



<Print processing date>
<Case Number>

Welcome to the Hawki Program

As a new member of the Hawki program the children listed on the back of this letter have been assigned to a managed care organization (MCO) for their health care needs.

Each child has been given a MCO assignment. They can receive health care services from this MCO immediately.

Soon you will receive your child's member ID card from their 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 the 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

Please follow the steps below to choose a health care 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 each child's health care needs.

Step 2

• Choose

- For each child listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO.
- Your choice date is <<**Choice Period Date**>>. You have 90 days from this 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 Hawki Member Services at **1-800-257-8563**.
- Mail: Return the MCO enrollment form to: Hawki Program, PO Box 36510, Des Moines, IA 50315.
- Email: Hawki Member Services at **Hawki@dhs.state.ia.us**.



Ongoing MCO selection process:

- **Choice Counseling** is available by calling Hawki Member Services.
- If you need **In-Person Assistance**, call Hawki Member Services.
- 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 on “Good Cause” can be found online at: www.dhs.iowa.gov/hawki.

You may call Hawki Member Services at **1-800-257-8563**, Monday through Friday, from 8 a.m. to 5 p.m. You also have the option to email general questions to **Hawki@dhs.state.ia.us**.

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono **1-800-257-8563** de 8 a.m. a 5 p.m., de lunes a viernes.*

You have the option to pay your child’s Hawki premium online using the web application ClickPay, which is administered through U.S. Bank. You can make a one-time or recurring monthly payment from your bank account to pay your premium. You are limited to 12 recurring payments. It is your responsibility to setup recurring payments again after 12 months, or stop your recurring payment when your premium obligation or enrollment in the Hawki program ends. Your bank will continue to make payments until you stop them. Find more information on the Department of Human Services (DHS) website, www.dhs.iowa.gov/hawki.

** Each member listed has been given a MCO assignment noted below. **If you like the assignment, 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	ID Number
<Last Name, First Name>	<MCO>	<ID>
<Last Name, First Name>	<MCO>	<ID>
<Last Name, First Name>	<MCO>	<ID>
<Last Name, First Name>	<MCO>	<ID>

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.