

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

Flow of Information

Comm. 495 (Rev. 2/25)

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
February 20, 2025	March 1, 2025
March 19, 2025	April 1, 2025
April 17, 2025	May 1, 2025
May 19, 2025	June 1, 2025
June 18, 2025	July 1, 2025
July 17, 2025	August 1, 2025
August 19, 2025	September 1, 2025
September 18, 2025	October 1, 2025
October 17, 2025	November 1, 2025
November 18, 2025	December 1, 2025
December 18, 2025	January 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.