

{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).

We attempted to contact the provider to learn why you are being billed. However, the phone number provided was not correct for one of the following reasons:

- Phone number provided was for a Collection Agency.
- Phone Number provided was for another insurance company.
- Not a valid phone number given

Please contact Iowa Medicaid Member Services with a phone number for the provider's billing office.

Iowa Medicaid Enterprise  
Member Services Unit

Code #021  
Log ID # {Contact Log Number}

470-4775 (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