

{Current Date}

{Member Name}

{Address Line 1} {Address Line 2}

{City}, {State} {Zip}

RE:

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 has not received a claim for the charges listed above. Our records indicate you were eligible for the Qualified Medicare Beneficiary (QMB) program during Month/Year. Under QMB, Iowa Medicaid only pays for your premiums, coinsurance, and deductibles for Medicare covered services.

Please be advised that the services you received may not be covered by Medicare. Please contact Medicare at 1-800-633-4227 to discuss payment of the claim. If Medicare pays for this service, your provider may then submit the claim to Iowa Medicaid for payment consideration.

If you have any questions, please contact the Member Services Call Center again.

Iowa Medicaid Enterprise  
Member Services Unit

Code #018A

Log ID # {Contact Log Number}

470-4772 (01/19)

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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](http://www.dhs.iowa.gov/ime) or e-mail us at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)

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