

<Date>

<Case Number>

## Welcome to the IA Health Link Program

As a new member of the IA Health Link managed care program, you have been assigned to a managed care organization (MCO) for your health care needs.

Each member listed on the back of this letter has been given a MCO assignment.

Soon you will receive your member ID card from your MCO in the mail. Keep an eye out for this. You will show this card when you go to the doctor or receive services.

**If you like your MCO assignment, you do not need to do anything. If you want to change, please follow the steps below.**

These are the MCOs that you can choose from:

- Amerigroup Iowa, Inc.
- Iowa Total Care

**Please follow the steps below to choose a health plan that best fits you.**

### Step 1

- **Review**
- Enclosed is information about your choice in MCOs. Review this information to make the best choice for your health care needs.

### Step 2

- **Choose**
- For each person listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO.
- You have until <<**Choice Period End Date**>> to change MCOs for any reason. After that you may change MCOs at any time for reasons of Good Cause or during your annual choice period.

### Step 3

- **Enroll**
- Phone: Call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**
- Mail: Return the MCO enrollment form to: **Member Services, PO Box 36510, Des Moines, IA 50315**
- Email: Iowa Medicaid Member Services at **IMEMemberServices@dhs.state.ia.us**

