

**INFORMATIONAL LETTER NO. 1997-MC-FFS**

**DATE:** March 11, 2019

**TO:** All Iowa Medicaid Providers

**APPLIES TO:** Managed Care (MC)

**FROM:** Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

**RE:** Member Open Choice Period

**EFFECTIVE:** July 1, 2019

**\*\*\*\*This letter replaces Informational Letter 1985-MC-FFS\*\*\*\*  
(An incorrect phone number was listed in the previous IL)**

Effective July 1, 2019, Iowa Total Care, a new Managed Care Organization (MCO), will join Amerigroup and UnitedHealthcare in providing health coverage to IA Health Link and Hawki members.

Because of this, all members in the IA Health Link program will be in an Open Choice Period starting March 4, 2019 through June 18, 2019. During this time, IA Health Link members will be able to choose which of the three MCOs they wish to enroll with for coverage starting July 1, 2019. Until then, members will remain with their current MCO.

Throughout the month of March, the IME will be mailing MCO assignment letters to all IA Health Link members. Some members may be reassigned to a different MCO, but they can choose a different plan. If a member is happy with their assignment, they do not have to do anything.

To minimize service disruption and ensure continuity of care, about 121,000 IA Health Link members with critical health care needs will not be reassigned to a different MCO, but they will still have the opportunity to switch MCOs if they wish to. These excluded members include pregnant women, members with severe illnesses and members who have recently transitioned from a long-term care facility back to the community.

Members who wish to change MCOs must contact IME Member Services by June 18, 2019, or they will be enrolled with the MCO assigned to them effective July 1, 2019. After that, members may change MCOs for any reason until September 30, 2019. After this date, members may change their MCO for reasons of “Good Cause” until their annual choice period.

Due to an expected increase in call volume to Member Services, providers are encouraged to remind members that the Open Choice Period runs through June 18, 2019, for coverage effective July 1, 2019. In addition to calling Member Services, members may also change MCOs by sending in the [MCO Enrollment Form](#)<sup>1</sup> mailed to them or by emailing their choice to [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us).

More information about the Member Open Choice Period including frequently asked questions and a sample mailing can be found on the [IME website](#)<sup>2</sup>.

Hawki members will have a similar Open Choice Period starting in June 2019. More information about this will be shared at a later date.

Providers wanting to credential with Iowa Total Care should see Informational Letter 1989 for more information.

Providers and members with questions about the Member Open Choice Period can contact the MCOs at:

<b>MCO</b>	<b>Member Services</b>	<b>Provider Services</b>
<b>Amerigroup Iowa</b>	<b>1-800-600-4441</b>	<b>1-800-454-3730</b>
<b>Iowa Total Care</b>	<b>1-833-404-1061</b>	<b>1-833-404-1061</b>
<b>UnitedHealthcare</b>	<b>1-800-464-9484</b>	<b>1-888-650-3462</b>

If you have questions, please contact the IME Provider Services Unit at 1-800-338-7909, Monday- Friday, from 7:30 a.m. to 4:30 p.m., or by email at [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us).

<sup>1</sup> [https://dhs.iowa.gov/sites/default/files/2019\\_MCO\\_Choice\\_Form.pdf?030620192112](https://dhs.iowa.gov/sites/default/files/2019_MCO_Choice_Form.pdf?030620192112)

<sup>2</sup> <https://dhs.iowa.gov/iahealthlink/memberchoice>