

Date: November 1, 2017

AmeriHealth Caritas Iowa withdrawal from the Iowa Health Link program

On November 30, 2017, AmeriHealth Caritas Iowa will cease to be a Medicaid managed care contractor for the Iowa Health Link program. Starting November 1, 2017, the process to transition our members to another managed care organization (MCO) in the Iowa Health Link program — either Amerigroup Iowa, Inc. (Amerigroup) or UnitedHealthcare Plan of the River Valley, Inc. (UnitedHealthCare) — will begin.

We are striving to provide a seamless, effective transition and would like to reiterate the following information to assure your cooperation and understanding of the planned process:

- Members will receive notice over the next few days outlining the new MCO selection, auto-assignment process, and transition date.
- Providers should direct members enrolled with AmeriHealth Caritas Iowa to the Iowa Medicaid Member Services toll free number at **1-800-338-8366** for health plan information or for assistance with selecting a new health plan. Providers may want to make their patients aware of their participation in one or both of the MCO networks.
- Please be aware that when members change MCOs, the network of providers available to them may be different from the network available under the AmeriHealth Caritas Iowa health plan. Providers participating in the AmeriHealth Caritas Iowa network who are interested in participating with another MCO can refer to the Iowa Health Link website for contact information and links to credentialing information.
- Member Identification (ID) numbers will not change for the Iowa Health Link Program members transitioning from AmeriHealth Caritas Iowa. Providers should continue to verify member eligibility using the existing Electronic Data Interchange Support Services (EDISS) options.
- Amerigroup and UnitedHealthcare will issue Iowa Health Link Member ID cards for their newly assigned members.
- Claims for members enrolled with AmeriHealth Caritas Iowa will continue to be adjudicated by AmeriHealth Caritas Iowa for dates of service (DOS) on or before November 30, 2017. Requests for administrative review and appeals related to claims adjudicated by AmeriHealth Caritas Iowa will be the responsibility of AmeriHealth Caritas Iowa. Claims for DOS on or after December 1, 2017, will be adjudicated by the new MCO. Questions and requests for care management should be directed toward the MCO with which the member is enrolled for the DOS in question.

If you have any questions or concerns, please contact the Iowa Department of Human Services (DHS) Provider Services toll free hotline at **1-800-338-7909** or contact AmeriHealth Caritas Iowa Provider Services at **1-844-411-0579**.