

<<Date>>

<<Case Number>>

Welcome to the Iowa Health Link Program

As a new member of the IA Health Link managed care program, you have been assigned to a managed care organization (MCO) for your health care needs.

Each member listed on the back of this letter has been given a MCO assignment. Soon you will receive your member ID card from your MCO in the mail. Keep an eye out for this. You will show this card when you go to the doctor or receive services.

If you like your MCO assignment, you do not need to do anything. If you want to change, please follow the steps below.

These are the MCOs that you can choose from:

- ▶ Amerigroup Iowa, Inc.
- ▶ Iowa Total Care
- ▶ Molina Healthcare of Iowa

Please follow the steps below to choose a health plan that best fits you.

STEP 1

REVIEW

- ▶ Enclosed is information about your choice in MCOs. Review this information to make the best choice for your health care needs.

STEP 2

CHOOSE

- ▶ For each person listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO.
- ▶ You have until <<Choice Period End Date>> to change MCOs for any reason. After that you may change MCOs at any time for reasons of Good Cause or during your annual choice period.

STEP 3

ENROLL

- ▶ Phone: Call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**.
- ▶ Mail: Return the MCO enrollment form to
Member Services
PO Box 36510
Des Moines, IA 50315
- ▶ Email: Iowa Medicaid Member Services at
IMEMemberServices@dhs.state.ia.us

Ongoing MCO selection process

- ▶ You have until the date listed on the front of this letter to change your MCO for any reason.
- ▶ Choice Counseling is available by calling Iowa Medicaid Member Services.
- ▶ If you need In-Person Assistance, call Iowa Medicaid Member Services.
- ▶ You have 90 days from the date your MCO coverage begins to change your MCO for any reason.
- ▶ You may change your MCO choice annually. You will be notified of your annual choice period.
- ▶ You may change your MCO at any time for reasons of “Good Cause.” More information about Good Cause can be found in your IA Health Link Member Handbook.

You may call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**, Monday through Friday, from 8 a.m. to 5 p.m.

You may also email general questions to Member Services at IMEMemberServices@dhs.state.ia.us.

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono **1-800-338-8366** de 8 a.m. a 5 p.m., de lunes a viernes.*

*** Each member listed has been given the MCO assignment noted below. If you like the assignment(s), you do not need to do anything. If you want to change, please follow the steps on the front of this letter.**

Member Name	MCO	State ID Number
<Last Name, First Name>	<MCO>	<SID>
<Last Name, First Name>	<MCO>	<SID>
<Last Name, First Name>	<MCO>	<SID>

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.