

{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 has not received a claim for the charges listed above. We contacted the provider's billing office who explained that the services you received are not covered by Iowa Medicaid for persons on the Iowa Family Planning Network (IFPN) waiver.

Under IFPN, Iowa Medicaid only covers services related to birth control, pregnancy prevention, and related preventative services.

If you have any questions about your eligibility or the type of Medicaid that you receive, please contact your local Department of Human Services office or the DHS Call Center at 877-347-5678.

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

Iowa Medicaid Enterprise
Member Services Unit

Code #029A
Log ID # {Contact Log Number}

470-4782 (Rev. 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