

***hawk-i* Program Q&A**

Q. How do families and children qualify for coverage under *hawk-i*?

A. To qualify for *hawk-i*, a child must meet the following qualifications:

- Reside in Iowa
- Be under 19 years old
- Have no other health insurance
- Be a citizen of the United States or a qualified alien
- Be in a family that meets the *hawk-i* income limits
- Not be the dependent of a State of Iowa employee
- Not qualify for Medicaid

Q. How will I know if a *hawk-i* patient has Wellmark health coverage?

A. *hawk-i* members with Wellmark coverage will carry a Wellmark identification card. The card displays the Wellmark Health Plan of Iowa logo and the Blue Access® product name, and includes an XQW alpha prefix. The ID card will also indicate *hawk-i* as the group name.

Q. How do I know if I am a *hawk-i* participating provider?

A. *hawk-i* does not require its own unique provider network. Therefore, if you are a participating Wellmark Health Plan of Iowa provider, you are a participating provider for *hawk-i* members covered by Blue Access. Members are directed to your practice when they access the [online provider directory](#) and select the *hawk-i* Blue Access network. A printable [hawk-i Blue Access](#) directory is also available.

Q. How will I be reimbursed for treating a *hawk-i* patient?

A. The Blue Access participating provider agreement applies to *hawk-i* patients. Therefore, reimbursement for services provided to *hawk-i* Blue Access patients is the same as it is for all other Blue Access patients.

Q. Where do I find *hawk-i* information to share with my patients?

A. By calling *hawk-i* customer service at **800-257-8563**, you can request the following:

- Brochures with application
- Posters
- Bookmarks
- Newsletter inserts

There is no cost to you. The Department of Human Services pays for all of the shipping costs. Additional information is available on the *hawk-i* program's Web site at www.hawk-i.org.