



CASE NUMBER: <Case Number>

VALID MONTH: <MM/YY>

<HOH Last Name, First Name Middle Initial>

<Address Line 1>

<Address Line 2>

<City>, IA <Zip>-<Zip>

Important Notice Regarding Your Hawki Enrollment

We discovered that we made a mistake and stopped Hawki health insurance for your child(ren) for the month listed above, "Valid Month." Your children's health insurance was stopped at that time because your monthly premium payment was not paid within 30 days after the due date. However, we should have kept your children in the Hawki program for the Valid Month to allow you additional time to pay your past due premium.

We have reinstated your children to the Hawki program for the Valid Month. This means any doctor or dentist visits your children had during the Valid Month will be paid for. Additionally, any medicine that you filled at a pharmacy for your children during the Valid Month will also be paid for. **(You do not need to pay your past due premium for the Valid Month.)**

If you were billed by your provider, or paid out of pocket, for any health care visits for your children during the Valid Month, work with your provider and your Managed Care Organization (MCO), or dental plan, to get it paid for.

Contact your MCO or your dental plan at the following phone numbers:

Amerigroup Iowa: 1-800-600-4441

Iowa Total Care: 1-833-404-1061

Delta Dental of Iowa: 1-888-472-2793

If you have any other questions, please contact Hawki Member Services at 1-800-257-8563.

If you need Hawki health coverage again in the future, re-apply by contacting Hawki Member Services at 1-800-257-8563. You also can apply online, or download a paper application, at www.dhs.iowa.gov/how-to-apply.

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.