

STATE PLAN UNDER TITLE XIX OF THE SOCIAL SECURITY ACT

State: Iowa

B. The method used to collect cost sharing charges for categorically needy individuals:

Providers are responsible for collecting the cost sharing charges from individuals.

The agency reimburses providers the full Medicaid rate for a services and collects the cost sharing charges from individuals.

C. The basis for determining whether an individual is unable to pay the charge, and the means by which such an individual is identified to providers, is described below:

Recipients can assert to the provider that they are unable to pay the charge. The Medicaid manual issued to all enrolled providers instructs that they can not deny care or services to any Medicaid recipient because of the recipient's inability to pay a copayment. Only nominal copayments are assessed. The agency has a Medicaid Hotline established for use by Medicaid recipients who feel they have been inappropriately billed by a health care provider. Specific follow-up responsibilities and timeframes are established for the Medicaid agency to investigate the complaint, respond to the recipient, and correct the situation if an error exists.

Recipients who believe the copayment was incorrectly applied can call the Medicaid Hotline (toll free) to receive a notice of decision which explains the recipient's appeal rights.

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