

IOWA DEPARTMENT OF HUMAN SERVICES  
**hawk-i** Program  
PO BOX 71336  
DES MOINES, IA 50325-9958

<MEMBER NAME>  
<ADDRESS 1>  
<ADDRESS 2>  
<CITY>, <ST> <ZIP>



## **IMPORTANT Health Plan Changes Beginning April 1, 2016**

### **What is new?**

The Centers for Medicare and Medicaid Services (CMS) has reached a final decision in the Managed Care Organization (MCO) transition for the **hawk-i** program. The program will begin on **April 1, 2016**.

### **Will my benefits change?**

Your **hawk-i** benefits will not change. All benefits will continue to be provided through UnitedHealthcare Plan of the River Valley, Inc. through March 31, 2016. If your benefits expire before April 1, 2016, please disregard this letter.

### **What happened to my MCO selection that I made by February 17, 2016?**

Your choice is still valid and your new MCO coverage will begin on **April 1, 2016**.

**If you did not make a selection or would like to make a change to your selection, you may do so by March 16, 2016.** All members will receive an MCO-issued member ID card before coverage begins on April 1, 2016.

If you have questions about your current coverage, please call UnitedHealthcare Plan of the River Valley, Inc. at 1-800-464-9484 or visit [www.uhcommunityplan.com/ia/](http://www.uhcommunityplan.com/ia/). If you have questions about your child's health coverage beginning April 1, 2016, please call the **hawk-i** program at **1-800-257-8563**. Help is available Monday through Friday, from 8 a.m. to 6 p.m.

You may also email **hawk-i** at [HAWK-I@dhs.state.ia.us](mailto:HAWK-I@dhs.state.ia.us).

*For more information and frequent updates, please visit: [www.hawk-i.org](http://www.hawk-i.org)*

*Para solicitar este documento en español, comuníquese con Programa de hawk-i al teléfono **1-800-257-8563** de 8 a.m. a 6 p.m., de lunes a viernes.*

*For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.*