

## Iowa Medicaid Contact Information

Iowa Medicaid Members Services can help Fee-for-Service (FFS) members with things like questions about benefits, billing issues, medications, referrals and mailings.

**1-800-338-8366** (Toll free)

**515-256-4606** (Des Moines area)

**515-725-1351** (Fax)

[dhs.iowa.gov/ime/members/medicaid-a-to-z/health-home](http://dhs.iowa.gov/ime/members/medicaid-a-to-z/health-home)

## Managed Care Organization (MCO) Contact Information

The MCOs can help IA Health Link members with things like questions about benefits, billing issues, medications, referrals and mailings.

### Amerigroup

**1-800-600-4441**

[MPSWeb@amerigroup.com](mailto:MPSWeb@amerigroup.com)

[www.myamerigroup.com/IA](http://www.myamerigroup.com/IA)

### UnitedHealthcare

**1-800-464-9484**

<http://www.uhccommunityplan.com>

**Chronic Condition Health Home:**  
More services to help you meet  
your health care needs.

**Questions?**  
**Call 1-800-338-8366**

---

### Discrimination is against the law.

The Iowa Department of Human Services (DHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

If you feel DHS has discriminated against or harassed you, you can send a letter of complaint to:

Iowa Department of Human Services  
Administrator, Diversity Program Unit,  
1305 E. Walnut Street,  
Des Moines IA 50319-0114;  
Phone **(800) 972-2017**;  
Fax **(515) 281-4243**

---

*ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **1-800-338-8366** (TTY: **1-800-735-2942**).*

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-338-8366** (TTY: **1-800-735-2942**)。

[www.dhs.state.ia.us](http://www.dhs.state.ia.us)

## Chronic Condition Health Home



---

Manage and coordinate  
your health care.

---

Get access to  
more services.

---

Improve your health  
outcomes.

## What is the Chronic Condition Health Home Program?

Your Health Home is not a building or a place to live. It's care that gives you a team of health care professionals working together to meet all your health care needs. This is your chance to play a big role in your health care and gain healthier results related to chronic medical conditions.



## What are the Extra Benefits of Having a Chronic Condition Health Home?

- During routine check-ups, more time will be spent planning for your health care needs.
- You and your Health Home team will have better communication. You will have access to your care team 24/7.
- Your provider is part of your care team who will handle all of your health care needs.
- Your medical records will be on the computer at your Health Home so your care team can see all of your health records. This will help you get safer care.

## The Chronic Condition Health Home Program Gives Extra Help to Medicaid Members Living with Chronic Conditions.

To make sure you get the care you need, a plan is made by your PCP.

Your Health Home team will ask you about where you live, how you get around, family history and any barriers to care.



While on Medicaid, your Health Home team will be there to care for you.



## Who is Eligible?

- Members who get full Medicaid benefits.
- Members who get full Medicaid benefits who also have Medicare.

## How do I Know if I am Eligible?

Individuals who have two chronic conditions or one chronic condition and are at risk for a second chronic condition from the following list:

- High Blood Pressure
- Heart Disease
- Substance Abuse
- Mental Health Needs
- Obesity
- Diabetes
- Asthma

Your Primary Care Provider (PCP) will help you decide whether the Chronic Condition Health Home program is best for you.

## Members in the Following Programs are Not Eligible for the Chronic Condition Health Home:

- Iowa Health and Wellness Plan
- **hawk-i**
- Family Planning Program (FPP)
- Qualified Medicare Beneficiary
- Special Low-Income Medicare Beneficiary
- Program of All-Inclusive Care for the Elderly (PACE)
- Presumptive Eligibles