

**Date:** November 27, 2017

## **AmeriHealth Caritas Iowa's Provider-Facing Staff are Still Available**

Since the announcement of [AmeriHealth Caritas Iowa's withdrawal from the IA Health Link program](#), effective on November 30, 2017, we have received a number of inquiries from providers regarding whether or not our staff will be available to address their questions and concerns after November 30th. We want to emphasize that **Provider Network Management staff and Provider Services will be available well into 2018** to address claim inquiries, contractual needs, and other operational issues.

### **Provider Network Account Executives**

As a reminder, you have an assigned Provider Network Account Executive focused on your area of practice:

- Hospitals.
- Long-term services and supports (LTSS)/behavioral health.
- Physical health.

Your Provider Network Account Executive can help you by phone, email or in-person.

Provider Network Account Executive contact information is located on our website in the **Providers** section, then [Contact Your Account Executive](#) (**Providers** section home page) at [www.amerihealthcaritasia.com](http://www.amerihealthcaritasia.com). The [Contact Your Account Executive](#) web page includes printable coverage area maps by selecting the blue boxes listed under your specialty.

### **Provider Services**

For general inquiries, including but not limited to, claim status, payment disputes, and provider billing errors, you can contact AmeriHealth Caritas Iowa Provider Services at **1-844-411-0579**.

### **Pharmacy Provider Services**

If you have questions related to pharmacy services, please contact AmeriHealth Caritas Iowa Pharmacy Provider Services at **1- 855-328-1612**.

Again, we encourage you to [contact your](#) AmeriHealth Caritas Iowa [Provider Network Account Executive](#) or call AmeriHealth Caritas Iowa Provider Services at **1-844-411-0579** if you have questions or concerns related to AmeriHealth Caritas Iowa and our withdrawal from the IA Health Link program. You can also email [IowaProviderNetwork@amerihealthcaritas.com](mailto:IowaProviderNetwork@amerihealthcaritas.com), or call the Iowa Department of Human Services (DHS) Provider Services toll free hotline at **1-800-338-7909**.

Check out [the complete list of our latest provider updates](#).