



<Date>

<Case Number>

## Your Open Choice Period Has Begun

You/your family are currently enrolled in the Healthy and Well Kids in Iowa (Hawki) managed care program, with health coverage through a Managed Care Organization (MCO). There are three MCOs to choose from. You can change your MCO during your Open Choice Period.

### Your Open Choice Period has begun and ends <<End Date>>

During this Open Choice Period the person(s) listed on the back of this letter has the opportunity to change their MCO for any reason.

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


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

**If you want to keep things the way they are, you do not have to do anything.**

## TO CHANGE YOUR MCO

 **Online:** Complete the Hawki MCO change form on the HHS website at [dhs.iowa.gov/hawki/choice](https://dhs.iowa.gov/hawki/choice).

 **Email:** Hawki Member Services at [hawki@dhs.state.ia.us](mailto:hawki@dhs.state.ia.us).

 **Mail:** If you want, you can return the MCO Change form to: Member Services, PO Box 36510, Des Moines, IA 50315.

 **Phone:** Call Hawki Member Services at 1-800-257-8563 (Toll free).

If you decide to change your MCO, your coverage with your new MCO will begin on <<**Coverage Begin Date**>>. After your Open Choice Period has ended, and throughout the year, you can change your MCO for reasons of Good Cause. An example of Good Cause is if a member's preferred provider is not within the plan's network. For more information, please refer to the Hawki member handbook or call Hawki Member Services at **1-800-257-8563**.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-338-8366 (TTY: 1-800-735-2942).  
注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-800-338-8366 (TTY: 1-800-735-2942).

**Hawki Member Services 1-800-257-8563 | [www.dhs.iowa.gov/hawki](https://www.dhs.iowa.gov/hawki)**

