

{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 received a claim that has denied for the charges listed above. We contacted the provider's billing office and explained the services received are not covered as defined by Iowa Administrative Code 441-76.9(3). Payment can only be made to provider(s) other than the designated (lock-in) provider(s) in emergency situations or when a referral is obtained.

The designated lock in primary care physician refers the recipient to another provider. Reimbursement shall be made for office visits only.

Hospitals will not be paid for services rendered to a member who is locked into another hospital, unless the services are emergent or authorized by DHS prior to hospitalization.

You may continue to be billed and will remain responsible for payment of this charge.

If you have any questions, please contact Iowa Medicaid Member Services Call Center and ask to speak to a Lock-In representative. If you disagree with this action, you may file an appeal as explained on the backside of this letter.

Iowa Medicaid Enterprise
Member Services Unit

Code #030B
Log ID # {Contact Log Number}

470-4812 (Rev. 1/19)

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