



<Date>
<Legacy Case Number>

<HOH Name>
<Mailing Address>
<City>, IA <Zip>

Important Hawki Program Updates

The Hawki program is undergoing some changes over the next several months which may impact you.

Changes to Your Eligibility

During a recent review of your child(ren)'s Hawki coverage and eligibility it was determined that you have been receiving billing statements that were incorrect. We apologize for this.

Starting June 1, 2019, your monthly premium will increase. The monthly premium you pay for Hawki coverage is based on your family's yearly countable income, coverage level, and children covered. If your family's income or coverage changes throughout the year, your premium may change, too. You can see the Hawki income guidelines online at www.dhs.iowa.gov/hawki. For more information please contact Hawki Member Services at

1-800-257-8563.

Changes to Your Health Plan Options

Iowa Total Care is joining the Hawki program on July 1, 2019, and UnitedHealthcare is leaving the Hawki program no sooner than June 30, 2019. Amerigroup Iowa will continue to provide Hawki coverage. This means that if you are enrolled with UnitedHealthcare you'll be covered by a different Managed Care Organization (MCO). Until then, your coverage with your current MCO continues. **You'll be receiving additional information about this in the mail in the coming weeks.**

Changes to Your Statement

Due to system changes for the Hawki program, your billing statement will look different. Because of these changes, one of your statements will be sent later than usual, and one will be sent earlier. This means you'll receive two billing statements in June: one billing statement is for July enrollment and the second is for August enrollment. Both of these statements may arrive within two weeks. You'll be responsible for paying both premiums. This is a one-time change. After this, you'll go back to receiving just one statement a month.

Online bill pay will still be available at www.dhs.iowa.gov/hawki. Please note that if you have setup reoccurring payments, you may need to adjust the premium amount so that you don't miss a payment and can continue to be enrolled in the Hawki program.

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.