

RENEW YOUR MEDICAID!

SPRING 2023



Medicaid eligibility must be renewed each year. During the COVID-19 public health emergency, Medicaid for most members could not end. That requirement is ending. Members must now complete a renewal to see if they still qualify for Medicaid.

The Financial Counselors at Broadlawns Medical Center are certified to help you with insurance and other financial needs. They are trained and ready to help you navigate this unique situation.

Call **515-282-2246** or email financialcounseling@broadlawns.org for help.

We are here for you!

WHAT YOU NEED TO DO:

- 1** Make sure that your mailing address and contact information is current.
 - Please call Iowa Medicaid at 877-347-5678 to update your information.
- 2** Wait for renewal packet to arrive in mail.
 - Need help understanding your renewal packet? Broadlawns Financial Counselors can help you reapply for Medicaid.
 - Once you receive your packet, please fill out all necessary information and return by mail.
 - Keep a close eye out for any other letters that may arrive with more instructions.
- 3** Wait for approval or denial.
 - If approved, no other steps are necessary. Keep an eye out for any follow up material.
 - If denied, you will need to find new health insurance. Our certified Financial Counselors are standing by ready to help!
Give us a call at **515-282-2246** or stop in to see us.

DOCUMENTS TO BRING WITH YOU TO YOUR FINANCIAL COUNSELING MEETING (IF APPLICABLE):

1. IDENTIFICATION
2. BIRTH CERTIFICATE
3. PROOF OF INCOME
4. PROOF OF RESIDENCY
5. UNEMPLOYED STATUS
6. SHELTER - IN - KIND
7. SAVINGS/CHECKING ACCOUNT
8. MEDICAL INSURANCE
9. SOCIAL SECURITY NUMBER
10. FEDERAL INCOME TAX RETURN

For a detailed list of documents, visit <https://www.broadlawns.org/patients-and-visitors/billing-financial>

CONTACTS:

Broadlawns Medical Center

Financial Counseling

515-282-2246

financialcounseling@broadlawns.org

1801 Hickman Rd. Des Moines, IA 50314

Medicaid

Members Services

1-800-338-8366 (toll free) or 515-256-4606

IMEmemberservices@dhs.state.ia.us

HAWKI

Member Services

1-800-257-8563

hawki@dhs.state.ia.us

Provider Services

Members Services

1-800-338-7909 (toll free) or 515-256-4609

imeproviderenrollment@dhs.state.ia.us

Iowa Department of Human Services

Contact Center

1-855-889-7985

contactdhs@dhs.state.ia.us

IMCSC (change of contact info)

Income Maintenance Customer Service Center

1-877-347-5678

IMCustomerSC@dhs.state.ia.us