



Iowa Department of Human Services

Terry E. Branstad
Governor

Kim Reynolds
Lt. Governor

Charles M. Palmer
Director

Current_Date

Contact_Name
Address
City, State Zip

RE: Member_Name State_ID

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

Iowa Medicaid has not received a claim for these services. IowaCare only pays for services provided by your Medical Home and assigned hospital if given a referral for specialty care. Enclosed you will find an ***IowaCare – Members Questions and Answers***. This gives you more information about your IowaCare coverage. Please keep it handy to answer future questions you may have.

You may continue to be billed and remain responsible for payment. Please contact the provider's billing office to make payment arrangements or to see if they offer financial assistance.

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

Iowa Medicaid Enterprise
Member Services Unit

Code #025A
Log ID # Contact_Log

470-4779 (Rev. 06/13)

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