
INFORMATIONAL LETTER NO. 2626-MC

DATE: September 3, 2024

TO: All Iowa Medicaid Providers

APPLIES TO: Managed Care (MC)

FROM: Iowa Department of Health and Human Services (HHS),
Iowa Medicaid

RE: HHS Announces Winning Bidder for Iowa Health Link RFP (RFP
MED-26-001)

EFFECTIVE: Upon Receipt

The Iowa Department of Health and Human Services (HHS) has issued a Notice of Intent to Award to one Managed Care Organizations (MCOs) bidder for [RFP MED-26-001 IA Health Link](#)¹

The bidder announced Tuesday, September 3, 2024, includes:

- Iowa Total Care, Inc.

Iowa Total Care, Inc. will begin a new contract starting July 1, 2025, and continue as an MCO for the Iowa Medicaid program. Molina Healthcare of Iowa, Inc. and Wellpoint Iowa, Inc. will also continue to serve Iowa Medicaid through the contracts that were awarded during the 2022 MCO RFP. Iowa Total Care has demonstrated a commitment to continuous quality improvement and innovation and will remain a valued partner in the Iowa Medicaid program.

An RFP for Iowa Health Link was issued March 1, 2024, with the purpose of contracting for the delivery of high-quality healthcare services for the Iowa Medicaid, Iowa Health

¹ <https://bidopportunities.iowa.gov/Home/BidInfo?bidId=aafc8f74-5f09-4942-b36a-a9537043d660>

and Wellness Plan (IHAWP) and Healthy and Well Kids in Iowa (Hawki) programs. The Agency's goal for the program is to improve the quality of care and health outcomes for Medicaid and Children's Health Insurance Program (CHIP) enrolled members while leveraging the strength and success of current initiatives. The program has been designed to emphasize enrolled member choice, access, safety and independence within the Iowa Medicaid program. The program is intended to integrate care and improve quality outcomes and efficiencies across the healthcare and social service delivery system, in turn decreasing costs through prevention, improved cross-system coordination and leveraging high-quality services at the right time. You can view the RFP on the [Bid Opportunities Website](#)².

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

Iowa Medicaid Provider Services:

- Phone: 1-800-338-7909
- Email: imeproviderservices@dhs.state.ia.us

Managed Care Organizations (MCOs):

Iowa Total Care:

- Phone: 1-833-404-1061
- Email: providerrelations@iowatotalcare.com
- Website: <https://www.iowatotalcare.com>

Molina Healthcare of Iowa:

- Phone: 1-844-236-1464
- Email: aproviderrelations@molinahealthcare.com
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider Portal: <https://www.availity.com/molinahealthcare>

Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.):

- Phone: 1-833-731-2143
- Email: ProviderSolutionsIA@wellpoint.com
- Website: <https://www.provider.wellpoint.com/iowa-provider/home>

² <https://bidopportunities.iowa.gov/Home/BidInfo?bidId=aafc8f74-5f09-4942-b36a-a9537043d660>