

INFORMATIONAL LETTER NO. 2077-MC

DATE: December 12, 2019

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Managed Care Organization (MCO) System Configurations

EFFECTIVE: Immediately

In an effort to be more transparent with providers, the IME is requiring Amerigroup Iowa and Iowa Total Care to post on their respective websites any systemic claims related configuration issues that are affecting providers.

The first MCO system issues were posted on November 27, 2019. Both MCOs will be posting updates every Friday.

Each update will include the known system issue, a brief description, the date the issue was identified, status, provider types affected, number of providers impacted as well as an expected completion date and an expected claims reprocessing date.

Providers with additional questions should reach out to Amerigroup Provider Services or Iowa Total Care Provider Services.

Amerigroup Iowa:

- System configurations updates:
https://providers.amerigroup.com/ProviderDocuments/IAIA_CAID_AGPlo_waSystemConfigUpdate.pdf
- Provider Services: 1-800-454-3730

Iowa Total Care:

- System configurations updates:
<https://www.iowatotalcare.com/providers.html>
- Provider Services: 1-833-404-1061