
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Call Center Information

Member Town Hall

November 2, 2023

HHS Contact Center

Phone Number

- 1-855-889-7985 (Toll Free)



When to Contact HHS

- To complete a new application for Medicaid benefits
- To check the status of an application
- Complete a renewal form for Medicaid
- Questions about an application
- Assistance with Notices of Actions (NOA)
- Questions about the online Human Services benefits portal

Iowa Medicaid Member Services

Phone Number

- 1-800-338-8366 (Toll Free)



When to Contact Member Services

- To check Eligibility
- To change or verify your MCO or Dental enrollment
- Address changes
- Questions about Estate Recovery
- Questions about Premiums
- Benefit question if not assigned to a MCO
- Request disenrollment from a MCO or Dental carrier
- Replacement – Iowa Medicaid cards

Hawki Member Services

Phone Number

- 1-800-257-8563 (Toll Free)



When to Contact Member Services

- To check Eligibility
- Address changes
- To Change MCO
- Premiums

Where to Find these Slides

Virtual Meeting Archive

<https://hhs.iowa.gov/ime/about/advisory-groups/townhall/archive>

Virtual Meeting Archive

Iowa Medicaid holds monthly virtual town hall meetings with providers and members to gather feedback on the current state of the program and ideas to improve the program. Iowa Medicaid also uses these town hall meetings to share information on current and future program projects and improvements.

This page gathers recordings and materials from past town hall meetings and other public events such as listening sessions.

2023 Town Hall Meetings

Questions?

