

{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 attempted to contact the provider to learn why you are being billed. However, the phone number provided was not correct for one of the following reasons:

- Phone number provided was for a Collection Agency.
- Phone Number provided was for another insurance company.
- Not a valid phone number given

Iowa Medicaid is unable to contact Collection Agencies or other insurance companies. Please contact Iowa Medicaid Member Services 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 with a phone number for the provider's billing office.

Iowa Medicaid Enterprise
Member Services Unit

Code #021
Log ID # {Contact Log Number}

470-5249

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