

<Date>

<Case Number>

Hawki Members Have a New Choice

Starting July 1 2023, Healthy and Well Kids in Iowa (Hawki) will have three Managed Care Organizations (MCOs) for members to enroll in; Molina Healthcare, Amerigroup and Iowa Total Care. All members in the Hawki program are now in an Open Choice Period through May 18, 2023.

This means you can choose which of the three MCOs you want to enroll with for coverage **starting July 1, 2023**. Until then, you will remain with your current MCO. You may have been reassigned to a different MCO than the one you are currently enrolled with. On the back of this letter, you will find the current MCO assignment for you/your family.

IF YOU ARE HAPPY WITH YOUR ASSIGNMENT, YOU DO NOT HAVE TO MAKE ANY CHANGES.

During the Open Choice Period the person(s) listed on this letter can change their MCO for any reason. If you don't make a change by May 18, 2023, you will be enrolled with the MCO assigned to you. These are the MCOs that you can choose from:

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

If you do not contact Hawki Member Services by __, you will be enrolled with the MCO assigned to you on the back of this letter effective __. After that you can change MCOs for any reason until __. 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.

TO CHANGE YOUR MCO



Email: Hawki Member Services at hawki@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 Hawki Member Services at 1-800-257-8563 (Toll free).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-257-8563 (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 | dhs.iowa.gov/hawki

