

IOWA DEPARTMENT OF HUMAN SERVICES  
IOWA MEDICAID ENTERPRISE – MEMBER SERVICES  
PO BOX 36510  
DES MOINES, IA 50315-0314

<MEMBER NAME>  
<ADDRESS 1>  
<ADDRESS 2>  
<CITY>, <ST> <ZIP>

July 12, 2019

## Regarding Your MCO Choice

The Department of Human Services (DHS) recently identified a system glitch that prevented your Managed Care Organization (MCO) choice for July from processing correctly.

This issue has been corrected. We will honor your MCO choice. DHS immediately enrolled you with the MCO you chose for July. You will receive an ID card in the mail from the MCO you chose in the next few days.

All IA Health Link members are in an Open Choice Period through September 30, 2019. This means you may change MCOs for any reason during this time. After September 30, 2019, you may change your MCO for reasons of “Good Cause” until your annual choice period.

If you have additional questions, call Iowa Medicaid Member Services at **1-800-338-8366**, or locally in the Des Moines Area at **515-256-4606**, Monday through Friday, 8 a.m. to 5 p.m.

*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.*

470-5585 (7/19)