

<Date>
<Case Number>

Your Health Plan Is Changing Soon.

AmeriHealth Caritas is the Managed Care Organization (MCO) that currently provides you/your family's health care coverage. Effective December 1, 2017, AmeriHealth Caritas will no longer provide coverage for **hawk-i** members. Your child/children have been assigned to a new MCO. See the back of this letter for your child/children's new MCO assignment. You may choose to keep the MCO assigned to them. Or, you may choose a different MCO. Your child/children will continue to have health care coverage during this change.

You may change your MCO for any reason until March 1, 2018.

Make your choice by November 16, 2017, for it to take effect by December 1, 2017. Otherwise, your choice may not take effect until the next month.


In this mailing you will find information about the MCOs that you can choose from:

- Amerigroup Iowa, Inc.
- UnitedHealthcare Plan of the River Valley, Inc.

IF YOU WANT TO KEEP YOUR NEW MCO, YOU DO NOT HAVE TO DO ANYTHING.



To change your MCO:

 **Mail:** You don't need to spend time on the phone. You can complete the MCO enrollment form and return it in the postage paid envelope. You do not need a stamp.

 **Phone:** Call hawk-i Customer Service at **1-800-257-8563**.

 **Email:** Iowa Medicaid Member Services at hawk-i@dhs.state.ia.us.

Coverage with your new MCO will begin December 1, 2017.

For more information, please call hawk-i Customer Service at **1-800-257-8563**.

State ID Number	Member Name	MCO	MCO Phone Number
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>

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.

Llame al 1-800-735-2942, a Relay Iowa TTY (teléfono de texto para personas con problemas de audición, del habla y ceguera) si necesita asistencia telefónicamente.