

# Managed Care Organization (MCO) or Dental Plan Enrollment Process

Comm. 499 (Rev. 2/25)

## New Member Process

### Initial and Ongoing Eligibility

Iowa Department of Health and Human Services (HHS) determines eligibility.

### Medicaid Eligibility Card

Approximately seven days after eligibility is determined an Iowa Medicaid eligibility card is sent to the member.

### IA Health Link Enrollment Packet

Approximately 1-2 weeks after eligibility is determined, members receive their IA Health Link enrollment packet which includes their Managed Care Organization (MCO) or Dental Plan assignment, choice period end date, and enrollment form to change their MCO or Dental Plan.

### Choice (Optional)

Members may submit their choice to Iowa Medicaid Member Services by phone, fax, email or mail. Members are notified of their effective date. (See Enrollment Cut Off Dates chart).

### Confirmation of Coverage Letter

Confirmation of Coverage Letters are sent to members who change their MCO or Dental Plan from their initial assignment. This letter includes the name of the MCO or Dental Plan that will be providing their coverage and the effective date of that coverage.

### MCO or Dental Plan ID Card

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

The member begins receiving coverage from their selected or assigned MCO or Dental Plan.

### Choice Continues

Members have 90 days from their choice period end date provided in their enrollment packet to change their MCO or Dental Plan for any reason. After that, members may change their MCO or Dental Plan for reasons of "Good Cause," such as their provider not being in their MCO's or Dental Plan's network. Members also have an annual choice period, which coincides with their initial enrollment in managed care.

### Enrollment Cut Off Dates

Choice Date Cut Off	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 or Dental Plan by this date for the change to take effect by the Effective Date.

**Effective Date:** Date the MCO or Dental Plan change will take effect.