



# Molina Implementation/Open Choice

## FREQUENTLY ASKED QUESTIONS

### WHAT IS HAPPENING?

The new IA Health Link MCO, Molina Healthcare, will begin providing coverage for IA Health Link members starting July 1, 2023. Members will be notified by mail when they are able to select Molina as their MCO.

### HOW ARE MEMBERS BEING ASSIGNED TO MOLINA?

Around one third of managed care members will be randomly assigned to Molina. The other two thirds of members will keep their current MCO assignment. You do not have to keep your assignment, you can choose a different MCO.

### WHEN ARE MEMBERS GOING TO BE NOTIFIED?

Most members will begin to receive their MCO assignments in the beginning of March. Mailings will continue to be sent through March 30, 2023. Your MCO assignment letter will be sent from Iowa Medicaid, not your current MCO.

You do not have to wait for receive your MCO assignment in the mail, you can change your MCO at any time starting March 1, 2023.

All member households will receive a letter, even if your MCO is not changing.

### CAN MEMBERS CHANGE THEIR MCO IF THEY ARE REASSIGNED?

Yes. All members will have an open choice period starting March 1, 2023 through May 18, 2023 to change their MCO for any reason.

Beginning again on July 1, 2023, all members will have until September 30, 2023 to change their MCO for any reason. After this date, members may only change their MCO for reasons of Good Cause or during their annual choice period.

If you would like to change your MCO after the 90 day choice period, you must have a good cause reason.

#### Some Examples of Good Cause:

- Your provider is not in your MCO's network.
- A lack of access to providers experienced in dealing with your health care needs.
- Your provider has terminated or no longer participates with your current MCO

## HOW DO I CHANGE MY MCO?

You can change your MCO by:

- Completing and mailing back the enrollment form in your packet
- Faxing the enrollment form in your packet
- Emailing your enrollment form to [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)
- Calling Iowa Medicaid Member Services at 1-800-338-8366 (Toll Free) 515-256-4606 (Des Moines Area) (M-F, 8am-5pm)
  - Using the automated choice option on the phone system or;
  - Speaking to us directly.

## WHEN CAN IOWA MEDICAID BEGIN PROCESSING MEMBER CHOICES?

Iowa Medicaid will begin processing MCO choice requests on March 1, 2023 but, choices will not take effect until July 1, 2023, or later.

Until then, members will remain with their current MCO.

## WHEN WILL MY MCO CHANGE TAKE EFFECT?

Changes made before May 18, 2023 will take effect on July 1, 2023. You can change your MCO more than once, but the last change made by May 18, 2023 will be the change that's accepted.

<b>Choice Cut-Off Date</b>	<b>Effective Coverage Date</b>
May 18, 2023	July 1, 2023
July 19, 2023	August 1, 2023
August 17, 2023	September 1, 2023
September 18, 2023	October 1, 2023

## CAN I CHANGE MY MCO BETWEEN MAY 18 AND JULY 1?

No, you will not be able to change your MCO from May 18 until July 1, unless for a good cause reason. This will allow your new MCO time to help you transition coverage, get your new ID card and member welcome packet.

## **WILL I STILL RECEIVE MEDICAID COVERAGE BEFORE I TRANSITION TO MY NEW MCO?**

Yes. As long as your eligibility doesn't change, you will continue to receive coverage from your current MCO before your coverage begins with your new MCO.

If you are assigned to a new MCO, you will continue receiving coverage from your current MCO until your coverage begins with your new MCO on July 1, 2023.

Molina will start offering health services to members on July 1, 2023.

## **WHAT IF I SWITCH TO A DIFFERENT MCO AND I DON'T LIKE IT?**

All members will have until September 30, 2023 to change their MCO for any reason.

## **IF I SWITCH TO A DIFFERENT MCO, WILL MY SERVICES STAY THE SAME?**

Services will not change as long as eligibility remains the same. However, each MCO has additional value-added services that may be unique to their individual health plan. Each MCO also has their own provider network, so it's important to make sure your providers are in your MCO's network.

## **WHEN WILL MY NEW CARD ARRIVE?**

You should receive an ID card from your new MCO before July 1, 2023. If you are remaining with your current MCO, you will not receive a new card.

## **WHO AM I GETTING A CARD FROM?**

You will get a card from your new MCO.

## **HOW WILL PRIOR AUTHORIZATIONS BE HANDLED DURING THE TRANSITION?**

All Prior Authorizations will be handled by your current MCO until July 1, 2023. During the first 90 days of your transition to your new MCO, existing Prior Authorizations will be honored, without regard to whether the services are being provided by a contract or no-contract provider. During this 90 day period, providers will be able to establish new authorizations following their policies.

## **CAN I KEEP MY CURRENT PROVIDER?**

Each MCO has a list of providers in their network and are adding more providers each day. You will want to make sure that your provider is within your MCO's network once you are enrolled with your new provider. If your provider is out of your MCO's provider network, they may still continue to see you however, they may also choose not to see you.

If you would like to check if your current providers is in your new MCO's provider network, Iowa Medicaid Member Services can check for you, please call us at 1-800-338-8366 (Toll Free) 515-256-4606 (Des Moines Area) Monday to Friday from 8:00 AM to 5:00 PM.

## WHAT IF I CHOOSE AN MCO AND MY PROVIDER CHOOSES A DIFFERENT MCO? WILL MY VISIT STILL BE COVERED OR WILL I HAVE TO PAY OUT-OF-POCKET?

Members will never be forced to pay out-of-pocket for an Iowa Medicaid provider. The provider may continue to see you, but they may also choose not to see you.

Before receiving services from your providers, please show them your MCO card to let them know your chosen MCO and ask them which MCO networks they are signed with.

## CAN I KEEP MY CURRENT CASE MANAGER?

If you are changing MCOs, your Case Manager will most likely change. Your MCO will coordinate with you on the best way for you to continue receiving services through their health plan and will provide a new Case Manager for you.

## MEMBERS IN LONG TERM CARE PROGRAM, AND IN NURSING FACILITIES, ARE REQUIRED TO HAVE THEIR LEVEL OF CARE EVALUATED. WHO WILL DETERMINE A MEMBER'S LEVEL OF CARE?

If you recently had your annual Level of Care evaluation, your information will transfer to your new MCO. When you are due for an annual evaluation, or if there are changes to your service needs, that evaluation will be completed by the MCO you are enrolled with at that time.

## CAN I JUST BE FEE-FOR-SERVICE?

No. Members will continue to receive services through one of three MCOs: Amerigroup Iowa, Iowa Total Care or Molina.

## HOW LONG CAN I KEEP MY CURRENT SERVICE PLAN? DO I NEED A NEW SERVICE PLAN WHEN I CHANGE MCOS?

Members will keep their current service plan when they change MCOs. When you switch, your new MCO will honor and update your current service plan on an annual basis.

## I'VE HEARD THAT I NEED TO RENEW MY MEDICAID COVERAGE. WILL THAT PROCESS BE PART OF THE MCO ASSIGNMENT?

No. Though the renewal process is starting around the same time as Molina is joining the Iowa Medicaid program, the two will not be included in the same mailing. You'll receive one mailing about your MCO assignment sometime in March. Your Medicaid renewal will be mailed separately and will arrive sometime over the next 12 months.

## HOW CAN I LEARN MORE ABOUT THE DIFFERENT MCOS?

You can reach out to the MCOs to verify providers and learn more about any additional benefits they may offer. Please remember that only Iowa Medicaid Member Services is able to change your MCO enrollment, so please reach out to us if you'd like to change your assignment.

Amerigroup: <https://www.myamerigroup.com/ia/iowa-home.html>

Iowa Total Care: <https://www.iowatotalcare.com/>

Molina: <https://www.welcometomolina.com/ia>