

Important Information for AmeriHealth Caritas Patients

As a Van Diest Medical Center Patient, we are committed to you; we care about your health and the health of your family. This is why keeping you informed about a recent change involving your health care plan is important to us.

- **What is happening?** Amerihealth Caritas is withdrawing from the Iowa Medicaid Managed Care Program, or IA Health Link. As a member, you will transition from AmeriHealth coverage to coverage with one of the other two Managed Care Organizations (MCO) – Amerigroup Iowa or UnitedHealthcare Plan of the River Valley. We participate with both of these plans, so changing to one of these plans means you can continue to see your trusted doctors, nurses and other health providers.
- **How will I be transitioned to another program?** The transition process is already underway. Your membership in a new plan will be randomly distributed to one of the other two MCOs. Members should watch for notification by mail and at the Iowa Health Link webpage at www.iahealthlink.gov. With your new plan, you can keep visiting our doctors, hospital and clinics.
- **Does my member ID number remain the same?** Member ID numbers will not change for Iowa Health Link Program members transitioning from AmeriHealth. Amerigroup and UnitedHealthcare will issue Iowa Health Link Member ID cards for newly assigned members.
- **Can I make a change in my MCO?** As a member, you will have the opportunity to make changes to your plan for 90 days from the date you are transitioned from AmeriHealth to a new MCO. You will have until March 1, 2018, to change your MCO for any reason.
- **How does this change impact my current authorization?** The MCOs must honor any prior authorizations for 30 days for members transitioning from AmeriHealth to a new plan. Providers may be in one or both of the other MCOs' provider network.
- **How can I find more information?** If you have questions or would like assistance in selecting a new health plan, please visit www.iahealthlink.gov, email IMEMemberServices@dhs.state.ia.us, or call Iowa Medicaid Member services at **(800) 338-8366**, Monday – Friday 8 a.m. – 5 p.m. to talk with a Medicaid Choice Counselor.