

Paperless Enrollment Confirmation

Case Number:

{CUSTOMER_ADDRESS}

Dear {PRIMARY_APPLICANT_NAME}

Your request to cancel your paper Notices of Action and go paperless for case number has been processed. You will receive Notices of Action for the Medicaid program and the Children's Health Insurance Program - CHIP - in the self-service portal message center only. Notices of Action inform you of your Medicaid/CHIP status (approved, denied, discontinued, and changed). Your paperless status will remain in effect for the case number above until one of the following occurs, even if your case is later cancelled and reopened:

- you change your paperless selection
- your HHS Services Portal account is unlinked from the case
- the email address for your account is no longer verified

You will continue to receive paper mailings for all other correspondence, such as your Medicaid/CHIP review form, Request for Information, premium statements and mailings related to other programs.

How to view paperless notices

When a new Notice of Action is available in your HHS Services Portal Message Center you will receive an email at email address **EMAIL_ID**. To view these Notices of Action you will need to log into your HHS Services Portal account located at <https://hsservices.iowa.gov/apspssp/ssp.portal> and go to the Message Center.

How to opt out of paperless notices

You can change back to receiving paper Notices of Action at any time by returning to your HHS Services Portal account located at <https://hsservices.iowa.gov/apspssp/ssp.portal> and updating your contact information under My Account or by calling the HHS Contact Center at 1-855-889-7985. In addition, if the email address you provided malfunctions we will begin sending paper Notices of Action once again.

How to update your account information

You are responsible for ensuring the email address for your HHS Services Portal account is accurate and up to date. To update your account information, log into your HHS Services Portal account located at <https://hsservices.iowa.gov/apspssp/ssp.portal> and go to My Account.

If you did not make this change, have problems viewing paperless Notices of Action or have questions about your HHS Services Portal account, call the HHS Contact Center at 1-855-889-7985.

Regards,
HHS Services Portal