

{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 in the amount of \$ amount.

We have not received a claim for the charges listed above. We spoke with the provider who sent the bill and gave them your Iowa Wellness Plan eligibility information and member ID number. They will submit the claim to Iowa Medicaid for payment consideration.

You should no longer be billed. However, please allow four to six weeks for processing. After that time, if you should receive another bill, please call the Member Services Call Center at 1-800-338-8366 or locally in the Des Moines area at 515-256-4606 Monday through Friday between the hours of 8:00am – 5:00pm.

Please remember to show your Medical Assistance Eligibility Card each time you receive services.

Iowa Medicaid Enterprise
Member Services Unit

Code #002
Log ID #{Contact Log Number}

470-5227

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