

Changing Managed Care Organization (MCO) or Dental Plan Assignment Process

Flow of Information

Comm. 495 (Rev. 1/26)

Member Choice

Members submit their choice to Iowa Medicaid Member Services by phone, fax, email or mail. Members are notified of their effective date.

Choice Input

Once Iowa Medicaid Member Services receives a member's choice, it is entered into the Medicaid system.

Enrollment Cut Off Dates

Choice Cut Off Date	Effective Date
January 19, 2026	February 1, 2026
February 16, 2026	March 1, 2026
March 19, 2026	April 1, 2026
April 16, 2026	May 1, 2026
May 19, 2026	June 1, 2026
June 18, 2026	July 1, 2026
July 19, 2026	August 1, 2026
August 19, 2026	September 1, 2026
September 17, 2026	October 1, 2026
October 19, 2026	November 1, 2026
November 18, 2026	December 1, 2026

Choice Date Cut-off: Members must change their MCO by this date for the change to take effect by the Effective Date
Effective Date: Date the MCO change will take effect

Confirmation of Coverage

Confirmation of Coverage Letters are sent to members who change their MCO or Dental Plan from their initial assignment.

MCO or Dental Plan Informed

The Medicaid system sends enrollment information to the MCOs and Dental Plans at month-end, for enrollment effective on the first of the upcoming month. This occurs approximately 2-5 days before the beginning of the month, allowing the MCO or Dental Plan time to prepare and mail member ID cards.

MCOs and Dental Plans have access to upcoming tentative assignments and choice prior to receiving the enrollment file.

Providers Informed

The Medicaid system feeds into the Eligibility Verification System (ELVS) line and online portal. Providers have access to ELVS which is updated on the first of the month to reflect eligibility for that month.

MCO or Dental Plan Outreach

The member's MCO or Dental Plan begins sending outreach materials and the MCO or Dental Plan member ID card within seven days of receipt of enrollment information.

Coverage Begins

Coverage is effective the first of each month. The effective date is determined by the MCO or Dental Plan choice date cut-off.