



# Continuous Coverage Unwind

Iowa Medicaid  
May 2023

# Continuous Coverage Requirement



The continuous coverage requirement ended March 31, 2023



Most members must have a full eligibility renewal completed for Medicaid to continue

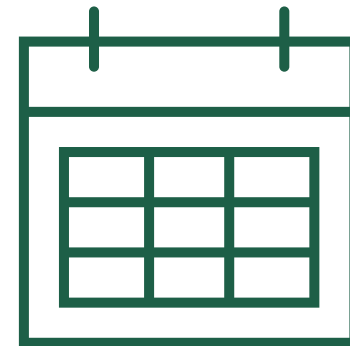


Check your mail for information from Iowa Medicaid and Iowa HHS

# Discontinuances

After a renewal is completed, a Notice of Action/Notice of Decision will be mailed to all households letting them know if they were renewed for a new certification period or if their Medicaid is ending.

Discontinuances for the first set of renewals will be effective May 1<sup>st</sup>.



# Helpful Tips

- For Discontinued Members
  - A review form can still be completed
    - Call the HHS Contact Center if a new form is needed
      - 1-855-889-7985
  - Renew online at <https://dhsservices.iowa.gov>
  - Requested information can still be returned
- Update your address if you have moved
- Call us if you have questions!



# Helpful Resources

## Unwind Website

[hhs.iowa.gov/ime/unwind](https://hhs.iowa.gov/ime/unwind)



HHS Contact Center  
1-855-889-7985



HHS Services Portal  
<https://dhsservices.iowa.gov>



Member Services  
1-800-338-8366



Provider Services  
1-800-338-7909



Email Questions to:  
[IAPHEUnwind@dhs.state.ia.us](mailto:IAPHEUnwind@dhs.state.ia.us)



IM Customer Service Center  
1-877-347-5678