

{Current Date}

{MEM HIPAA Authorized Rep}
{Address Line 1}{Address Line 2}
{City}, {State} {Zip}

RE: {Member Name} {State ID}

This is in response to your call about a bill from {Prov Name} for services provided to you/member name on date of service (\$ amount).

Iowa Medicaid spoke with the provider's billing office who said the claim has been submitted to your private insurance company. Once the claim has been processed, the claim will then be submitted to Medicaid for payment consideration.

You should no longer be billed. However, please allow four to six weeks for processing. After that time, if you should receive another bill, please contact the Member Services Call Center again.

Iowa Medicaid Enterprise
Member Services Unit

Code #016
Log ID # {Contact Log Number}

470-4754 (01/19)

Call or write the **Member Services Call Center** at:

PO Box 36510, Des Moines, Iowa 50315 – (800) 338-8366; (515) 256-4606 (local in the Des Moines area)
Please visit our website at www.dhs.iowa.gov/ime or e-mail us at IMEMemberServices@dhs.state.ia.us

Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315