chapter C, *MANAGED HEALTH CARE SYSTEMS*, pages 5 and 6, revised.

### Summary

Effective July 1, 2001, new managed health care status codes are created to designate children in foster care, PMIC, MHI, and lock-in under the Iowa Plan. Currently, children in foster care, PMIC, and MHI were included as "FMAP, ages 0-17, Iowa Plan" and had managed health care status codes of A or G. The new codes are:

- ◆ V Foster care, PMIC, or MHI and lock-in, ages 0-22, Iowa Plan
- ◆ W Foster care, PMIC, or MHI, ages 0-9 (inclusive), Iowa Plan
- ◆ X Foster care, PMIC, or MHI, ages 10-22 (inclusive), Iowa Plan

### Effective Date

July 1, 2001

### Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter C, and destroy them:

<u>Page</u>	<u>Date</u>
5 and 6	June 27, 2000

### Additional Information

Refer questions about this general letter to your regional benefit payment administrator.



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

July 8, 2003

## **GENERAL LETTER NO. 14-C-40**

ISSUED BY: Office of Policy Analysis

SUBJECT: Employees' Manual, Title 14, Chapter C, *MANAGED HEALTH CARE SYSTEMS*, page 4, revised.

### **Summary**

This chapter is revised to update the "SSNI = Medicaid Eligibility File" screen to match the current system version.

### **Effective Date**

Upon receipt.

### **Material Superseded**

Remove from Employees' Manual, Title 14, Chapter C, page 4, dated June 27, 2000, and destroy it.

### **Additional Information**

Refer questions about this general letter to your area income maintenance supervisor 2.



May 18, 2004

GENERAL LETTER NO. 14-C-41

ISSUED BY: Field Operations Support Unit

SUBJECT: Employees' Manual, Title 14, Chapter C, MEDICAL SYSTEMS, Title page, revised; Contents (page 1), revised, Contents (page 2), new; pages 1 through 7, revised, and pages 8 through 58, new.

Summary

The name of this chapter has been changed from "Managed Health Care Systems" to "Medical Systems." The chapter is revised to:

- ◆ Add the following sections currently located in 14-B(4), SYSTEM SCREEN INSTRUCTIONS.
• Medipass Provider On-Line Display
• PRSM = Presumptive Medicaid Eligibility
• SSBI = Buy-in System
• SSNI = Medicaid Eligibility File
• SSRD = Recipient File
◆ Add a new section for WIFS messages.

Effective Date

Upon receipt.

Material Superseded

Remove the entire Chapter C from Employees' Manual, Title 14, and destroy it. This includes the following:

Table with 2 columns: Page, Date. Rows include Title page (June 27, 2000), Contents (page 1) (June 27, 2000), 1-3 (June 27, 2000), 4 (July 8, 2003), 5-6 (June 12, 2001), 7 (June 27, 2000).

Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

July 13, 2004

## GENERAL LETTER NO. 14-C-42

ISSUED BY: Field Operations Support Unit

SUBJECT: Employees' Manual, Title 14, Chapter C, **MEDICAL SYSTEMS**, Contents (page 2), revised; pages 21, 47, 48, 53, and 54, revised; and pages 54a and 59, new.

### Summary

This chapter is revised to:

- ◆ Add two new MEPD WIFS messages, numbers 3048 and 3056.
- ◆ Add a new section for *hawk-i* WIFS messages.
- ◆ Add a new HWKI WIFS message, number 4000.

### Effective Date

Upon receipt.

### Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter C, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	May 18, 2004
21, 47, 48, 53, 54	May 18, 2004

### Additional Information

Refer questions about this general letter to your area income maintenance supervisor 2.



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

April 29, 2005

## GENERAL LETTER NO. 14-C-43

ISSUED BY: Field Operations Support Unit

SUBJECT: Employees' Manual, Title 14, Chapter C, **MEDICAL SYSTEMS**, Title page, revised; Contents (pages 1 and 2), revised; pages 1 through 59, revised; and pages 60 through 95, new

### Summary

This chapter is revised to:

- ◆ Add HREF = Referral System information including screens and case actions for referring cases to the HIPP Unit or the *hawk-i* program.
- ◆ Place the major sections of the chapter in alphabetical order.
- ◆ Update the DETL MNTH screen section with current information.
- ◆ Update the MEPD screen to reflect added fields.
  - DETL
  - RETR
  - STMT
- ◆ Remove the section regarding the obsolete SSRD = Recipient File screen.
- ◆ Add new sections for *hawk-i* and ISIS WIFS messages.
- ◆ Add a new TXIX WIFS message.

### Effective Date

Upon receipt.

**Material Superseded**

Remove the following pages from Employees' Manual, Title 14, Chapter C, and destroy them:

<u>Page</u>	<u>Date</u>
Title page	May 18, 2004
Contents (page 1)	May 18, 2004
Contents (page 2)	July 13, 2004
1-20	May 18, 2004
21	July 13, 2004
22-46	May 18, 2004
47, 48	July 13, 2004
49-52	May 18, 2004
53, 54, 54a	July 13, 2004
55-58	May 18, 2004
59	July 13, 2004

**Additional Information**

Refer questions about this general letter to your area income maintenance supervisor 2.



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

March 31, 2006

## GENERAL LETTER NO. 14-C-44

ISSUED BY: Field Operations Support Unit

SUBJECT: Employees' Manual, Title 14, Chapter C, **MEDICAL SYSTEMS**, Contents (page 2), revised; pages 1, 2, 13, 14, 16, 17, 18, 22 through 26, 38, 46, 47, 48, 51, 52, 60, 61, 63, 64, 65, 67, 68, 85, and 90 through 95, revised; and pages 50a through 50m, 64a, and 96 through 99, new.

### Summary

This chapter is revised to:

- ◆ Add billing screens and WIFS messages for the Medicaid IowaCare Premium System (MIPS).
- ◆ Update DHS Intranet link information.
- ◆ Update the *hawk-i* referral screens and definitions.
- ◆ Update the MEPR RETR screen and field descriptions.
- ◆ Update information in the SSNI section regarding:
  - Screens
  - PF key functions
  - Fund codes
  - INS field instructions

### Effective Date

Upon receipt.

### Material Superseded

Remove the following pages from Employees' Manual, Title 14, Chapter C, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	April 29, 2005
1, 2, 13, 14, 16-18, 22-26, 38, 46-48, 51, 52, 60, 61, 63-65, 67, 68, 85, 90-95	April 29, 2005

### Additional Information

Refer questions about this general letter to your area income maintenance administrator.





January 19, 2007

**GENERAL LETTER NO. 14-C-45**

ISSUED BY: Field Operations Support Unit

SUBJECT: Employees' Manual, Title 14, Chapter C, *MEDICAL SYSTEMS*, Contents (page 2); revised; pages 49, 50, 50a through 50m, 59, 60, 63, 64, 65, 66, 71, 85, and 87 through 99, revised; and pages 48a through 48h and 60a, new.

**Summary**

This chapter is revised to:

- ◆ Update the Medicaid IowaCare Premium System (MIPS) SUMM = Summary screen and field descriptions.
- ◆ Add the following screens to the "MIPS BILLING SCREENS" section:
  - MOAK = Monthly Summary counts screen
  - HAPL = MIPS Applied Hardships screen
- ◆ Correct coding instructions for MEPD and MIPS statement reprint functions.
- ◆ Update language and add and remove WIFS messages.

**Effective Date**

Upon receipt.

**Material Superseded**

Remove the following pages from Employees' Manual, Title 14, Chapter C, and destroy them:

<u>Page</u>	<u>Date</u>
Contents (page 2)	March 31, 2006
49, 50	April 29, 2005
50a-50m	March 31, 2006
59	April 29, 2005
60, 63, 64, 65	March 31, 2006
66, 71	April 29, 2005
85	March 31, 2006
87-89	April 29, 2005
90-99	March 31, 2006

**Additional Information**

Refer questions about this general letter to your area income maintenance administrator.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

August 14, 2009

## GENERAL LETTER NO. 14-C-46

ISSUED BY: Field Operation Support Unit

SUBJECT: Employees' Manual, Title 14, Chapter C, **MEDICAL SYSTEMS**, Title page, revised; Contents (pages 1 and 2), revised; Contents (page 3), new; pages 1 through 99, revised, and pages 100 through 184, new.

### Summary

This chapter has been converted to new manual format and is revised to:

- ◆ Correct various formatting and typographical errors for consistency.
- ◆ Add the MMCR = Medicare Data Main Menu, which allows workers to view beneficiary data exchange between Department of Human Services and the Centers for Medicare and Medicaid Services regarding Medicare Parts A, B, C, and D benefit plan enrollment information. MMCR menu options include: BSEL, SRCV, and PTDE.
- ◆ Replace references to "client" or "recipient" with "member" or "beneficiary," as appropriate.
- ◆ Reflect changes to "HREF = Referral System" section which include the following:
  - Adding Estate Recovery referral screen information and definitions to the "HREF = Referral System" section. This includes the HREFES1, HREFES2, and HREFES3 screens.
  - Updating the HREF Referral Menu screen to show new UNVERIFIED INCOME and ESTATE RECOVERY REFERRAL – STATE ID: fields.
  - Updating the HIRFDET = HIPP Policyholder Referral Information screen, definitions, and HIPP Referral Case Actions to reflect addition of EMP CITY: field.
  - Updating then HWKR Identification of People in the Home screen, definitions and **hawk-i** referral case actions to reflect addition of ID: and STATE EMP: fields.
  - Adding the new HWKR Unverified Income For Excluded Children screen information and update **hawk-i** referral case actions to reflect the new screen.
  - Updating the HWKR History screen and definitions to reflect addition of ID: and STATE EMP: fields and references to the Unverified Income for Excluded Children screen.
  - Updating the **hawk-i** referral case actions to reflect processing changes due to implementation of IABC Real Time.

- ◆ Remove the name of Iowa Plan provider as a specific provider name is not necessary.
- ◆ Remove information regarding managed health care notices and the ABC system. These notices are issued by IME, not by the ABC system.
- ◆ Remove "MEPD Billing Screens" section to PREM billing screens to reflect system and menu changes. Other changes include:
  - Adding the new Premium System Main menu, which displays MEPD Coverage Group Menu, PREF, RETR options.
  - Adding the new MEPD Coverage Group Menu, which displays SUMM, DETL, STMT, MOAK, and PVAL options.
  - Moving sections to reflect new menu structure.
  - Adding MOAK = Monthly Summary Counts screen and definitions.
  - Adding PVAL = Monthly Valid Premiums screen information.
  - Removing AREF and RREF fields from PREF screen and definitions.
  - Adding COV GROUP field to PREF screen and definitions.
  - Adding valid codes for MEPD RETR ETHNIC field.
- ◆ Update "MIPS Billing Screens" section as follows:
  - Change PF13 function key descriptor from RSN CODES to CODES HELP on MIPS Summary and HAPL = HIPS Applied Hardship screens.
  - Add HARDSHIP RSN field and codes to MIPS Detail screen and descriptions.
  - Change METH field name to method on PREF screen.
  - Add valid codes for MIPS RETR ethnic field.
  - Change MOAK REFUNDS field to SEPARATE MANUAL and AUTOMATIC REFUND fields instead of one JOINT REFUND field.
  - Remove OTHER MAILERS field and description from MOAK screen.
  - Add MEDICAL ID CARDS PRINTED field and description to MOAK screen.
- ◆ Reflect changes to the SSNI = Medicaid Eligibility File which include:
  - Adding blended aid types 87F, 8PF, and 8BF to chart.
  - Adding new "V" code to INS field description.
  - Adding BUY-IN, BUY-OUT, SCREENING INITIAL, SCREENING CURRENT, and SCREENING INITIAL and CURRENT ONE-BYTE field descriptions and applicable codes.
  - Adding HEALTH INS, PACE, and MFP fields, descriptions, and codes to the DETL MTH screen information.

- Changing the RES CO field name to ISIS COLS and update the description to reflect legal settlement terminology.
- Adding the Third Party Liability (TPL) and Insurance Company Detail screens and definitions.
- ◆ Update “WIFS Messages” section to:
  - Change the name of all MEPD WIFS to PREM WFS. MEPD WIFS are now distinguished by the use of MEPD in the WIFS message.
  - Update definition of PREM WIFS 3002 and 3056.
  - Remove PREM WIFS 3048.
  - Add PREM WIFS 3041, 3072, 3074, 3080, and 3100.
  - Remove MIPS WIFS 3076.
  - Add MIPS WIFS 3005, 3020, 3039, 3092, and 3100.
  - Add TXIX WIFS 3039, 3076, 3110, 3111, 3112, 4030, 4031, 4032, and 4048.
  - Update TXIX WIFS 3044, 3045, and 3046 messages and definitions.

**Effective Date**

Upon receipt.

**Material Superseded**

Remove the following pages from Employees’ Manual, Title 14, Chapter C, and destroy them:

<u>Page</u>	<u>Date</u>
Title page	April 29, 2005
Contents (page 1)	April 29, 2006
Contents (page 2)	January 19, 2007
1, 2	March 31, 2006
3-12	April 29, 2005
13, 14	March 31, 2006
15	April 29, 2005
16-18	March 31, 2006
19-21	April 29, 2005
22-26	March 31, 2006
27-37	April 29, 2006
38	March 31, 2006
39-45	April 29, 2005
46-48	March 31, 2006
48a-48h, 49, 50, 50a-50m	January 19, 2007
51, 52	March 31, 2006

53-58	April 29 2005
59, 60, 60a	January 19, 2007
61	March 31, 2006
62	April 29, 2005
63, 64	January 19, 2007
64a	March 31, 2006
65, 66	January 19, 2007
67, 68	March 31, 2006
69, 70	April 29, 2005
71	January 19, 2007
72-84	April 29, 2005
85	January 19, 2007
86	April 29, 2005
87-99	January 19, 2007

**Additional Information**

Refer questions about this general letter to your area income maintenance administrator.



# STATE OF IOWA

CHESTER J. CULVER, GOVERNOR  
PATTY JUDGE, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
CHARLES J. KROGMEIER, DIRECTOR

November 5, 2010

## GENERAL LETTER NO. 14-C-47

ISSUED BY: Bureau of Financial, Health and Work Supports  
Division of Adult, Children and Family Services

SUBJECT: Employees' Manual, Title 14, Chapter C, **MEDICAL SYSTEMS**, pages  
165, 166, and 177, revised.

### Summary

Chapter 14-C has been revised to remove WIFS messages 3003, 3004, and 3015.

### Effective Date

Upon receipt.

### Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter C:

<u>Page</u>	<u>Date</u>
165, 166, 177	August 14, 2009

### Additional Information

Refer questions about this general letter to your area income maintenance administrator.



# Iowa Department of Human Services

Kim Reynolds  
Governor

Adam Gregg  
Lt. Governor

Jerry R. Foxhoven  
Director

June 29, 2018

## GENERAL LETTER NO. 14-C-48

ISSUED BY: Division of Field Operations

SUBJECT: Employees' Manual, Title 14, Chapter C, *Medical Systems*, Title page, revised; and pages 2 and 183, revised.

### Summary

Chapter 14-C is revised to:

- ◆ Change the contact information for an alert to the DHS, SPIRS Help Desk.
- ◆ Update links to the Department's website.

### Effective Date

Upon receipt.

### Material Superseded

This material replaces the following pages from Employees' Manual, Title 14, Chapter C:

<u>Page</u>	<u>Date</u>
Title page	August 14, 2009
2, 183	August 14, 2009

### Additional Information

Refer questions about this general letter to your area income maintenance administrator.