

## **Premiums Waived Due to COVID-19**

*(MCOs and Dental Plans should refer questions to IME Member Services, but can use this as background)*

### **What's happening?**

*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 programs will not receive billing statements during the emergency declaration and services will continue uninterrupted.*

### **Who is affected?**

*All IHAWP, MEPD, Hawki and DWP members who owe a monthly co-pay, premium or contribution. These members will not be required to pay until the emergency declaration is lifted.*

### **When will members be notified of DHS waiving premiums?**

*DHS is mailing a letter to affected households on March 24. Members should receive a letter between March 25-28 depending on post office delivery.*

### **What if I already received a statement from DHS for March, April?**

*Billing statements from DHS received by members with March, April, May, or June due dates are waived.*

### **What if I already paid?**

*Members who already paid their co-pay, premium, or contribution for a waived month will receive a credit on their account when billing resumes.*

**I am signed up for reoccurring online payments (Hawki), what happens?**

*Hawki households who have setup automatic reoccurring payments will receive a credit balance on their account when billing resumes.*

*You can login to your US Bank account at any time to stop payments.*

**I am past due on my payments, what happens?**

*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.*

**When will billing resume?**

*When the emergency declaration is lifted by the President. We anticipate it will be for at least three months, but could be extended.*

**Can I get a refund instead of a credit on my account?**

*Yes. (Follow the process for issuing a refund.)*