

# IowaCare Update

## Medical Assistance Projections and Assessment Council

Kevin Concannon and Eugene Gessow

Department of Human Services  
October 28, 2005

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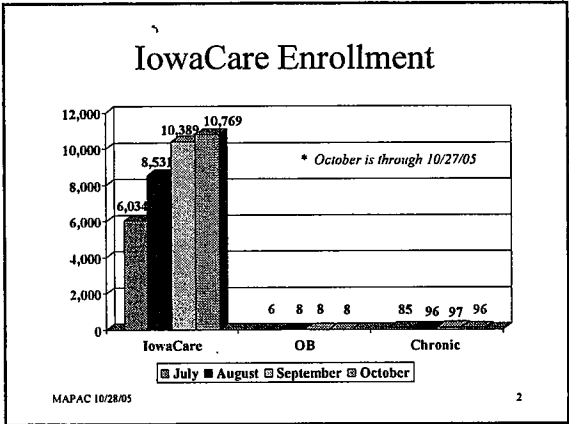
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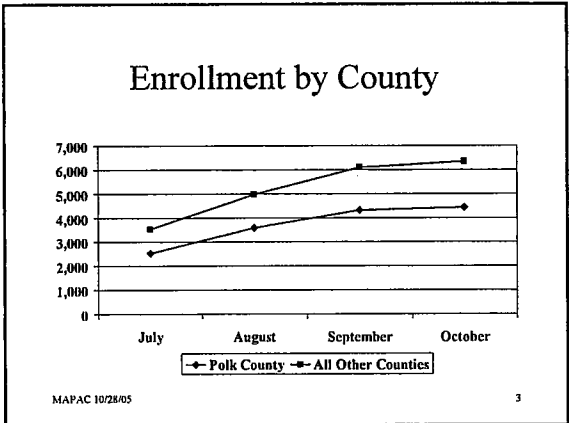
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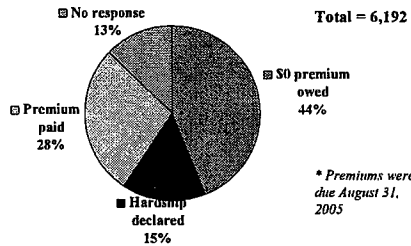
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## Final Premiums - July enrollees



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## Member Education Efforts

- Letter to those disenrolled for non-payment of premiums as of the end of Sept. (682 members).
- Telephone survey of disenrolled.
- Q & A informational document sent to all members. Will be sent to all new members going forward.

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## Telephone Survey

- 15 responses. 123 calls were made.
- 7 responded they couldn't afford it; 2 were in the process of being reinstated, 1 moved.
- 3 said they did not receive billing statements; addresses were verified and were correct for all.
- 0 had questions about the billing statements.
- 12 would reapply in the future.

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## Premium Payment Options

- DHS researching accepting payments at the Hoover building.
- Reimbursement for cost of money orders.

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## Premium Payments due Sept. 30

- 884 disenrollment letters for no response to premium notice. Disenrollment will be effective October 31, 2005.
- Represents 8.5% of enrolled members in September.

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## IowaCare Expenditures

- University of Iowa Hospitals and Clinics – 5,309 claims processed (inpatient & outpatient hospital)
  - \$16.3 million in *charges* through 10/13/05
  - \$6.2 million in Medicaid “reimbursement” against the \$27 million appropriation (includes \$3,964 for 20 DSH chronic care claims)
  - 232 claims denied - \$383,000
  - Expect to reach most of the \$27 million appropriation through IowaCare claims. Only a small amount of DSH will be needed at UIHC.

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## IowaCare Expenditures

- Broadlawns – Testing complete. Claims not yet transmitted.
  - Broadlawns estimate - 11,641 claims, \$5.3 million in charges. Represents approximately \$2.7 million in Medicaid payments.
- MHI's – No data yet. Testing nearly complete. 225 IowaCare enrolled at the MHIs.

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## NF Level of Care

- Met with CMS in Kansas City
- Working through some legal technicalities with CMS legal counsel
- Hopeful for approval by end of November

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## Health Care Reform Initiatives

- Approach for each initiative:
  - Review of clinical evidence
  - Review of efforts in other states
  - Linkages to other Public Health programs/strategies (leverage what the state is already doing)
  - Initiatives reflect community standards
  - Public involvement through advisory groups
- Focus on “doable” solutions

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# Enrollment By Month

Fiscal Year: 2006  
 Aid Type: IowaCare  
 Age Group: All  
 Gender: All

| County Name | July | August | September | October | November | December | January | February | March | April |
|-------------|------|--------|-----------|---------|----------|----------|---------|----------|-------|-------|
| ADAIR       | 7    | 8      | 11        | 13      | 0        | 0        | 0       | 0        | 0     | 0     |
| ADAMS       | 2    | 2      | 3         | 3       | 0        | 0        | 0       | 0        | 0     | 0     |
| ALLAMAKEE   | 10   | 12     | 18        | 18      | 0        | 0        | 0       | 0        | 0     | 0     |
| APPANOOSE   | 18   | 33     | 44        | 45      | 0        | 0        | 0       | 0        | 0     | 0     |
| AUDUBON     | 5    | 8      | 8         | 7       | 0        | 0        | 0       | 0        | 0     | 0     |
| BENTON      | 28   | 40     | 41        | 46      | 0        | 0        | 0       | 0        | 0     | 0     |
| BLACK HAWK  | 184  | 262    | 344       | 347     | 0        | 0        | 0       | 0        | 0     | 0     |
| BOONE       | 35   | 53     | 66        | 70      | 0        | 0        | 0       | 0        | 0     | 0     |
| BREMER      | 18   | 27     | 28        | 28      | 0        | 0        | 0       | 0        | 0     | 0     |
| BUCHANAN    | 38   | 51     | 55        | 64      | 0        | 0        | 0       | 0        | 0     | 0     |
| BUENA VISTA | 10   | 10     | 10        | 13      | 0        | 0        | 0       | 0        | 0     | 0     |
| BUTLER      | 11   | 14     | 16        | 23      | 0        | 0        | 0       | 0        | 0     | 0     |
| CALHOUN     | 14   | 15     | 16        | 15      | 0        | 0        | 0       | 0        | 0     | 0     |
| CARROLL     | 21   | 34     | 35        | 35      | 0        | 0        | 0       | 0        | 0     | 0     |
| CASS        | 8    | 15     | 13        | 13      | 0        | 0        | 0       | 0        | 0     | 0     |
| CEDAR       | 28   | 44     | 60        | 58      | 0        | 0        | 0       | 0        | 0     | 0     |
| CERRO GORDO | 63   | 80     | 94        | 95      | 0        | 0        | 0       | 0        | 0     | 0     |
| CHEROKEE    | 41   | 57     | 69        | 58      | 0        | 0        | 0       | 0        | 0     | 0     |
| CHICKASAW   | 18   | 25     | 26        | 26      | 0        | 0        | 0       | 0        | 0     | 0     |
| CLARKE      | 20   | 29     | 30        | 32      | 0        | 0        | 0       | 0        | 0     | 0     |
| CLAY        | 16   | 22     | 27        | 28      | 0        | 0        | 0       | 0        | 0     | 0     |
| CLAYTON     | 22   | 30     | 35        | 32      | 0        | 0        | 0       | 0        | 0     | 0     |
| CLINTON     | 117  | 167    | 213       | 232     | 0        | 0        | 0       | 0        | 0     | 0     |
| CRAWFORD    | 13   | 19     | 21        | 18      | 0        | 0        | 0       | 0        | 0     | 0     |
| DALLAS      | 39   | 51     | 67        | 70      | 0        | 0        | 0       | 0        | 0     | 0     |
| DAVIS       | 7    | 9      | 12        | 13      | 0        | 0        | 0       | 0        | 0     | 0     |
| DECATUR     | 8    | 11     | 12        | 14      | 0        | 0        | 0       | 0        | 0     | 0     |
| DELAWARE    | 23   | 29     | 30        | 26      | 0        | 0        | 0       | 0        | 0     | 0     |
| DES MOINES  | 72   | 115    | 138       | 148     | 0        | 0        | 0       | 0        | 0     | 0     |
| DICKINSON   | 24   | 27     | 31        | 32      | 0        | 0        | 0       | 0        | 0     | 0     |
| DUBUQUE     | 125  | 160    | 193       | 192     | 0        | 0        | 0       | 0        | 0     | 0     |
| EMMET       | 7    | 6      | 7         | 6       | 0        | 0        | 0       | 0        | 0     | 0     |
| FAYETTE     | 23   | 32     | 43        | 50      | 0        | 0        | 0       | 0        | 0     | 0     |

|            |     |     |     |     |   |   |   |   |   |   |
|------------|-----|-----|-----|-----|---|---|---|---|---|---|
| FLOYD      | 38  | 51  | 58  | 58  | 0 | 0 | 0 | 0 | 0 | 0 |
| FRANKLIN   | 17  | 23  | 30  | 25  | 0 | 0 | 0 | 0 | 0 | 0 |
| FREMONT    | 13  | 14  | 13  | 7   | 0 | 0 | 0 | 0 | 0 | 0 |
| GREENE     | 6   | 7   | 10  | 12  | 0 | 0 | 0 | 0 | 0 | 0 |
| GRUNDY     | 23  | 30  | 32  | 25  | 0 | 0 | 0 | 0 | 0 | 0 |
| GUTHRIE    | 12  | 16  | 23  | 23  | 0 | 0 | 0 | 0 | 0 | 0 |
| HAMILTON   | 28  | 32  | 44  | 46  | 0 | 0 | 0 | 0 | 0 | 0 |
| HANCOCK    | 11  | 16  | 21  | 22  | 0 | 0 | 0 | 0 | 0 | 0 |
| HARDIN     | 24  | 38  | 50  | 52  | 0 | 0 | 0 | 0 | 0 | 0 |
| HARRISON   | 8   | 11  | 14  | 14  | 0 | 0 | 0 | 0 | 0 | 0 |
| HENRY      | 65  | 96  | 124 | 104 | 0 | 0 | 0 | 0 | 0 | 0 |
| HOWARD     | 8   | 9   | 13  | 13  | 0 | 0 | 0 | 0 | 0 | 0 |
| HUMBOLDT   | 8   | 10  | 16  | 14  | 0 | 0 | 0 | 0 | 0 | 0 |
| IDA        | 4   | 5   | 6   | 7   | 0 | 0 | 0 | 0 | 0 | 0 |
| IOWA       | 34  | 41  | 56  | 59  | 0 | 0 | 0 | 0 | 0 | 0 |
| JACKSON    | 46  | 61  | 67  | 67  | 0 | 0 | 0 | 0 | 0 | 0 |
| JASPER     | 71  | 88  | 110 | 111 | 0 | 0 | 0 | 0 | 0 | 0 |
| JEFFERSON  | 48  | 73  | 96  | 106 | 0 | 0 | 0 | 0 | 0 | 0 |
| JOHNSON    | 218 | 323 | 392 | 410 | 0 | 0 | 0 | 0 | 0 | 0 |
| JONES      | 32  | 46  | 55  | 57  | 0 | 0 | 0 | 0 | 0 | 0 |
| KEOKUK     | 23  | 32  | 37  | 41  | 0 | 0 | 0 | 0 | 0 | 0 |
| KOSSUTH    | 16  | 20  | 24  | 28  | 0 | 0 | 0 | 0 | 0 | 0 |
| LEE        | 129 | 159 | 199 | 197 | 0 | 0 | 0 | 0 | 0 | 0 |
| LINN       | 273 | 424 | 559 | 611 | 0 | 0 | 0 | 0 | 0 | 0 |
| LOUISA     | 14  | 35  | 48  | 56  | 0 | 0 | 0 | 0 | 0 | 0 |
| LUCAS      | 11  | 19  | 22  | 26  | 0 | 0 | 0 | 0 | 0 | 0 |
| LYON       | 7   | 10  | 10  | 9   | 0 | 0 | 0 | 0 | 0 | 0 |
| MADISON    | 19  | 26  | 27  | 27  | 0 | 0 | 0 | 0 | 0 | 0 |
| MAHASKA    | 54  | 74  | 86  | 99  | 0 | 0 | 0 | 0 | 0 | 0 |
| MARION     | 61  | 82  | 106 | 111 | 0 | 0 | 0 | 0 | 0 | 0 |
| MARSHALL   | 38  | 58  | 72  | 76  | 0 | 0 | 0 | 0 | 0 | 0 |
| MILLS      | 14  | 17  | 21  | 21  | 0 | 0 | 0 | 0 | 0 | 0 |
| MITCHELL   | 11  | 11  | 11  | 10  | 0 | 0 | 0 | 0 | 0 | 0 |
| MONONA     | 16  | 19  | 16  | 17  | 0 | 0 | 0 | 0 | 0 | 0 |
| MONROE     | 25  | 31  | 32  | 31  | 0 | 0 | 0 | 0 | 0 | 0 |
| MONTGOMERY | 14  | 15  | 17  | 17  | 0 | 0 | 0 | 0 | 0 | 0 |
| MUSCATINE  | 109 | 168 | 198 | 205 | 0 | 0 | 0 | 0 | 0 | 0 |
| OBRIEN     | 15  | 17  | 18  | 17  | 0 | 0 | 0 | 0 | 0 | 0 |

|               |              |              |               |               |          |          |          |          |          |          |
|---------------|--------------|--------------|---------------|---------------|----------|----------|----------|----------|----------|----------|
| OSCEOLA       | 2            | 2            | 2             | 2             | 0        | 0        | 0        | 0        | 0        | 0        |
| PAGE          | 22           | 28           | 37            | 43            | 0        | 0        | 0        | 0        | 0        | 0        |
| PALO ALTO     | 9            | 13           | 16            | 15            | 0        | 0        | 0        | 0        | 0        | 0        |
| PLYMOUTH      | 6            | 8            | 8             | 6             | 0        | 0        | 0        | 0        | 0        | 0        |
| POCAHONTAS    | 9            | 13           | 18            | 21            | 0        | 0        | 0        | 0        | 0        | 0        |
| POLK          | 2,521        | 3,566        | 4,339         | 4,432         | 0        | 0        | 0        | 0        | 0        | 0        |
| POTTAWATTAMIE | 66           | 79           | 97            | 103           | 0        | 0        | 0        | 0        | 0        | 0        |
| POWESHIEK     | 27           | 39           | 54            | 63            | 0        | 0        | 0        | 0        | 0        | 0        |
| RINGGOLD      | 6            | 8            | 9             | 8             | 0        | 0        | 0        | 0        | 0        | 0        |
| SAC           | 9            | 10           | 12            | 13            | 0        | 0        | 0        | 0        | 0        | 0        |
| SCOTT         | 219          | 339          | 453           | 498           | 0        | 0        | 0        | 0        | 0        | 0        |
| SHELBY        | 14           | 16           | 18            | 16            | 0        | 0        | 0        | 0        | 0        | 0        |
| SIoux         | 12           | 11           | 11            | 8             | 0        | 0        | 0        | 0        | 0        | 0        |
| STORY         | 84           | 109          | 124           | 123           | 0        | 0        | 0        | 0        | 0        | 0        |
| TAMA          | 24           | 33           | 36            | 39            | 0        | 0        | 0        | 0        | 0        | 0        |
| TAYLOR        | 10           | 14           | 15            | 13            | 0        | 0        | 0        | 0        | 0        | 0        |
| UNION         | 20           | 29           | 30            | 31            | 0        | 0        | 0        | 0        | 0        | 0        |
| VAN BUREN     | 15           | 23           | 32            | 36            | 0        | 0        | 0        | 0        | 0        | 0        |
| WAPELLO       | 111          | 164          | 204           | 203           | 0        | 0        | 0        | 0        | 0        | 0        |
| WARREN        | 24           | 42           | 52            | 47            | 0        | 0        | 0        | 0        | 0        | 0        |
| WASHINGTON    | 38           | 61           | 75            | 78            | 0        | 0        | 0        | 0        | 0        | 0        |
| WAYNE         | 3            | 7            | 7             | 7             | 0        | 0        | 0        | 0        | 0        | 0        |
| WEBSTER       | 55           | 83           | 103           | 105           | 0        | 0        | 0        | 0        | 0        | 0        |
| WINNEBAGO     | 13           | 18           | 24            | 23            | 0        | 0        | 0        | 0        | 0        | 0        |
| WINNESHIEK    | 21           | 28           | 30            | 31            | 0        | 0        | 0        | 0        | 0        | 0        |
| WOODBURY      | 32           | 48           | 57            | 64            | 0        | 0        | 0        | 0        | 0        | 0        |
| WORTH         | 9            | 16           | 17            | 16            | 0        | 0        | 0        | 0        | 0        | 0        |
| WRIGHT        | 14           | 21           | 22            | 24            | 0        | 0        | 0        | 0        | 0        | 0        |
| <b>Total</b>  | <b>6,033</b> | <b>8,532</b> | <b>10,451</b> | <b>10,769</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> | <b>0</b> |

| <b>Column Name</b> | <b>Definition</b>           |
|--------------------|-----------------------------|
| <b>County Name</b> | The County Name.            |
| <b>July</b>        | Eligible Members July.      |
| <b>August</b>      | Eligible Members August.    |
| <b>September</b>   | Eligible Members September. |
| <b>October</b>     | Eligible Members October.   |
| <b>November</b>    | Eligible Members November.  |
| <b>December</b>    | Eligible Members December.  |
| <b>January</b>     | Eligible Members January.   |
| <b>February</b>    | Eligible Members February.  |

|                       |                         |
|-----------------------|-------------------------|
| <b>March</b>          | Eligible Members March. |
| <b>April</b>          | Eligible Members April. |
| <b>May</b>            | Eligible Members May.   |
| <b>June</b>           | Eligible Members June.  |
| <b>Total Eligible</b> | Total Eligible Members. |

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## About IowaCare

Welcome to the IowaCare program. The following information will help you understand how the program works and what services you can get.

**Q. *Where can I go to receive services? My regular clinic says they're not enrolled in IowaCare.***

- A. To get covered health care services, IowaCare members need to go to either Broadlawns Medical Center (Polk County residents only), or all Iowa residents can go to the University of Iowa Hospitals and Clinics in Iowa City. To get inpatient mental health services under IowaCare, members need to go to one of the state's four Mental Health Institutes. The state Mental Health Institutes are located in Cherokee, Clarinda, Independence, and Mt. Pleasant. Admissions to the MHIs continue to be processed through the county central point of coordination.

**Important:** IowaCare will not pay for care you get at any provider other than those listed above. You will be billed for the services you get from other providers.

**Q. *What services are covered?***

- A. The following services **may** be covered:

- Inpatient and outpatient hospital care. Inpatient care is when you are admitted to a hospital and stay overnight. Outpatient care is when you have tests or a procedure done in a hospital and you are able to go home the same day.

To be covered, these services need to be ordered by a provider. If you have questions about whether specific procedures are covered, ask your provider.

- Doctor and nursing services at the hospital.
- Some dental services.
- Transportation to and from the University of Iowa Hospitals and Clinics, by appointment only.
- Prescription drugs are **not** covered unless they are prescribed as part of a covered inpatient or outpatient stay. **Exception:** If you were on the State Papers Program between July 1, 2004 and June 30, 2005 and have a chronic health condition that has been certified by the University of Iowa Hospitals and Clinics and approved by the Department of Human Services, you may get prescriptions for the chronic health condition.

**Important:** Providers **do not** have to offer all of the services on the above list. It's a good idea to ask about specific coverage when you make an appointment.

**Q. *Once I am approved for IowaCare, what do I need to do to get an appointment?***

A.

- **Broadlawns:** If you live in Polk County and want to make an appointment at Broadlawns, call the hospital at **515-282-2331**.
- **University of Iowa Hospitals and Clinics:** Any Iowa resident who wants to make an appointment at the University of Iowa Hospitals and Clinics should call the hospital at **319-353-7381**.

- **Transportation to the University of Iowa Hospitals and Clinics:** To schedule transportation from your home to the University of Iowa Hospitals and Clinics and back, call **319-356-2346 or 319-356-2518** to schedule an appointment. If you have to stay overnight, you must pay the cost of any lodging and meals.
- **Inpatient mental health services:** Persons who need inpatient mental health services must work through their current mental health provider and their county's mental health department central point of coordination (CPC), or one of the county authorized mental health evaluation centers.

**Q. I was told I have to pay a premium for the IowaCare program. Is this true?**

**A.** Yes. When you applied for the IowaCare Program you signed an agreement to pay premiums if you are found eligible for IowaCare. Your premium is based on your income at the time you applied. Premium payments are due by the end of each month and should be sent to:

Iowa Medicaid Enterprise  
IowaCare Premiums  
P.O. Box 10391  
Des Moines, IA 50306-0391

**\* Please mail your billing statement with your payment and write your IowaCare number on your check or money order.**

A self-addressed, stamped envelope to mail your premium was included with your bill. The DHS offices also have them. If you need one, you can stop by the local office and pick one up.

When you are approved for IowaCare, you **must** stay in the program and pay any premiums that you owe for at least the first four months. Even if you drop out of the program, you still owe premiums for the first four months unless you declare hardship.

**Q. What if I can't afford to pay the premium?**

**A.** If you cannot afford to pay the premium for a month, **be sure to tell the Iowa Department of Human Services**. This is called "declaring hardship". To declare hardship, all you have to do is sign the statement on the premium payment notice telling us you cannot pay and mail it back to DHS.

**Important: You must declare hardship and mail the form back to the Iowa Department of Human Services by the end of each month or you will have to pay the premium for that month and you may be dropped from the program.**

**Q. What if I drop out of the program and want to reapply later?**

**A.** If you drop out of the program and decide to reapply later, you must pay any past due premiums before your application will be approved.

Once the first four-month period is over, you can drop out of the program without further obligation by calling your local county DHS Income Maintenance Worker and asking to **have** your IowaCare benefits cancelled.

**Q. *Do I have to pay any other costs when I am on IowaCare?***

- A.** You will be charged a co-payment for any prescriptions that are covered by IowaCare. The co-pay amount is \$1.00 to \$3.00 for each prescription, depending on the cost of the medication.

**Q. *Who can I call if I have questions about IowaCare?***

- A.** Your local DHS office is a good source of information about the program. The telephone number and address can be found in the Government Listings section of your phone book or on the DHS website at <http://www.dhs.state.ia.us>. Questions can also be directed to the Iowa Medicaid Enterprise Member Services at (515) 725-1003 (local Des Moines and cell phones with 515 area code) or (800) 338-8366.

**If you have an emergency, dial 911 or go to the closest hospital.**

| Question  | Response   | City         | County     |
|---|--|--------------|------------|
| 1.) Which of the following best describes why you didn't pay the premium? | <b>E.</b> Other = None of the above. I have a \$3 premium I have to pay and that is not a lot of money   | Des Moines   | Polk       |
| A.) I don't need the program  | <b>B.</b> I have not been able to come up with money.  | Des Moines   | Polk       |
| B.) It costs too much   | <b>B.</b> No, I haven't. We just got evicted. As soon as I can I will pay the \$4.   | Vinton       | Benton     |
| C.) I forgot to pay   | <b>B.</b> It did cost too much when I had lost my job and was disenrolled, but I am now reinstated since last week through the DHS office here in Red Oak. Yes, I made my first premium payment. We got it to where I can afford. It has all been turned in. | Red Oak      | Montgomery |
| D.) I have other insurance now  | <b>B.</b> I have not had the money. I might have to cancel it. My husband gets his medicine paid through VA insurance and doctor's appointments.   | Fort Dodge   | Webster    |
| E.) Other   | <b>E.</b> I have paid the first two months and will be moving to Tennessee.  | Bloomfield   | Davis      |
|   | <b>E.</b> I have already paid my premium   | Burt         | Kossuth    |
|   | <b>B.</b> Was told it would be \$7 a month and I got a bill for \$39 per month. I cannot afford to pay it.   | Coralville   | Johnson    |
|   | <b>E.</b> I have already paid  | Charles City | Floyd      |
|   | <b>B.</b> I am the only one in the home working  | Cedar Falls  | Blackhawk  |
|   | <b>E.</b> I did. I paid \$71 at the first of the month.  | Des Moines   | Polk       |
|   | <b>B.</b>  | Des Moines   | Polk       |
|   | <b>E.</b> I have not had to pay a premium  | Des Moines   | Polk       |
|   | <b>E.</b> None of the above. We never got our bill or cards. I am currently in the process of reinstating  | Des Moines   | Polk       |
|   | <b>E.</b> The premium was paid   | Waterloo     | Blackhawk  |

| Question   | Response  | City         | County     |
|--|---|--------------|------------|
| 2.) Did you receive any IowaCare Billing statement (s) or disenrollment notice(s) from the Department of Human Services? | Yes. Just a billing statement   | Des Moines   | Polk       |
|  | Yes. A billing statement and I received a disenrollment notice today. I am calling today to let them know I cannot afford to pay for it and to see if we can arrange something. | Des Moines   | Polk       |
|  | I have got a couple of billing statements   | Vinton       | Benton     |
|  | Yes. Billing statement.   | Red Oak      | Montgomery |
|  | Yes. Billing statement.   | Fort Dodge   | Webster    |
|  | Yes. Billing statement  | Bloomfield   | Davis      |
|  | No  | Burt         | Kossuth    |
|  | Yes. A billing statement and a disenrollment notice   | Coralville   | Johnson    |
|  | Yes. A billing statement  | Charles City | Floyd      |
|  | Yes. A billing statement  | Cedar Falls  | Blackhawk  |
|  | Yes. Billing statements   | Des Moines   | Polk       |
|  | Yes. Billing statements   | Des Moines   | Polk       |
|  | No.   | Des Moines   | Polk       |
|  | No.   | Des Moines   | Polk       |
|  | Yes. A disenrollment notice   | Waterloo     | Blackhawk  |

| Question | Response | City | County |
|----------|----------|------|--------|
|----------|----------|------|--------|

|   |  |              |            |
|---|--|--------------|------------|
| 3.) Do you have any questions about the IowaCare Billing statement(s) or disenrollment notice(s)? | No   | Des Moines   | Polk       |
|   | No   | Des Moines   | Polk       |
|   | No   | Vinton       | Benton     |
|   | No. It has been explained to me the second time around | Red Oak      | Montgomery |
|   | No   | Fort Dodge   | Webster    |
|   | No   | Bloomfield   | Davis      |
|   | No   | Burt         | Kossuth    |
|   | No   | Coralville   | Johnson    |
|   | No   | Charles City | Floyd      |
|   | No   | Cedar Falls  | Blackhawk  |
|   | No   | Des Moines   | Polk       |
|   | No   | Des Moines   | Polk       |
|   | No   | Des Moines   | Polk       |
|   | No   | Des Moines   | Polk       |
| No  | Waterloo   | Blackhawk    |            |

| Question  | Response     | City         | County     |
|---|--------------|--------------|------------|
| 4.) If you didn't receive any IowaCare billing statement(s) or disenrollment notice(s), did you move? | Same Address | Des Moines   | Polk       |
|   | Same Address | Des Moines   | Polk       |
|   | Same Address | Vinton       | Benton     |
|   | Same Address | Red Oak      | Montgomery |
|   | Same Address | Fort Dodge   | Webster    |
|   | Same Address | Bloomfield   | Davis      |
|   | Same Address | Burt         | Kossuth    |
|   | Same Address | Coralville   | Johnson    |
|   | Same Address | Charles City | Floyd      |
|   | Same Address | Cedar Falls  | Blackhawk  |
|   | Same Address | Des Moines   | Polk       |
|   | Same Address | Des Moines   | Polk       |
|   | Same Address | Des Moines   | Polk       |
|   | Same Address | Des Moines   | Polk       |
|   | Same Address | Waterloo     | Blackhawk  |



# STATE OF IOWA

THOMAS J. VILSACK, GOVERNOR  
SALLY J. PEDERSON, LT. GOVERNOR

DEPARTMENT OF HUMAN SERVICES  
KEVIN W. CONCANNON, DIRECTOR

<Member Name>  
<Member Address>

Dear <Member Name>:

You were sent a letter from the Iowa Department of Human Services telling you that your IowaCare benefits ended as of September 30, 2005. The reason your benefits ended was because you did not pay the July and August 2005 premium or tell us that you could not pay the bill.

When you applied for IowaCare, you agreed to pay a premium for four months. You must still pay for four months of premiums even if you are no longer enrolled in IowaCare.

**It is not too late to keep your IowaCare coverage!** You can keep your IowaCare benefits, by:

1. Filling out a new IowaCare application. You can get an application by picking one up at your local DHS office or by calling them and asking that one be mailed to you; **and**
2. Paying your premium payments. You can mail your payment and your billing statement to:

IowaCare Program  
IowaCare Premiums  
PO Box 10391  
Des Moines, IA 50306-0391

**OR**

Go to your local DHS office. The local DHS office will give you a postage-paid envelope to mail in your premium payment.

Please put your Medicaid number on the check to make sure the payment is put on the correct account. If you pay the premium(s) you owe and send in a new application before **October 31<sup>st</sup>** you will not lose IowaCare benefits. No matter when you apply in October your benefits will go back to October 1.

**Questions?** If you have any questions, please call Iowa Medicaid Enterprise Member Services at **(515) 725-1003** (local Des Moines and 515 area code cell phones) or **(800) 338-8366**.

Thank you.