



<HOH Last Name, First Name Middle Initial>
<Address Line 1>
<Address Line 2>
<City>, IA <Zip>-<Zip>

DHS waives all co-pays, premiums, and contributions during emergency declaration

In response to the COVID-19 outbreak and the President's issuance of an emergency declaration for all states, the Department of Human Services (DHS) has taken action to ensure Medicaid members have continued access to services.

Effective March 13, 2020, DHS is waiving all co-pays, premiums, and contributions for Iowa Health and Wellness Plan (IHAWP), Medicaid for Employed People with Disabilities (MEPD), Healthy and Well Kids in Iowa (Hawki), and Dental Wellness Plan (DWP) members until the emergency declaration is lifted.

Members of these medical assistance programs will not receive billing statements during the emergency declaration and services will continue uninterrupted.

Billing statements from DHS received by members with March, April, May, or June due dates are waived. Members who already paid their co-pay, premium or contribution for a waived month will receive a credit on their account when billing resumes. Hawki members who have automatic reoccurring payments setup, will receive a credit balance on their account when billing resumes.

Additionally, DHS has put a pause on all dis-enrollments for medical assistance programs until the emergency declaration is lifted. Members who are past due on their payment will not be dis-enrolled during this time.

If you have any questions, please contact IME Member Services at 1-800-338-8366.

470-5609 (3/20)

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.

Llame al 1-800-735-2942, a Relay Iowa TTY (teléfono de texto para personas con problemas de audición, del habla y ceguera) si necesita asistencia telefónicamente.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-338-8366 (TTY: 1-800-735-2942).

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-338-8366 (TTY: 1-800-735-2942)。