



<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 your child(ren) has been receiving benefits that they aren't eligible for. We apologize for this.

Starting June 1, 2019, your child(ren) will lose Hawki medical coverage, but will continue to have Hawki dental-only coverage. They will continue to receive both medical and dental coverage until this time. If you wish to continue to receive medical coverage, please call the Department of Human Services (DHS) Contact Center at **1-855-889-7985** for more information.

There are a number of eligibility requirements to determine if your child(ren) qualifies for the Hawki program, including income guidelines and having no other health insurance. More details about who qualifies for Hawki and the income limits can be found online at www.dhs.iowa.gov/hawki/who-qualifies.

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.