



## About Iowa Medicaid Enterprise

### Member Services Unit

As part of Iowa Medicaid Enterprise, the Member Services Unit take calls from members who need help with:

- questions about benefits
- billing issues
- medications
- referrals
- mailings

### Iowa Medicaid Health Home Website

<http://dhs.iowa.gov/ime/members/medicaid-a-to-z/health-home>

### Iowa Medicaid Health Home Contact Information

Iowa Medicaid Enterprise  
Member Services Unit  
Iowa Medicaid Health Home Program  
PO Box 36510  
Des Moines, IA 50315

[www.dhs.iowa.gov/ime](http://www.dhs.iowa.gov/ime)

1-800-338-8366 (Toll Free)  
1-515-256-4606 (Des Moines area)  
1-515-725-1351 (Fax)

### Email

[IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)

## The 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 Primary Care Provider.
- Your Health Home team will ask you about where you live, how you get around, family history and any barriers to care.
- While you are on Medicaid, the Health Home team will be there to care for you.

# Iowa Medicaid Health Home



*More services to help you meet your health care needs*

## What is the Iowa Medicaid 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 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.

## Who is eligible?

- Members who get full Medicaid benefits.
- Members who get full Medicaid benefits and 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 PCP will help decide whether the Health Home program is best for you.

## Members in the following programs are not eligible for the Health Home Program:

- Iowa Health and Wellness Plan
- Qualified Medicare Beneficiary
- Special Low Income Medicare Beneficiary
- Program of All-Inclusive Care for the Elderly
- Iowa Family Planning Network
- Health Maintenance Organization members
- Presumptive Eligibles\*\*

*\*\* Temporary Medicaid coverage for women who are pregnant or who need treatment for breast and cervical cancer and children under the age of 19 who need temporary medical coverage while their Medicaid application is being processed.*

For questions about Health Home call

**1-800-338-8366**