



## AmeriHealth Caritas Withdraws from the IA Health Link Questions and Answers

**What is happening?** AmeriHealth Caritas Iowa Inc. is withdrawing from the Iowa Medicaid managed care program called the IA Health Link.

**Who is affected?** About 215,000 Iowa Medicaid members will transition from AmeriHealth coverage to coverage with two other managed care organizations (MCOs) that are contracted with the state – Amerigroup Iowa and UnitedHealthcare Plan of the River Valley.

**When will this happen?** AmeriHealth Caritas will withdraw from the program effective Nov. 30, 2017. Members' coverage with their new MCO will begin on December 1, 2017. They should check their mail in the coming weeks for more information and their tentative assignment.

**What will happen to members?** Members will be transitioned to the other health plans. Members served by an MCO will have the opportunity to make a change in plans if they wish for 90 days from the date are transitioned from AmeriHealth Caritas their new MCO.

**Why did this happen?** After months of negotiations, the state and AmeriHealth Caritas were unable to come to an agreement on future contract rates and terms.

**What happens next?** Medicaid will begin the process of transitioning members to other coverage. Members should watch for notification by mail and at the IA Health Link webpage at [www.iahealthlink.gov](http://www.iahealthlink.gov)

### **Will the others plans leave Iowa?**

Amerigroup and United Healthcare have signed contracts that extend through the end of June 2018. Negotiations for the contract period beginning July 1, 2018, will begin in the next several months. Additional health plan options will also be available beginning July 1, 2018. A Request for Proposal (RFP) to recruit additional MCOs to coordinate care for Iowa's Medicaid program has been released.

### **Can members continue to see their doctor?**

The MCOs must honor prior authorizations for 30 days for members transitioning from AmeriHealth Caritas. Their doctors may be in one or both of the other MCOs' provider network. Iowa Medicaid member services can check to see which MCO their providers are enrolled with.

Service plans and Level of Care will be shared with remain in place and will be shared with your new MCO.

**How will members be assigned to a new MCO?**

AmeriHealth Caritas members will be randomly distributed to the two current MCOs, Amerigroup and UnitedHealthcare.

**If a member is assigned to one MCO and want to a different MCO, can they change?**

Yes, AmeriHealth Caritas members have 90 days from the date their coverage begins with their new MCO to choose a different MCO. They have until March 1, 2018, to change their MCO for any reason.

**Where can I find more information?** Iowa Medicaid will post or send updates to the:

- [DHS webpage](#)
- Medicaid/IA Health Link [member](#) and [provider](#) webpages
- Council on Human Services, Medical Assistance Advisory Council, hawk-i Board, Mental Health and Disability Commission, and other partners and stakeholders
- [Medicaid eNews](#)
- Media updates
- Legislative updates