

<Date>

<Case Number>

## Iowa Health Link Members Have a New Choice

This letter is to tell you which Managed Care Organization (MCO) you have been assigned to effective July 1, 2023. It is also to let you know that you have a choice of staying with your assigned MCO or choosing a different MCO. On the back of this letter, you will find the name of the MCO that you have been assigned to, effective July 1, 2023. You may have been assigned to a different MCO than the one you are currently enrolled with.

From now until May 18, 2023, you can choose which of the three MCOs you want to enroll with for coverage starting July 1, 2023. This is called Open Choice Period. Until July 1, 2023, you will remain with your current MCO.

### **If you don't want to make a change to your MCO assignment – you don't need to do anything.**


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 (the one listed on the back of this letter). These are the MCOs that you can choose from:


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

**If you do not contact Member Services by May 18, 2023, you will be enrolled with the MCO assigned to you on the back of this letter effective July 1, 2023.** After that you can change MCOs for any reason until September 30, 2023. 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:** Iowa Medicaid Member Services at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us).

 **Mail:** If you want, you can 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.)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-338-8366 (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)。

**Iowa Medicaid Member Services: 1-800-338-8366 | [www.IAHealthLink.gov](http://www.IAHealthLink.gov)**

