

# Member Eligibility and Benefits



**We are proud to partner with Iowa to provide health care coverage for enrollees of:**

- Iowa Medicaid
- Iowa Health and Wellness Plan
- Healthy and Well Kids in Iowa (Iowa hawk-i program)

Through our partnership with you – our dedicated providers – we intend to help our members achieve healthy lives and build healthy communities.

**Thank you for choosing us!**

# How are Members Enrolled?

Enrollees will be auto assigned by the state to a health plan after Medicaid eligibility has been determined, and subsequently will have a 90 day time period in which to choose a different health plan.

In accordance with 42 C.F.R. § 438.56(c), members may request disenrollment from the Plan as follows:

- For cause, at any time.
- Without cause, at the following times:
  - During the 90 days following the date of the member's initial enrollment with AmeriHealth Caritas Iowa or the date the State sends the member notice of the enrollment, whichever is later.
  - At least once every 12 months thereafter.
  - Upon automatic reenrollment of a member who is disenrolled solely because he or she loses Medicaid eligibility for a period of 2 months or less, if the temporary loss of Medicaid eligibility has caused the member to miss the annual disenrollment opportunity.
  - When the State imposes the intermediate sanction specified in 42 C.F.R. § 438.702(a)(3).

**If the member does not select a PCP, AmeriHealth Caritas Iowa will assign one to the member. The Plan considers the following when assigning a PCP:**

- The member's previous PCP (If known and if the provider's capacity and location allows).
- The closest PCP to the member's ZIP code location.
- Children/adolescents within the same family are assigned together.
- Children with special health care needs are assigned to providers with appropriate experience and training.

## AmeriHealth Caritas Iowa Member ID

When selection or assignment of the PCP has been made, the AmeriHealth Caritas Iowa member's identification (ID) card and assigned PCP name (or group name) will be distributed by mail to the member within ten (10) days of selection or assignment.

- AmeriHealth Caritas Iowa members who wish to change their PCP will be notified of the opportunity and procedures to follow.

## Iowa Medicaid ID

In addition to their AmeriHealth Caritas Iowa ID card, Members will also be required to present their Iowa Medicaid ID card at the time of service.

If a member has questions about their cards, please request that they contact AmeriHealth Caritas Iowa Member Services at **1-855-332-2440**.

The AmeriHealth Caritas Iowa Member ID Card will have this logo:



For assistance, contact:

Provider Services at 1-844-411-0579

Member Services at 1-855-332-2440 (TTY: 1-844-214-2471)

# How to Verify Member Eligibility

**As a participating provider, you are responsible to verify member eligibility with AmeriHealth Caritas Iowa before rendering services, except when a member requests services for an emergency medical condition.**

## To Verify Eligibility:

- Call Provider Services at **844-411-0579** and follow the prompts.
- Sign on directly to our secure provider portal, NaviNet at <https://navinet.navimedix.com>, or you may also access NaviNet through the AmeriHealth Caritas Iowa website: [www.amerihhealthcaritasia.com](http://www.amerihhealthcaritasia.com)
- The Iowa Medicaid Enterprise (IME) has an electronic phone system (ELVS) that allows providers to verify member eligibility 24 hours a day, seven days a week. Enter a provider number and the member's state Medicaid ID:
  - 515-323-9639 (locally in Des Moines)
  - 1-800-338-7752 (toll-free)