



Iowa Medicaid Members,

Please note that in your Member Enrollment Packet there was an error in the section titled "Important Notes." This section listed the Office of the Ombudsman and its telephone number in error. A corrected page to the Enrollment Handbook is included in this mailing.

Your Medicaid benefits do not change. If you have a complaint related to your Medicaid benefits, you can contact the health plan you selected and you can file an appeal. If you aren't happy with the result of the appeal with the health plan, you can contact the Iowa Department of Human Services at (515) 281-3094 or by email appeals@dhs.state.ia.us to file a state appeal.

For members receiving long-term care services or home- and community-based waiver services, independent advocacy services are also available to help research complaints. Long-term care services or waiver services members may contact the Office of the State Long-Term Care Ombudsman, 510 East 12th Street, Des Moines, Iowa 50319, 1-866-236-1430 (toll-free nationwide).

If you have questions, please contact Iowa Medicaid Member Services at 1-800-338-8366, 515-256-4606 (Des Moines area), 515-725-1351 (Fax), or Member Services, P.O. Box 36510, Des Moines, IA 50315.

Thank you,

Iowa Medicaid Enterprise



The information in this document serves as a replacement for the 'Important Notes' section (pages 16-17) of your IA Health Link Managed Care Program Member Handbook, which was included in your enrollment packet.

Important Notes

- For **mental health or substance abuse services**, you should call your MCO. Your MCO will let you know how to move forward with getting services.
- If you receive a bill for a medical service that you believe should be covered by your MCO, contact your MCO and let them know about the bill. Your MCO can help determine if the cost is covered.
- If you do **not** show your Iowa Medicaid or MCO card to the provider or hospital, you may have to pay the bill yourself.

Contact Information for Concerns

- Your MCO is responsible for helping you with your health care. If you feel you are not getting the care that you need, call the **Iowa Medicaid Member Services** Call Center at **1-800-338-8366**, Monday through Friday from 8:00 am until 5:00 pm.
- Assistance is available to Iowa Medicaid members who wish to have a complaint about their services researched.

For members receiving long-term care services or home- and community-based waiver services, independent advocacy services are available. You may contact:

Office of the State Long-Term Care Ombudsman
510 East 12th Street
Des Moines, IA 50319

(515) 725-3333, or 1-866-236-1430 (toll-free nationwide)

Find the full handbook at: <https://dhs.iowa.gov/iahealthlink/what-is-IA-health-link> or contact Iowa Medicaid Member Services at 1-800-338-8366, Monday - Friday from 8:00 am until 5:00 pm.