

MCOs may visit Medicaid clients

Iowa Medicaid is working to ensure as many people as possible retain their Medicaid coverage after the end of the continuous-coverage requirement. Since early spring extensive outreach efforts have been underway to reach Iowans who are Medicaid-eligible.

Medicaid's three managed care organizations – Amerigroup, Iowa Total Care and Molina Healthcare – are attempting to reach members by telephone, text and email. If these efforts are not successful, the respective MCO may send a representative to follow up at the address on file. These representatives will help members complete their renewal paperwork or schedule an appointment to fill it out over the phone.

This outreach is targeted to non-MAGI (modified adjusted growth income) members, those who qualify for supplemental security income and for elderly, blind or disabled members.

Renewal paperwork can be found on the Iowa HHS website at hhsservices.iowa.gov. Complete the paperwork and send it to Iowa HHS promptly.

If you are unsure if you have completed or received your renewal paperwork, you can call the HHS Contact Center at 800-972-2017.