

{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 received a claim that has denied for charges above. Under the Iowa Health and Wellness Plan, all dental services provided between January 1, 2014 and April 30, 2014 must meet specific rules in order to be considered for payment. Services provided must be urgent and have an approved prior authorization. We spoke with provider who sent the bill. The billing provider said that these services did not meet the rules for payment consideration.

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 disagree with this decision, you may file an appeal. Appeal rights are explained on the backside of this letter.

Please remember to show your Medical Assistance Eligibility Card each time you receive services. If you have any questions, 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.

Iowa Medicaid Enterprise  
Member Services Unit

Code #018B  
Log ID # {Contact Log Number}

470-5247

---

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](http://www.dhs.iowa.gov/ime) or e-mail us at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)

Iowa Medicaid Enterprise – 100 Army Post Road - Des Moines, IA 50315