

<Date>
<Case Number>

IA Health Link Update

A new managed care organization (MCO), Iowa Total Care, is joining the IA Health Link program on July 1, 2019, and UnitedHealthcare is leaving no sooner than June 30, 2019. Amerigroup Iowa will continue to provide coverage.

Because of the transition, you have been assigned to either Amerigroup Iowa or Iowa Total Care. On the back of this letter you will find your MCO assignment.

IF YOU ARE HAPPY WITH YOUR ASSIGNMENT, YOU DO NOT HAVE TO DO ANYTHING. Or, you may choose a different MCO. You will continue to have health care coverage with your current MCO through June 30, 2019.


Make your MCO choice by June 18, 2019 for coverage effective July 1, 2019.


These are the MCOs that you can choose from:


- Amerigroup Iowa, Inc.
- Iowa Total Care

If you do not contact Member Services by June 18, 2019, you will be enrolled with the MCO assigned to you on the back of this letter effective July 1, 2019. After that you may change MCOs for any reason until **September 30, 2019**. After this date, you may change your MCO for reasons of “Good Cause” until your annual choice period.

To change your MCO:

 **Email:** Iowa Medicaid Member Services at IMEMemberServices@dhs.state.ia.us.

 **Mail:** If you wish, you may return the MCO Enrollment form to: **Member Services, PO Box 36510, Des Moines, IA 50315.**

 **Phone:** Call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**.

(Automated phone service is available 24 hours a day.)

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>	<###-###-####>
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<0000000X>	<MEMBER NAME>	<MCO>	<###-###-####>
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<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.