IA Health Link Member Handbook

Iowa Medicaid Member Services:
Toll Free: 1-800-338-8366
Local: 515-256-4606
Website: www.IAHealthLink.gov
Email: IMEMemberServices@dhs.state.ia.us

Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8 a.m. a 5 p.m., de lunes a viernes.

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.
Welcome to IA Health Link

Inside this booklet, you will find information about the IA Health Link program. IA Health Link is a managed care program that works to make sure you get the health care that you need. Please take a few minutes to review the information in this booklet and if you have any questions, contact the Iowa Medicaid Member Services Call Center at:

Toll Free: 1-800-338-8366
In the Des Moines area: 515-256-4606
Fax: 515-725-1351
Email: IMEMemberServices@dhs.state.ia.us

Table of Contents

Welcome to IA Health Link .......................................................... 2
Your Managed Care Organization (MCO) Options ........................... 3
Services Covered Before the MCO Selection Takes Effect ............... 3
PACE ........................................................................ 4
Managed Health Care with IA Health Link ..................................... 5
Who is Enrolled in Managed Health Care with IA Health Link? .......... 5
Choosing a MCO .................................................................. 6
Can I Change MCOs Later? ......................................................... 7
Member Requested Disenrollment for “Good Cause” .................... 7
What Happens If I Move? ......................................................... 8
IA Health Link Benefits ............................................................. 9
Home- and Community-Based Services ....................................... 13
Dental Services ....................................................................... 14
The Dental Wellness Plan .......................................................... 14
Other Transportation Services ................................................... 16
Emergency (ER) and Urgent Care ............................................... 16
Iowa Health and Wellness Plan ................................................... 16
Copayments ............................................................................ 18
Iowa Medicaid Card ................................................................. 18
MCO Card ............................................................................. 19
Interpreter Services ................................................................. 19
Help with Insurance Premium Payments ................................... 19
Estate Recovery ..................................................................... 19
Important Notes ..................................................................... 20
Contact Information for Concerns ............................................. 20
Member Rights and Responsibilities ......................................... 20
Appeals and Grievances .......................................................... 21
Questions ............................................................................... 23
Important Contact Information ............................................... 23
Nondiscrimination Language .................................................... 24
Language Assistance .............................................................. 25
IA Health Link is a program that gives you quality health coverage that is covered by a Manage Care Organization (MCO), also known as a health plan. You get to choose which MCO will manage your care.

Each MCO has a network of providers across the state of Iowa who you may see for care. The MCOs will coordinate your care to help you stay healthy. Below you will find contact information for each MCO. For more information about each MCO and their provider network, give them a call.

**Amerigroup Iowa, Inc.**
Member Services Phone: 1-800-600-4441
Website: [www.myamerigroup.com/IA](http://www.myamerigroup.com/IA)
Member Services Email: MPSWeb@amerigroup.com

**Iowa Total Care** (Services start July 1, 2019)
Member Services Phone: 1-833-404-1061
Website: [www.iowatotalcare.com](http://www.iowatotalcare.com)

**UnitedHealthcare Plan of the River Valley, Inc.**
Member Services Phone: 1-800-464-9484
Website: [www.UHCCommunityPlan.com](http://www.UHCCommunityPlan.com)

**Services Covered Before the MCO Selection Takes Effect**

The time period before a member’s MCO choice takes effect is called Fee-for-Service (FFS). During this time members will receive the same benefits through FFS as they would with the MCO. While you are in FFS your benefits are covered by Iowa Medicaid. Iowa Medicaid only pays for services from providers who are enrolled with the Iowa Medicaid program.

While on FFS please direct any questions about your coverage or bills to Iowa Medicaid Member Services at 1-800-338-8366 or in the Des Moines area at 515-256-4606.

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.
PACE (Program of All-Inclusive Care for the Elderly) is a managed care program that blends Medicaid and Medicare funding. The PACE program must provide all Medicare and Iowa Medicaid covered services as well as other services that will improve and maintain the member’s overall health status. The focus of the PACE program is to provide needed services that will allow persons to stay in their homes and communities. Long-term care services are covered, however, if necessary.

**Eligibility Requirements**

The PACE program is designed for members who:

- Are 55 years of age or older
- Live in a PACE-designated county
- Have chronic illnesses or disabilities that require a level of care equal to nursing facility services
- Can live safely in their homes and community with help from PACE services

<table>
<thead>
<tr>
<th>Services Available at the PACE Center</th>
<th>Other PACE Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Meals</td>
<td>Ambulance services</td>
</tr>
<tr>
<td>Nutritional counseling</td>
<td>Audiology services</td>
</tr>
<tr>
<td>Personal care services</td>
<td>Dental services</td>
</tr>
<tr>
<td>Physical therapy, occupational therapy, and other restorative therapies</td>
<td>Home health services</td>
</tr>
<tr>
<td>Primary medical care (including physician and nursing services)</td>
<td>Hospice services</td>
</tr>
<tr>
<td>Recreational therapy and social activities</td>
<td>Inpatient hospital services</td>
</tr>
<tr>
<td>Social work services</td>
<td>Laboratory and X-ray services</td>
</tr>
<tr>
<td>Transportation</td>
<td>Medical equipment and supplies</td>
</tr>
<tr>
<td>Prescription drugs</td>
<td>Nursing facility services</td>
</tr>
<tr>
<td></td>
<td>Optometric services</td>
</tr>
<tr>
<td></td>
<td>Outpatient hospital services</td>
</tr>
<tr>
<td></td>
<td>Palliative care services</td>
</tr>
<tr>
<td></td>
<td>Podiatry services</td>
</tr>
</tbody>
</table>

**Interdisciplinary Team**

The PACE center staff, representing the services listed above; the PACE member, the PACE transportation driver, and the PACE center manager are the PACE interdisciplinary team (IDT). The IDT determines medically necessary services and coordinates all care.

**Applying for the PACE Program**

PACE designated counties and PACE providers are listed at the following link: [http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/pace](http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/pace)

A PACE enrollment coordinator will schedule a meeting to provide further information about the PACE program. If you would like to proceed with an application for the PACE program, the PACE enrollment coordinator and PACE staff will assist you throughout the application process.
Managed Health Care with IA Health Link

Most Iowa Medicaid programs are covered by the managed care program called IA Health Link. A Managed Care Organization, or MCO, is a health plan that coordinates your care.

You can have one MCO for the whole family or you can have a different MCO for different family members. You will then see a provider who works with the MCO that you choose. Your health care provider will be the one to provide you treatment.

Who is Enrolled in Managed Health Care with IA Health Link?

Most members who get coverage by Iowa Medicaid will be enrolled in the Managed Care program and will select an MCO. The benefits you receive from your selected MCO will depend on the type of Medicaid coverage you qualify for.

There are some members who are excluded from Managed Health Care. They are listed below:

- Members who qualify for the Health Insurance Premium Payment program (HIPP) – See page 19 for more information on HIPP.
- Members who qualify for the Medicare Savings Program (MSP) only.
  - Qualified Medicare Beneficiary plan (QMB)
  - Specified Low-Income Medicare Beneficiary (SLMB)
- Members who are on the three day emergency plan.
- Members who are on the Medically Needy program also known as the spenddown program.
- Presumptively eligible members (subject to change once ongoing eligibility is determined).

Some members may choose to enroll in the Managed Health Care program:

- Members who are enrolled with the PACE program. If you are a member enrolled with PACE, please contact your PACE provider before making any changes to your plan. Your PACE provider will assist you with disenrolling with PACE and enrolling with the IA Health Link Managed Care program.
- American Indian or Alaskan Native members may also choose to enroll in the Managed Care program. If you are a member who identifies as American Indian or Alaskan Native, contact Iowa Medicaid Member Services at 1-800-338-8366 to learn about enrolling in the IA Health Link Managed Care program.

If you are unsure of the type of Medicaid program you are eligible for, please contact Iowa Medicaid Member Services for assistance at 1-800-338-8366 or locally in the Des Moines area at 515-256-4606, Monday through Friday, from 8 a.m. until 5 p.m. You may also email questions to Iowa Medicaid Member Services at IMEMemberServices@dhs.state.ia.us.
Choosing a MCO

Contact the Iowa Medicaid Member Services Call Center to choose an MCO. You may enroll in the following ways:

- Complete the IA Health Link enrollment form included with your IA Health Link enrollment packet and return it by mail to Member Services, PO Box 36510, Des Moines, IA 50315.

  You can also download a copy of the IA Health Link enrollment form at [https://dhs.iowa.gov/ime/members](https://dhs.iowa.gov/ime/members)

- Call Iowa Medicaid Member Services, Monday through Friday from 8 a.m. – 5 p.m. toll free at 1-800-338-8366 or in the Des Moines area at 515-256-4606.

- For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.

- Email Iowa Medicaid Member Services at IMEMemberServices@dhs.state.ia.us

- Fax your enrollment form to 515-725-1351.

Iowa Medicaid Member Services will offer MCO choice counseling to members in person or by phone at 1-800-338-8366. Choice counseling includes answering member questions about each MCO such as:

- Is my provider in the MCO network?
- Is my pharmacy in the MCO network?
- Does the MCO have specialists close to my community?
- Does the MCO have additional services that would benefit me?

Call or email Iowa Medicaid Member Services to find out how to access in-person help.

Important notes:

- If you are pregnant, you must notify the Department of Human Services (DHS). This may change the type of Medicaid coverage you get. You may reach DHS by calling 1-877-347-5678.

- Once the baby has been born, you must notify the Department of Human Services Call Center as soon as you are able at 1-877-347-5678.

- When the baby has been enrolled with IA Health Link you will get another enrollment packet in the mail. At that time you may choose an MCO for your newborn baby.

- If you are pregnant and enrolled with an MCO, your baby will also be enrolled in the same MCO at the time of birth.
Can I Change MCOs Later?

A goal of the IA Health Link Program is for you to have an MCO you are comfortable with who can help you access health care services. When you receive your enrollment letter, you will be notified of when you will need to make an MCO choice. You will have 90 days to change your MCO for any reason. After the 90-day period, you will remain with that MCO until your Annual Enrollment Period. Changes cannot be made during the 12-month period with the exception of the following:

- A request for disenrollment by the member for Good Cause.
- A request for disenrollment by the MCO for Good Cause.

You will receive a notice in the mail approximately 60 days before the end of your 12-month enrollment period notifying you that you can change your MCO, if you choose.

Member Requested Disenrollment for “Good Cause”

Because we want you to be happy with your MCO, you may request to change your MCO during your 12 months of closed enrollment. A request for this change, called disenrollment, will require a Good Cause reason. Some examples of Good Cause for disenrollment include:

- Your provider is not in the MCO’s network.
- You need related services to be performed at the same time and not all related services are available within your current MCO’s provider network. Your primary care provider or another provider determined that receiving the services separately would subject you to unnecessary risk.
- Lack of access to providers experienced in dealing with your health care needs.
- Your provider has been terminated or no longer participates with your MCO.
- Lack of access to services covered under the contract.
- Poor quality of care given by your MCO.
- The MCO plan does not cover the services you need due to moral or religious objections.

How do I change my MCO if I have a Good Cause reason?

We want you to be happy with your MCO. If you are requesting to change your MCO due to Good Cause, please follow the two steps below.

1. First, you must contact your current MCO to go through the MCO’s grievance process for resolution. The grievance process may take up to 30-45 days to process. For further information on your MCO’s grievance process, please contact your MCO’s Member Services department.

   **Amerigroup Iowa, Inc.**
   Member Services Phone: 1-800-600-4441
   Member Services Email: MPSWeb@amerigroup.com
2. If your issue has not been resolved following the decision of your grievance, you may call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**, Monday through Friday, from 8 a.m. to 5 p.m. for additional assistance. The final decision for disenrollment will be determined by the Department of Human Services (DHS).

### What Happens If I Move?

If you move, please contact the Department of Human Services Call Center at 1-877-347-5678 and contact your MCO. Your MCO will have information on how to receive services in your new area.
As a member of the IA Health Link program you will receive comprehensive health benefits through an MCO that you get to choose. Some services may require prior approval. Please work with your health care provider to determine if the specific service you need is covered. You may contact the MCO to find providers you can see for your medical care described below.

<table>
<thead>
<tr>
<th>Plan Benefits</th>
<th>Traditional Medicaid Eligibility</th>
<th>Iowa Health and Wellness Plan</th>
<th>Medically Exempt Coverage (Medicaid State Plan)</th>
<th>Home- and Community-Based Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Patient Services</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>• Physician services</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Primary care</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chiropractic</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Dental</td>
<td>Covered through Iowa Medicaid</td>
<td>Covered through the Dental Wellness Plan</td>
<td>Covered through the Dental Wellness Plan</td>
<td>Covered through Iowa Medicaid</td>
</tr>
<tr>
<td>Emergency Services</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>• Emergency room</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Ambulance</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Family planning services</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Hearing Aids</td>
<td>Covered</td>
<td>Not covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Home Health</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Private duty nursing and personal care is not covered</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plan Benefits</td>
<td>Traditional Medicaid Eligibility</td>
<td>Traditional Medicaid Eligibility</td>
<td>Iowa Health and Wellness Plan</td>
<td>Medically Exempt Coverage (Medicaid State Plan)</td>
</tr>
<tr>
<td>-----------------------------------</td>
<td>---------------------------------</td>
<td>---------------------------------</td>
<td>------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>Hospice</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td></td>
<td>Respite: may only be used in five day spans</td>
<td>Respite: 15 day inpatient and 15 day outpatient lifetime limit</td>
<td>Respite: may only be used in five day spans</td>
<td>Respite: may only be used in five day spans</td>
</tr>
<tr>
<td>Hospitalization</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Lab Services</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>• X-rays</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Lab tests</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mental Health and Substance Use Disorder Services</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Inpatient/Outpatient services provided by:</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Hospitals</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Psychiatrist</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Psychologist</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Social workers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Family and marital therapists</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Licensed mental health counselors</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other Mental Health Services</td>
<td>Covered</td>
<td>Not covered</td>
<td>Behavioral Health Intervention Services (BHIS) Assertive Community Treatment (ACT)</td>
<td>Behavioral Health Intervention Services (BHIS) Assertive Community Treatment (ACT)</td>
</tr>
<tr>
<td>Plan Benefits</td>
<td>Traditional Medicaid Eligibility</td>
<td>Iowa Health and Wellness Plan</td>
<td>Medically Exempt Coverage (Medicaid State Plan)</td>
<td>Home- and Community-Based Services</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>----------------------------------</td>
<td>------------------------------</td>
<td>-----------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td><strong>Other Benefits</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Bariatric surgery</td>
<td>Covered</td>
<td>Not covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>• Temporomandibular Joint (TMJ)</td>
<td>Not covered</td>
<td>Not covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>• Intermediate care facility (nursing facility)</td>
<td>Covered</td>
<td>Not covered</td>
<td>Not covered, available under other eligible groups</td>
<td>Available under certain Waiver programs</td>
</tr>
<tr>
<td>• Intermediate care facility for the intellectually disabled</td>
<td>Covered</td>
<td>Not covered</td>
<td>Not covered, available under other eligible groups</td>
<td>Available under certain Waiver programs</td>
</tr>
<tr>
<td><strong>Podiatry</strong></td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Routine foot care is not covered unless it’s part of a member’s overall treatment related to certain health care conditions</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Prescription Drugs</strong></td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td><strong>Rehabilitative and Habilitative Services</strong></td>
<td>Covered</td>
<td>Covered</td>
<td>Covered, no limits</td>
<td>Covered, no limits</td>
</tr>
<tr>
<td>• Physical therapy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Occupational therapy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Speech therapy</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Skilled Nursing Facility</strong></td>
<td>Covered, no limits</td>
<td>Limited to 120 days annually</td>
<td>Limited to 120 days annually</td>
<td>Covered, no limits</td>
</tr>
<tr>
<td>Plan Benefits</td>
<td>Traditional Medicaid Eligibility</td>
<td>Iowa Health and Wellness Plan</td>
<td>Medically Exempt Coverage (Medicaid State Plan)</td>
<td>Home- and Community-Based Services</td>
</tr>
<tr>
<td>-------------------------------</td>
<td>---------------------------------</td>
<td>------------------------------</td>
<td>-------------------------------------------------</td>
<td>-----------------------------------</td>
</tr>
<tr>
<td></td>
<td>Covered</td>
<td>Not covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Non-Emergent Medical Transportation</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td>Vision Care Exams Eyeglasses</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td></td>
<td>Covered</td>
<td>Not covered</td>
<td>Covered</td>
<td>Covered</td>
</tr>
<tr>
<td></td>
<td>Covered</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Home- and Community-Based Services

Home- and Community-Based Services (HCBS) are for people with disabilities and older Iowans who need services to allow them to maintain a good quality of life and stay in their home and community instead of going to an institution. You must be eligible for Medicaid and also meet the requirements of the HCBS program you are applying for and/or receiving. You will need to be certified as being in need of nursing facility level of care, skilled nursing facility level of care, hospital level of care, or being in need of care in an intermediate care facility for the intellectually disabled.

**HCBS Waivers**

Iowa currently has seven Medicaid HCBS waivers:

- AIDS/HIV Waiver
- Brain Injury Waiver
- Children’s Mental Health Waiver
- Elderly Waiver
- Health and Disability Waiver
- Intellectual Disability Waiver
- Physical Disability Waiver

**Waiver Enrollment Process for New Medicaid Members Going to Managed Care**

A Medicaid eligibility determination can take between 30 to 45 days to complete following submission of the HCBS waiver application. If determined financially eligible for Medicaid and HCBS services, the Income Maintenance Worker (IMW) requests a waiver slot. If a waiver slot is available, the next step is completion of a Level of Care (LOC) assessment.

A LOC determination is made upon review of the individual’s needs as identified in the assessment. An LOC approval is not approval of services but rather a determination of HCBS eligibility.

The approval process for HCBS applicants can take several months to complete, depending upon how quickly the assessment can be scheduled, and whether all necessary information is submitted timely for the LOC decision.

If approved for LOC and HCBS services, it is determined whether the member is eligible to enroll with an MCO to receive services or to receive services under the Fee-for-Service (FFS) program. Once the applicant has been determined eligible for HCBS and Medicaid coverage, either a case manager from the MCO the member has selected, or a FFS case manager will develop a service plan.

The timing of when the services can begin and be paid under the member’s waiver program, is dependent upon how quickly the member and case manager can meet to determine what HCBS services will be needed. Applicants enrolling with an MCO begin service planning once the member has selected and enrolled with the MCO.

A service plan must be completed, providers selected, and services authorized before service provisions and reimbursement for HCBS waiver services begin.
Services are intended to help people reach the highest degree of independence possible. For more information about each HCBS Waiver program please visit http://dhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/waivers

**Dental Services**

Dental services are available to Iowa Medicaid members age 18 and younger through the Iowa Medicaid Fee-for-Service (FFS) program. These services are not part of those provided by your MCO. For questions about your dental benefits, call Iowa Medicaid Member Services at 1-800-338-8366.

Dental services have these limits:

- Routine exam: 1 time every 6 months
- Teeth cleaning: 1 time every 6 months
- Bitewing x-ray: 1 time every 12 months
- Complete x-ray: 1 time every 5 years, unless there is a need
- Sealant: only 1 time per tooth
- Dentures: 1 time every 5 years
- Complete exam: only once per dental provider

**The Dental Wellness Plan**

The Dental Wellness Plan (DWP) provides dental coverage for adult Iowa Medicaid members age 19 and older. These services are not part of those provided by your MCO. Dental coverage is provided by a dental carrier. DWP members have two dental carrier options to choose from:

- **Delta Dental**
  - Member Services Phone: 1-888-472-2793
  - Website: www.DWPIowa.com

- **MCNA Dental**
  - Member Services Phone: 1-855-247-6262
  - Website: www.MCNAIA.net

Both dental carriers offer the same benefits and have their own network of dentists and dental providers. Your dental carrier will send you your dental insurance card and handbook to get you started toward a healthy smile.

**Healthy Behaviors for Dental Wellness Plan Members**

All DWP members have full dental benefits during the first year. You must complete Healthy Behaviors during this year to keep your full benefits in the next year. Healthy Behaviors include completion of both:

1. **Oral Health Self-Assessment**
   AND
2. **Preventive Service**
What Happens If I Don’t Complete My Healthy Behaviors? Depending on your income, you may have to pay a monthly premium after the first year if you don’t complete Healthy Behaviors. Complete Healthy Behaviors each year to waive your monthly premiums for the next year.

If you have a monthly premium after your first year and do not make payments, you will only have reduced dental benefits. These include emergency dental services.

How Much Will I Have To Pay? Monthly premiums for the DWP are no more than $3 per month. If you are unable to pay, you may check the hardship box on your monthly statement and return the payment coupon OR call Iowa Medicaid Member Services at 1-800-338-8366. Claiming financial hardship will apply to the current month’s premium amount due only. You are still responsible for amounts due from previous months.

How to Make a Premium Payment

Online: Members may make payments online from their checking or savings account using the DHS Services Portal: https://secureapp.dhs.state.ia.us/clickpay.

Mail: Members may make a payment by mail with a check or money order by returning the payment coupon from their billing statement to:

    Iowa Medicaid Enterprise
    PO Box 14485
    Des Moines, IA 50306-3485

Financial Hardship for DWP Members

If a DWP member is unable to pay their contribution, they may check the hardship box on their monthly statement and return the payment coupon OR call the Iowa Medicaid Enterprise (IME) Member Services at 1-800-338-8366.

Important: Claiming financial hardship will apply to that current month’s amount due only. The member will still be responsible for amounts due from past months. Members will also be responsible for amounts due in future months unless they claim hardship in those months.

Notice: Iowa Health and Wellness Plan members also have Healthy Behaviors to complete for medical coverage. See the Iowa Health and Wellness Plan section for more information.

For more information on the DWP, visit www.dhs.iowa.gov/dental-wellness-plan. If you would like to change your dental carrier, or have questions, please call Iowa Medicaid Member Services at 1-800-338-8366 or in the Des Moines area at 515-256-4606, Monday through Friday, from 8 a.m. and 5 p.m.
Other Transportation Services

Local transportation may be available for children under the age of 21 and pregnant women for travel to medical or dental care at local programs.

Ask your local Care for Kids or maternal health care coordinators to arrange transportation for you.

For contact information, call the Healthy Families Line at 1-800-369-2229.

Emergency (ER) and Urgent Care

**Emergent Care**

An emergency is considered any condition that could endanger your life or cause permanent disability if not treated immediately.

If you have a serious or disabling emergency, you do not need to call your provider or your MCO. Go directly to the nearest hospital emergency room or call an ambulance. The following are examples of emergencies:

- A serious accident
- Stroke
- Severe shortness of breath
- Poisoning
- Severe bleeding
- Heart attack
- Severe burns

**Contact your MCO for all follow-up care.** Do not return to the emergency room for the follow-up care. Your provider will either provide or authorize this care.

**Urgent Care**

Urgent care is when you are not in a life-threatening or a permanent disability situation and have time to call your managed health care provider. If you have an urgent care situation, you should call your provider or MCO to get instructions. The following are some examples of urgent care:

- Fever
- Earaches
- Upper respiratory infection
- Stomach pain
- Sore throat
- Minor cuts and lacerations

Iowa Health and Wellness Plan

**Overview**

The Iowa Health and Wellness Plan program provides comprehensive health coverage at low or no cost to Iowans between the ages of 19 and 64. The Iowa Health and Wellness Plan refers to one plan that includes two separate eligibility groups. All Iowa Health and Wellness Plan members are covered for the same types of health benefits. Eligibility is based on household income.
**Healthy Behaviors for Iowa Health and Wellness Plan Members**

Members in the Iowa Health and Wellness Plan can receive free* healthcare if they choose to take specific steps to protect their health and complete what are known as Healthy Behaviors. The Healthy Behaviors program is a way for all Iowa Health and Wellness Plan members to work with health care providers to be healthy and stay healthy. To participate in the Healthy Behaviors Program and avoid paying a monthly contribution after the first year of coverage, each year Iowa Health and Wellness Plan members must:

1. **Get a Wellness Exam OR Get a Dental Exam**
2. **Complete a Health Risk Assessment**

IA Health Link members should contact their MCO to complete their HRA.

<table>
<thead>
<tr>
<th>MCO</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amerigroup Iowa, Inc.</td>
<td>1-800-600-4441</td>
</tr>
<tr>
<td>Iowa Total Care (Services start July 1, 2019)</td>
<td>1-833-404-1061</td>
</tr>
<tr>
<td>UnitedHealthcare Plan of the River Valley</td>
<td>1-800-464-9484</td>
</tr>
</tbody>
</table>

**Monthly Contributions for Iowa Health and Wellness Plan Members**

- All Iowa Health and Wellness Plan members will receive free* health coverage under the Iowa Health and Wellness Plan in their first year of eligibility.
- Members **must** complete their Healthy Behaviors in their first year, and every year after, to continue to receive free health services for the following year.
- Members who **do not** complete their Healthy Behaviors every year may be required to pay a small monthly contribution that depends on their family income.
- Monthly contributions are either $5 or $10 depending on family income.
- Members who **do not** complete their Healthy Behaviors and do not pay their monthly bill after 90 days, depending on their income, **may be disenrolled** from the Iowa Health and Wellness Plan.

**How to Make a Premium Payment**

**Online:** Members may make payments online from their checking or savings account using the DHS Services Portal: [https://secureapp.dhs.state.ia.us/clickpay](https://secureapp.dhs.state.ia.us/clickpay).

**Mail:** Members may make a payment by mail with a check or money order by returning the payment coupon from their billing statement to:

- **Iowa Medicaid Enterprise**  
  PO Box 14485  
  Des Moines, IA 50306-3485

**Financial Hardship for Iowa Health and Wellness Plan Members**

If an Iowa Health and Wellness Plan member is unable to pay their contribution, they may check the hardship box on their monthly statement and return the payment coupon OR call the Iowa Medicaid Enterprise (IME) Member Services at 1-800-338-8366.
Important: Claiming financial hardship will apply to that current month’s amount due only. The member will still be responsible for amounts due from past months. Members will also be responsible for amounts due in future months unless they claim hardship in those months. Any payment that is more than 90 days past due will be subject to recovery or depending on their income, may be disenrolled.

* There are very few or no out-of-pocket costs for the first year and very few costs after that. Depending on your family income, a small monthly premium might be required. There is an $8 copay for using the emergency room for non-emergency services.

Notice: Dental Wellness Plan members also have Healthy Behaviors to complete for dental coverage. See the Dental Wellness Plan section for more information.

### Copayments

Some medical services have a copayment (copay), which is your share of the cost. If there is a copay, you will pay it to the provider. The provider will tell you how much it is.

- Iowa Health and Wellness Plan members will be charged an $8.00 copay for each visit to the emergency room that is not considered an emergency.
- All other Iowa Medicaid members* will be charged a $3.00 copay for each visit to the emergency room that is not considered an emergency. (See page 16 for examples of true emergencies).
- Children under the age of 21 and pregnant women will not be charged a copay for any services.

### Iowa Medicaid Card

All members receive a Medical Assistance Eligibility Card (form 470-1911).

- Keep your card until you get a new one.
- Always carry your card with you and don’t let anyone else use it.
- Show your card to the provider every time you get care.
- If you lose your Medicaid card, call Iowa Medicaid Member Services.

If you go off of Iowa Medicaid and come back on, a new card will not be issued. Please contact Member Services to request a new Medicaid card.
**MCO Card**

In addition to the Iowa Medicaid card, you will receive a card from the MCO you are enrolled with.

- Be sure to have **both** cards ready when you go to your provider.
- If you lose your MCO card, call your MCO to ask for a new one. (See MCO contact information on page 3.)

**Interpreter Services**

*We can arrange for an interpreter to help you speak with us in almost any language.* Please call Iowa Medicaid Member Services for help at 1-800-338-8366 or locally in the Des Moines area at 515-256-4606, Monday through Friday, from 8 a.m. until 5 p.m. Share with the representative who takes your call the language you need and they will find an interpreter.

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8 a.m. a 5 p.m., de lunes a viernes.*

**Help with Insurance Premium Payments**

The Health Insurance Premium Payment (HIPP) program is a service available to people who get Medicaid. The HIPP program helps people get or keep health insurance through their employer by reimbursing the cost of the health insurance premium. The HIPP program is a way for the state of Iowa to save money.

To complete an application over the phone or for questions call 1-888-346-9562.

For a paper application, please visit [www.dhs.state.ia.us/hipp](http://www.dhs.state.ia.us/hipp). Applications may be returned by fax at 1-515-725-0725 or email at hipp@dhs.state.ia.us.

**Estate Recovery**

Estate recovery legal reference: 441 IAC 75.28(7)

The cost of medical assistance is subject to recovery from the estate of certain Medicaid members. Members affected by the estate recovery policy are those who:

- Are 55 years of age or older, regardless of where they are living; or
- Are under age 55 and:
  - Reside in a nursing facility, an intermediate care facility for persons with an intellectually disability, or a mental health institute, and
  - Cannot reasonably be expected to be discharged and return home.
Important Notes

- For **mental health or substance abuse services**, you should call your MCO. Your MCO will let you know how to get 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 a.m. until 5 p.m.
- 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 E. 12th Street
  Des Moines, IA  50319
  (515) 725-3333 or 1-866-236-1430 (toll-free nationwide)

Member Rights and Responsibilities

**Member Rights**

- To receive timely, appropriate, and accessible medical care
- To obtain a second opinion regarding a medical diagnosis
- To choose the provider of your choice from the providers available with your MCO
- To change your MCO as allowed by program policy
- To appeal a decision that you do not agree with
- To be treated with respect and dignity
- To be treated without discrimination with regard to race, color, national origin, sex, sexual orientation, gender identity, religion, age, disability, political belief or veteran status
- To participate in decisions regarding your health care, including the right to refuse treatment
**Member Responsibilities**

- To be knowledgeable about your medical coverage
- To obtain routine and ongoing care from your provider in an office setting
- To contact your provider before emergency room visits with the exception of situations requiring emergency care. (See page 16 for the definition of emergency situations.)
- To carry your current medical assistance card and MCO card at all times and present it when accessing medical care.
- To call the number on the reverse side of your medical cards if you move or have incorrect information printed on your medical cards
- To be responsible for any medical bills if you do not present your Iowa Medicaid card or MCO card at the time of your visit
- To be responsible for any medical bills for services provided by a practitioner who is not participating in the Iowa Medicaid program or is not enrolled with your MCO

**Appeals and Grievances**

**You Have the Right to Appeal**

IA Health Link members have the right to file an appeal with their respective MCO, before filing an appeal with Iowa Medicaid. For benefit or service-related issues, please contact your MCO to learn about your appeal rights with them. (See page 3 for MCO contact information.)

If an Iowa Medicaid member is dissatisfied with the MCO's decision, the member can access the State Fair Hearing appeal process through the Department of Human Services (DHS).

**What is an appeal?**

An appeal is asking for a hearing because you do not like a decision the Department of Human Services (DHS) makes. You have the right to file an appeal if you disagree with a decision. You do not have to pay to file an appeal. [441 Iowa Administrative Code Chapter 7].

**How do I appeal?**

Filing an appeal is easy. You can appeal in person, by telephone or in writing for Food Assistance or Medicaid. You must appeal in writing for all other programs. To appeal in writing, do **one** of the following:

- Complete an appeal electronically at [https://dhssecure.dhs.state.ia.us/forms/](https://dhssecure.dhs.state.ia.us/forms/), or
- Write a letter telling us why you think a decision is wrong, or
- Fill out an Appeal and Request for Hearing form. You can get this form at your county DHS office.

Send or take your appeal to the Department of Human Services, Appeals Section, 5th Floor, 1305 E. Walnut Street, Des Moines, Iowa 50319-0114. If you need help filing an appeal, ask your county DHS office.
How long do I have to appeal?
For Food Assistance or Medicaid, you have 90 calendar days to file an appeal from the date of a decision. For all other programs, you must file an appeal:

- Within 30 calendar days of the date of a decision or
- Before the date a decision goes into effect

If you file an appeal more than 30 but less than 90 calendar days from the date of a decision, you must tell us why your appeal is late. If you have a good reason for filing your appeal late, we will decide if you can get a hearing. If you file an appeal 90 days after the date of a decision, we cannot give you a hearing.

Can I continue to get benefits when my appeal is pending?
You may keep your benefits until an appeal is final or through the end of your certification period if you file an appeal:

- Within 10 calendar days of the date the notice is received. A notice is considered to be received 5 calendar days after the date on the notice or
- Before the date a decision goes into effect

Any benefits you get while your appeal is being decided may have to be paid back if the Department’s action is correct.

How will I know if I get a hearing?
You will get a hearing notice that tells you the date and time a telephone hearing is scheduled. You will get a letter telling you if you do not get a hearing. This letter will tell you why you did not get a hearing. It will also explain what you can do if you disagree with the decision to not give you a hearing.

Can I have someone else help me in the hearing?
You or someone else, such as a friend or relative can tell why you disagree with the Department’s decision. You may also have a lawyer help you, but the Department will not pay for one. Your county DHS office can give you information about legal services. The cost of legal services will be based on your income. You may also call Iowa Legal Aid at 1-800-532-1275. If you live in Polk County, call 515-243-1193.

Right to Submit a Grievance
If you want to file a complaint involving access to care, quality of care, communication issues with your primary care provider, or unpaid medical bills and you are enrolled in an MCO, please contact the MCO and work through their grievance process. If you feel that the MCO is not acting on your complaint, you may contact the Iowa Medicaid Member Services Call Center at 1-800-338-8366 toll free or 515-256-4606 in the Des Moines area.

If you want to file a complaint involving access to care, quality of care, communication issues with your primary care provider, or unpaid medical bills and you are enrolled in IA Health Link Managed Care program, please contact the Iowa Medicaid Member Services Call Center at 1-800-338-8366 toll free or 515-256-4606 in the Des Moines area.
Questions

If you have questions about IA Health Link, you may contact the Iowa Medicaid Member Services Call Center at **1-800-338-8366** toll free or 515-256-4606 in the Des Moines area. You may also email questions to Member Services at IMEMemberServices@dhs.state.ia.us. If you have questions about your MCO, you may contact the MCO at their phone number, provided below:

Amerigroup Iowa, Inc.: 1-800-600-4441

Iowa Total Care (Services start July 1, 2019): 1-833-404-1061

UnitedHealthcare Plan of the River Valley, Inc.: 1-800-464-9484

Important Contact Information

**Iowa Medicaid Member Services Call Center**

Toll Free: 1-800-338-8366

In the Des Moines area: 515-256-4606

Email: IMEMemberServices@dhs.state.ia.us

Hours of operation: Monday through Friday 8 a.m. to 5 p.m.

For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.

Use this page to keep track of important phone numbers for all your health care needs. Keep this near your phone for use in contacting the right people to help you with your health care.

**MCO:**

**Health Care Provider:**

**Hospital:**

**Iowa Medicaid Member Services Call Center:** 1-800-338-8366 toll free; 515-256-4606 Des Moines area

**Emergency:** 911

**Website:** www.IAHealthLink.gov **Email:** IMEMemberServices@dhs.state.ia.us
Nondiscrimination Language

*Discrimination is Against the Law*

The Iowa Department of Human Services (DHS) complies with applicable Federal civil rights laws to provide equal treatment in employment and provision of services to applicants, employees, and clients and does not discriminate on the basis of race, color, national origin, age, disability or sex. DHS does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

DHS:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)

- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Iowa Medicaid Member Services at 1-800-338-8366.

If you believe that DHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, you can file a grievance with: DHS, Office of Human Resources, by emailing contactdhs@dhs.state.ia.us or in writing to:

DHS Office of Human Resources
Hoover State Office Building, 1st floor
1305 East Walnut Street
Des Moines, IA 50319-0114

You can file a grievance in person or by mail, or email. If you need help filing a grievance, the DHS Office of Human Resources is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue
SW Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Language Assistance

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

주의: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).


주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-338-8366 (TTY: 1-800-735-2942) 전화해 주십시오.

ATENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-338-8366 (ATS: 1-800-735-2942).


หมาย: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-800-338-8366 (TTY: 1-800-735-2942).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-338-8366 (TTY: 1-800-735-2942).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-338-8366 (телетайп: 1-800-735-2942).