



IA Health Link Managed Care Program

Member Services
Iowa Medicaid Enterprise



Agenda

1. What is IA Health Link?
2. Member Eligibility and Benefits
3. Choosing an MCO
4. Provider Networks
5. MCO Enrollment and Coverage
6. Annual Enrollment
7. Member Rights and Language Assistance
8. Resources



IA Health Link Managed Care Program

Links together physical, behavioral and long-term care under one program across Iowa which is covered by a Managed Care Organization that you get to choose.

Most Iowa Medicaid members are enrolled in the IA Health Link managed care program.



Iowa's Managed Care Organizations

A Managed Care Organization, or MCO, is a health plan that coordinates care for a member

- DHS has chosen three managed care organizations:



Who is Included

Members Enrolled in Managed Care

- Low income families and children
- Iowa Health and Wellness Plan
- Long Term Care
- HCBS Waivers
- **hawk-i**
- MEPD (Medicaid for Employed People with Disabilities)
- Dually eligible Medicaid and Medicare

Optional Enrollment

- Program of All-Inclusive Care for the Elderly (PACE) program
- American Indian or Alaskan Native program

Members Enrolled in Fee-for-Service

- Health Insurance Premium Payment Program (HIPP)
- Medicaid Savings Program (MSP)
- Qualified Medicare Beneficiary (QMB)
- Specified Low-Income Medicare Beneficiary (SLMB)
- Three Day Emergency
- Medically Needy (Also known as the Spend-Down program)
- Presumptive Eligibility
- Retroactive Eligibility



Eligibility

- Applications are processed by DHS
 - Application are available online, phone, paper
 - Go to: <http://dhs.iowa.gov/how-to-apply>
- Eligibility is first made by DHS, then a member is enrolled in Iowa Medicaid Fee-for-Service.
- Eligible members are then enrolled in the IA Health Link managed care program.



Newborn Eligibility

- **Mother must notify their DHS Income Maintenance Worker of the birth and complete the necessary enrollment application.**
 - Newborns of MCO enrolled Medicaid members are automatically enrolled with the mother's MCO.
- Once eligible and assigned to an MCO, the mother will have 90 days to change the newborn's MCO for any reason.



Member Benefits

- Same benefits*, with additional Value Added Services that the MCOs are able to provide.
 - **Managed Care Covered Benefits Comparison Grid** is available for further information on the core benefits that you are eligible for in your program. (Following Slide)
 - Go to: <http://dhs.iowa.gov/iahealthlink/resources>
- Dental services are “carved out” of the managed care program and will continue to be administered directly by Iowa Medicaid
 - Iowa Health and Wellness Plan continues to use Dental Wellness Plan and members will continue to use Delta Dental or MCNA Dental. **Hawk-i** members will continue to use Delta Dental.

* As long as your Medicaid eligibility does not change



2016 Comparison of the State of Iowa Medicaid Enterprise Basic Benefits Based on Eligibility Determination

	Medicaid	Iowa Health and Wellness (IHAWP)	Iowa Family Planning Network (IFPN)	hawk-i
General Plan Provisions				
Benefits Available from Out-of-Network Providers	Please contact Member Services to determine the requirements for using an out-of-network provider.	Please contact Member Services to determine the requirements for using an out-of-network provider.	Please contact Member Services to determine the requirements for using an out-of-network provider.	Please contact Member Services to determine the requirements for using an out-of-network provider.
Cost Sharing: A variety of methods are used to share expenses between the State and a member. These methods include monthly cost shares, co-pays, and premiums.	Variable copayments based on eligibility are not listed. Please contact member services for further details.	Variable copayments based on eligibility are not listed. Please contact member services for further details.	No copayments or other cost sharing.	Variable copayments based on eligibility are not listed. Please contact member services for further details.
Copayments				
Persons under age 21, all services	\$0.00	\$0.00	\$0.00	\$0.00
Persons over age 21, most services	\$1.00 to \$3.00 based on types of services	\$0.00 (except for emergency services)	\$0.00	Not applicable
Persons receiving long-term care institutional	Based on family income level	Not applicable	Not applicable	Not applicable
Copayment exceptions				
Family planning services or supplies regardless of age	\$0.00	\$0.00	\$0.00	\$0.00
Pregnant women, all services	\$0.00	\$0.00	\$0.00	\$0.00
Emergency services	\$0.00	\$0.00	\$0.00	\$0.00



Managed Care Enrollment

Newly eligible members will receive their benefits directly from Iowa Medicaid Fee-for-Service for approximately the first two months of receiving benefits.

IA Health Link Enrollment Packet

Eligible members who will be transitioning to managed care will receive their IA Health Link enrollment packet approximately one month after becoming eligible for Iowa Medicaid benefits.

- Tentative MCO assignment
- IA Health Link Managed Care Handbook
- MCO Enrollment Change Form
- MCO summary/comparison sheet



IA Health Link Managed Care Enrollment Packet




<Date>
<Case Number>

Welcome to the IA Health Link Program

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 care for a member. You have three MCOs to choose from for your IA Health Link coverage.

Please follow the three steps below to choose a health care plan that best fits you.

Step 1 • **Review**

- Enclosed is information about your choice in managed care organizations (MCOs). Review this information to make the best choice for you and/or your family member's health care needs.

Step 2 • **Choose**

- For each person listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO. You must make a choice by your **Choice Period End Date** which is <<Choice-Date>>

Step 3 • **Enroll**

- Phone: Call Iowa Medicaid Member Services at 1-800-338-8366 or locally in the Des Moines area at 515-256-4606
- Mail: Return the enrollment form included in this packet using the postage paid envelope.
- Email: Iowa Medicaid Member Services at IMEMemberServices@dhs.state.ia.us.

You will find information in this packet about the three MCOs that you can choose to be your health plan:

- Amerigroup Iowa, Inc.
- AmeriHealth Caritas Iowa, Inc.
- UnitedHealthcare Plan of the River Valley, Inc.

* **PACE** (Program of All-Inclusive Care for the Elderly) is another managed care program option for members age 55 or older who live in certain Iowa counties and meet certain level of care requirements. Information about the PACE program can be found in your IA Health Link Member Handbook.

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.

470-5381 (Rev. 3/3/16)




IA Health Link Managed Care Organization Enrollment

Welcome to IA Health Link. Please see the enclosed information about each Managed Care Organization (MCO) available to you. You must select one MCO to enroll with. If you do not select a plan, the MCO listed on your enrollment letter will be your MCO. After you complete this form, please return it in the postage paid envelope provided. You do not need a stamp to return the form by mail or you may also fax your completed form to 515-725-1351.

Complete this form with blue or black ink.

Name of Person to Enroll	Date of Birth of Person to Enroll	ID Number of Person to Enroll	Check One MCO
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc. <input type="checkbox"/> AmeriHealth Caritas Iowa, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc. <input type="checkbox"/> AmeriHealth Caritas Iowa, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc. <input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc. <input type="checkbox"/> AmeriHealth Caritas Iowa, Inc.

Reason for changing your MCO:

Your Address (Street, City, and Zip Code) Your Phone Number Sign Here

If you have questions about how to complete this form, call 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. – 5 p.m.

Para solicitar este documento en español, comuníquese con Servicios al Afiliado al teléfono 1-800-338-8366, de lunes a viernes desde las 8 a.m. hasta las 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.

470-5381 (Rev. 2/15)




Comm. 476 (Rev. 7/16)



IA Health Link Managed Care Program

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.

Making Your MCO Choice

Newly eligible members are tentatively assigned to an MCO in their IA Health Link enrollment packet.

1. If you are happy with the health plan that has been assigned to you in your IA Health Link enrollment packet, you do not need to do anything.
2. Members will have 90 days to change their MCO for any reason
3. After the 90 days, and throughout the year, members may change their MCO for “Good Cause” reasons



Step 2

- **Choose**
- For each person listed on the back of this letter, choose the MCO that best fits their needs. Everyone does not have to have the same MCO.
- You must make a choice by your **Choice Period End Date** which is <<Choice-Date>>



Making Your MCO Choice

Iowa Medicaid Member Services	Enrollment Packet	Comparison Chart	MCO Provider Directory
<ul style="list-style-type: none">• DHS Website• Phone• Email	<ul style="list-style-type: none">• Managed Care Handbook• MCO informational materials• Samples of enrollment materials available online	<ul style="list-style-type: none">• Comparison of MCO Value-Added Services available online	<ul style="list-style-type: none">• Available online• Through MCOs• IME Member Services



MCO Value Added Services

Each MCO offers Value Added Services on top of your core benefits. Examples:

- Tobacco Cessation
- Healthy Incentives
- Health and Wellness
- Medical Equipment and Supplies
- Other Additional Services

Available Online: <http://dhs.iowa.gov/iahealthlink/resources>



MCO Comparison Chart: Value-Added Services

Service	Amerigroup Iowa, Inc.	AmeriHealth Caritas Iowa, Inc.	UnitedHealthcare Plan of the River Valley, Inc.
Tobacco Cessation	Tobacco Cessation Program includes: <ul style="list-style-type: none"> • Telephonic tobacco cessation-coaching program that includes up to five proactive coaching, • Print materials for members including a Breath Easy Guidebook and other educational materials. 	Smoking Cessation Program: Members eligible for pharmacy benefits will be able to get certain medicines that help you stop smoking or using other tobacco products. Can assist in finding a counselor or with further questions.	Tobacco Cessation Program (Quit for Life® Program): QuitLine Iowa coaches help members stop smoking.
Healthy Incentives	Healthy Rewards Incentive Program: Earn incentives and rewards for healthy activities and behaviors.	Earn \$10 in rewards for completing health risk assessment and up to \$30 in rewards for completing eligible health screenings/tests. Rewards are loaded onto an AmeriHealth Caritas CARE Card, which can be used to purchase items at participating stores.	Community Rewards: Earn rewards points for healthy activities. Choose from more than 300,000 items to redeem points.
	Waive Co-Pays for physical, preventative, wellness, and behavior health.		There are no co-pays except for ER visits.



MCO Provider Networks

- Each MCO has a list of providers in their network and are adding more each day.
- Make sure that your provider is within your MCO's network once you are enrolled in the managed care program. If your provider is out of your MCO's provider network, they may still continue to see you however, they may also choose not to see you.
- Before receiving services from your providers, please show them your MCO card and let them know your chosen MCO and ask them which MCO networks they are signed with



Out-Of-State and Out-Of-Network Providers

While each MCO has signed a number of the out-of-state providers that are currently enrolled in Medicaid today, others have indicated that they will only serve members in the future through single case agreements, such as the Mayo Clinic in Rochester.

- **The Member will never be forced to pay out-of-pocket for an Iowa Medicaid provider.** The provider may accept the out-of-network rate from the MCO, or choose not to see the patient.
- **Members can be billed from providers who are not participating with the MCOs or Medicaid.** The provider must notify that they will pay out of pocket prior to services, or the provider may choose not to see the patient.

Options when your provider is out-of-state or out-of-network:

1. Contact your MCO and Provider
2. Choose another provider within your MCO's provider network



Searching MCO Provider Directories

- Each MCO has a provider directory, which is available:
 - Online
 - <http://dhs.iowa.gov/iahealthlink/find-a-provider>
 - MCO call centers
 - Iowa Medicaid Member Services
 - Can request printed copy from the MCO



MCO Provider Directories



amerigroup.prismisp.com



Find a Doctor

[En Español](#) | [Text](#) [A](#) [A](#) [A](#)

We can help you find the right doctor, hospital or lab near where you live or work. To search for any network doctor, hospital or lab, use the Search by Specialty box below. To look for a doctor by name or to see if your doctor is part of the Amerigroup network, use the Search by Name box.

Search by Specialty

Need help with the search?

Where do you live? *

Select a State

Where are you searching?

Enter address, city + state, or ZIP *

e.g. 123 Main Street or Dallas, TX or 76210

within 15 miles

Select a Product *

Select a Product

What kind of Provider are you looking for? *

I want to search for...

Select a Specialty or Service

(ctrl + select for multiple selection)

* Required Field

Search by Name

Need help with the search?

Enter Name

e.g. Rita Smith OR Main Street Pediatrics

Enter address, city + state, or ZIP *

e.g. 123 Main Street or Dallas, TX or 76210

within 15 miles

* Required Field

Health A to Z



Check Your Symptoms

Find out what to do

Print Your Member ID Card

Need your member ID card right now? [Print a card](#) you can use right away. (Log-in is required.)

We're sorry. This service is not offered to Medicare recipients, TX STAR+PLUS MMP, Florida Medicaid, or members in New Jersey, including NJ FamilyCare, at this time.

© 2015 Amerigroup Corporation | [Privacy](#) | [Terms of Use](#) | [Report Waste, Fraud, or Abuse](#) | [Glossary](#)

amerihealthcaritasia.prismisp.com/?brandcode=ACIA



[Contact Us](#)

Text Size: [A](#) [A](#) [A](#)

Find a Provider

Provider Type: All

Your location:

Top Searches

- [Cardiologist](#)
- [Oncologist](#)
- [Urgent Care](#)
- [Women's Health](#)

Provider Directory Tools

You can find doctors, hospitals, and other health care providers. If you know the name, type it in the search box. You can also search by the kind of care you need, such as skin, maternity, and urgent care.

- [About this information](#)
- [Medical Terms](#)

Members:

Call Member Services at **1-855-332-2440 (TTY 1-844-214-2471)** if you have questions about how to use this directory or want provider information, including a doctor's:

- Education
- Medical school training
- Residency completed
- Race and/or ethnicity
- Language services available at the practice location

Providers:

If you have questions, call Provider Services at **1-844-411-0579**.

If you notice any errors in the directory, please fax, on practice letterhead, the information as it should appear to the attention of Provider Services at **1-844-412-7886**.



MCO Provider Directories



← → ↻ 🏠 🔍 https://www.americhoice.com/find_doctor/first.jsp?xplan=uhcia&xtitle=Doctor ☆ ☰

Find a Doctor

Use this online Provider Search tool to find a doctor, hospital, other health care provider or facility. You may search by specific categories for doctors or facilities by adding information to the boxes below. Add to one or more boxes, then click on "Find Doctor" or "Find Facility".

For Information about your Doctor, such as medical school or residency program attended, please call Member Services.

UnitedHealthcare
Community Plan

Favorites Doctors Facilities **Search**

My Favorite Doctors

No Favorite Doctors to display

Use this feature to keep a list of your Favorite Doctors for quick reference and comparison. You can also print your list or save it to your computer.

Tip: When you get search results you can view a map of the exact location and get directions to that location from an address you specify.

+ add - remove 🖨 print

I want to search for:

Doctors

Type of Doctor

Primary Care Physicians

Specialty Type [More Info](#)

All Specialties

Plan Name

Select any Plan

Additional Options:

City: State:

Zip Code: Distance:

County:

When using radius search all doctor locations are measured from the post office in the selected zip code

Last Name / Medical Group: [Tip](#)

Accepts New Patients:

Gender:

Language:

Medical Group: [Tip](#)

Hospital Affiliation:

I want to search for:

Facilities

Type of Facility

Hospitals

All Facilities [More Info](#)

Specialty

All Specialties

Plan Name

Select any Plan

Additional Options:

City: State:

Zip Code: Distance:

County:

When using radius search all doctor locations are measured from the post office in the selected zip code

Facility Name: [Tip](#)

Looking for a vision center?
[Supplier Vision](#)

Looking for Behavioral / Mental Health Providers?
[Iowa Quality Health-Care Initiative](#)
[Link](#)

Looking for a lab center?
[Labcorp Lab Locator](#)

Looking for RX info?
[Status RX](#)

Looking for Transportation?
[Medical Transportation Management \(MTM\)](#)



Considerations When Making MCO Choice

- Are your providers part of the MCO network?
- Are your pharmacies part of the MCO network?
- Are your health care specialists part of the MCO network?
- Does the MCO have any value-added services or health programs that are beneficial?



Submitting Your MCO Choice

Enrollment Form

1. **Call:** Iowa Medicaid Member Services at:

1-800-338-8366

2. **Mail:** Return in postage-paid envelope included in enrollment packet

2. **Fax:** Iowa Medicaid Member Services at:

515-725-1351

IA Health Link Managed Care Organization Enrollment

Welcome to IA Health Link. Please see the enclosed information about each Managed Care Organization (MCO) available to you. You must select one MCO to enroll with. If you do not select a plan, the MCO listed on your enrollment letter will be your MCO. After you complete this form, please return it in the postage paid envelope provided. You do not need a stamp to return this form by mail or you may also fax your completed form to 515-725-1351.

Complete this form with blue or black ink.

Name of Person to Enroll	Date of Birth of Person to Enroll	ID Number of Person to Enroll	Check One MCO	
			<input type="checkbox"/> Amerigroup Iowa, Inc.	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> AmeriHealth Caritas Iowa, Inc.	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc.	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> AmeriHealth Caritas Iowa, Inc.	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> Amerigroup Iowa, Inc.	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.
			<input type="checkbox"/> AmeriHealth Caritas Iowa, Inc.	<input type="checkbox"/> UnitedHealthcare Plan of the River Valley, Inc.

Reason for changing your MCO: _____

Your Address (Street, City, and Zip Code) _____ **Your Phone Number** _____ **Sign Here** _____

If you have questions about how to complete this form, call 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. – 5 p.m.

Para solicitar este documento en español, comuníquese con Servicios al Afiliado al teléfono 1-800-338-8366, de lunes a viernes desde las 8 a.m. hasta las 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.

470-5356 (Rev. 2/16)



Choice Cut-Off Dates

How to read this chart

Effective Coverage date:

Date that MCO change will take effect.

Choice Cut-Off date:

Members must change their MCO by this date for the change to take effect by the Effective Date.

NOTE:

Members who change their MCO after the choice cut-off date will continue to receive MCO coverage from their current MCO until the MCO change takes effect.

CHOICE CUT-OFF DATE	EFFECTIVE COVERAGE DATE
December 19, 2016	January 1, 2017
January 19, 2017	February 1, 2017
February 16, 2017	March 1, 2017
March 17, 2017	April 1, 2017
April 18, 2017	May 1, 2017
May 18, 2017	June 1, 2017
June 16, 2017	July 1, 2017
July 19, 2017	August 1, 2017
August 17, 2017	September 1, 2017
September 18, 2017	October 1, 2017
October 19, 2017	November 1, 2017
November 16, 2017	December 1, 2017
December 19, 2017	January 1, 2018



Confirmation of Coverage

Members will receive the Confirmation of Coverage letter prior to their enrollment with an MCO

- Confirmation of Coverage Letter will have:
 - members in your household and their chosen or assigned MCO
 - contact information for their MCO

The MCO listed on this letter will be the MCO that you will begin receiving coverage from on your enrollment date.



MCO Contacts Member

Members will receive enrollment materials from their new MCOs approximately 1-2 weeks prior to their enrollment with the MCO.

- Examples of enrollment materials:
 - MCO contact information
 - MCO member handbook
 - Services available
 - Grievance and appeal information
 - Information on who to contact and how to contact them

Member ID Cards

Member Has Two Cards*

1. Medicaid Card

Member receives or continues to use Medicaid ID card for dental or Fee-for-Service

2. MCO Card

MCO sends member ID card for use after members are enrolled



*Iowa Health and Wellness Plan members have three cards, using Dental Wellness Plan card for dental services and **hawk-i** members will continue to use separate dental card.



MCO ID Cards

Amerigroup Iowa

ia health link **Amerigroup**
An Anthem Company

Effective Date:
Date of Birth:
Amerigroup #:

www.myamerigroup.com/IA
Amerigroup Iowa, Inc.

Member Name:
Medicaid Number:
Primary Care Provider (PCP):
PCP Telephone #:
Vision: **1-800-879-6901**

Copays: **Nonemergency ER Visits: \$3**
No Other Copays

Member Services/Behavioral Health: **1.800.600.4441 (TTY 711)**
24/7 Amerigroup On Call/Nurse HelpLine: **1.866.864.2544 (TTY 711)**

AmeriHealth Caritas

ia health link **AmeriHealth Caritas**
Iowa

Member name: **Doe, John**
Primary Care Provider (PCP):
AmeriHealth Caritas Iowa ID: 123456789
PCP Last Name, PCP First Name
Group Name:
PCP phone number:
1-555-555-1234

Sex: **M**
DOB: **MM/DD/YYYY**
Effective: **00/00/0000**

State ID: **1234567890123**

Copays:
ER* PCP SPEC RX(G) RX(B)

Limits may apply to some services. Not translatable.

UnitedHealthcare

UnitedHealthcare | Community Plan **ia health link**

Health Plan/Plan de salud (80840) **911-87726-04**

Member ID/ID del Miembro: **1234567X** Group/grupo: **IAQHP**

Member/Miembro: **SUBSCRIBER M BROWN** Payer ID/ID del Pagador: **87726**

PCP Name/Nombre del PCP:
DR. PROVIDER BROWN
PCP Phone/Teléfono del PCP:
(999)999-9999

DOB: **00/00/0000**

OPTUMRx
Rx Bin: **610494**
Rx Grp: **ACUIA**
Rx PCN: **4444**

Iowa Medicaid
DHS14 Administered by UnitedHealthcare Plan of the River Valley, Inc

MEMBERS: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Amerigroup PCP for nonemergency care. If you have questions, call Member Services at 1-800-600-4441. If you are deaf or hard of hearing, call 711.

MIEMBROS: Lleve esta tarjeta de identificación con usted siempre. Muéstrela antes de recibir cuidado médico. No tiene que mostrar esta tarjeta antes de recibir cuidado de emergencia. Si tiene una emergencia, llame al 911 o vaya a la sala de emergencias más cercana. Llame siempre a su PCP de Amerigroup para cuidado que no sea de emergencia. Si tiene preguntas, llame a Servicios al Miembro al 1-800-600-4441. Si es sordo o tiene problemas auditivos, llame al 711.

HOSPITALS: Preadmission certification is required for all non-emergency admissions, including outpatient surgery. For emergency admissions, notify Amerigroup within 24 hours after treatment at 1-800-454-3730.

PROVIDERS: Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization/billing information, call 1-800-454-3730. For preauthorization of medications, call 1-855-712-0104.

PHARMACIES: Submit claims using Express Scripts RXBIN: 003850; RXPCN: MA; RXGRP: WKYA. For technical help, call Express Scripts at 1-855-690-8353.

SUBMIT MEDICAL CLAIMS TO:
AMERIGROUP • P.O. BOX 61010 • VIRGINIA BEACH, VA 23466-1010
USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.

IA04 03/16

ia health link **AmeriHealth Caritas**
Iowa

PO Box 1516, Des Moines, IA 50305
www.amerhealthcaritasia.com

Always carry your AmeriHealth Caritas Iowa card. You'll need it to get your benefits. Go to your AmeriHealth Caritas Iowa Primary Care Provider (PCP) for medical care.
Emergency room: Go to an emergency room near you when you believe your medical condition may be an emergency. If you get emergency care, please notify your PCP.
*Copayment applies for non-emergent visits to the ER.
Out-of-area care: Report out-of-area care to AmeriHealth Caritas Iowa and your PCP within 48 hours.
Mental health, drug, and alcohol services: Call Member Services at 1-855-322-2440.

AmeriHealth Caritas Iowa
Claims Processing
P.O. Box 715, London, KY 40342

Member Services and filing grievances:
1-855-332-2440 or TTY **1-844-214-2471**
Provider Services and prior authorization:
1-844-411-0579
Report Medicaid fraud:
1-800-831-1394
To speak with a nurse anytime:
1-855-216-6065

Pharmacy Member Services:
1-855-332-2440 or TTY **1-844-214-2471**
Pharmacy RIBN: **#600428**
Pharmacy BAPCN: **#07390000**
Pharmacy Provider Services: **1-855-328-1612**

All other insurance payers must be billed before AmeriHealth Caritas Iowa, payer of last resort.

Printed: 04/23/12

En caso de emergencia, acuda a la sala de emergencia más cercana o llame al 911. In an emergency, go to the nearest emergency room or call 911. Unauthorized use of non-plan providers may result in benefits denial.
www.MyUHC.com/CommunityPlan

For Members/Para Miembros: **800-464-9484** TDD 711

For Providers: www.unitedhealthcareonline.com **888-650-3462**
Claims Address: P.O. Box 5220, Kingston, NY 12402-5220

For Pharmacist: **877-495-2272**
Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903



Starting MCO Coverage

- MCO enrollment begins on the first of each month
 - No mid-month changes
 - Member continues to receive coverage from their current MCO until the MCO change takes effect
- Questions about benefits, providers, or other services?
 - Contact MCO
- Questions about changing an MCO or issues/concerns with MCO?
 - Contact Iowa Medicaid Member Services



MCO Changes for “Good Cause”

- Throughout the year, you may change your MCO for “Good Cause” reasons.
- If you are outside of the 90 day choice period and have a “Good Cause” reason to change your MCO:
 1. Contact your current MCO to go through the MCO’s grievance process
 - Your MCO’s Member Services contact information may be found at: <http://dhs.iowa.gov/iahealthlink/choosing-a-health-plan>
 2. If issues are not resolved after going through your MCO’s grievance process, you may call Iowa Medicaid Member Services
 - You may call Iowa Medicaid Member Services at **1-800-338-8366** or locally in the Des Moines area at **515-256-4606**, M – F, 8 a.m. to 5 p.m.



MCO Changes for “Good Cause”

“Good Cause” reasons include:

- Provider is not in MCO’s network
- MCO plan does not cover services you need due to moral or religious objections
- Insufficient quality of care
 - Inadequate treatment given for your medical diagnosis
 - Inadequate use of referrals/specialty care providers
 - Refusal to give referrals/specialty care providers
 - Refusal to give referrals to Maternal Health Centers for a pregnant member who is requesting a referral
 - Deviation from Standards of Treatment guidelines
- Medical services provided in untimely manner
 - Urgent care not provided or referred by PCP within 24 hours
 - Routine care not provided by or referred by PCP with 2-4 weeks
- Availability of new, previously unavailable provided enrolled in a different MCO



Annual Enrollment

- Annual enrollment date is based on when you first began enrollment in managed care
- Do not have to change MCO
 - If you do not change your MCO, you will not receive a new ID card
- You are given an Annual Enrollment Period of 60 days to change MCO for any reason. After your Annual Enrollment Period has ended, and throughout the year, you may change your MCO for reasons of “Good Cause”
- Your choice will not take effect until your annual enrollment date
- Benefits remain the same

How to change your MCO

1. **Call** Iowa Medicaid Member Services at: **1-800-338-8366**
2. **Email** Iowa Medicaid Member Services at: IMEMemberServices@dhs.state.ia.us
3. **Mail:** If you wish, you may request a paper form to send your choice by mail. To request a paper form, call Iowa Medicaid Member Services at **1-800-338-8366**



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

Further Information: <https://dhs.iowa.gov/iahealthlink/rights-and-responsibilities>



Member Rights: Appeals and Grievances

- Members have appeal rights with the MCO and with Iowa Medicaid
- First go through the MCO appeal process
- If not satisfied with outcome, can go through the Iowa Medicaid appeal process
- Iowa Medicaid appeal process outlined on pages 18-19 of IA Health Link Member Handbook

Further Information: <https://dhs.iowa.gov/iahealthlink/rights-and-responsibilities>



Member Rights: Complaints

- Members may contact their MCO with complaints to work towards an immediate resolution
- Members may also contact Iowa Medicaid Member Services to submit a complaint about their MCO
 - Member Services will work to resolve complaints with Iowa Medicaid leadership and policy staff and coordinate with the MCOs



Privacy Rights

Federal law gives you rights about Personal Health Information (PHI). You have the right to:

- Receive notice of Iowa Department of Human Services (DHS) policies and procedures used to protect your PHI.
- Ask that certain uses and disclosures of your PHI be restricted.
- Give a written request to inspect and copy your PHI.
- Give a written request that your PHI be changed.
- Ask for an accounting of disclosures by the health plan.
- Request communication of your PHI by alternative means or at an alternative address.
- Receive notice of unauthorized disclosure of your PHI.

Further Information: <https://dhs.iowa.gov/hipaa/privacy-notice>



TTY and Language Assistance

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

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)。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-338-8366 (TTY: 1-800-735-2942).

For additional language assistance please contact Relay Iowa at 1-800-735-2942.

Additional Information: www.dhs.iowa.gov/sites/default/files/Comm501.pdf



MCO Contact Information

MCO Name	MCO Member Services Contact Information
Amerigroup Iowa, Inc.	Email: MPSWeb@amerigroup.com Phone: 1-800-600-4441 Website: http://www.myamerigroup.com/IA
AmeriHealth Caritas Iowa, Inc.	Email: members@amerihealthcaritasia.com Phone: 1-855-332-2440 Website: http://www.amerihealthcaritasia.com
UnitedHealthcare Plan of the River Valley, Inc.	Phone: 1-800-464-9484 Website: http://www.uhccommunityplan.com/



Information and Questions

	Contact Information
General Information and Updates	http://dhs.iowa.gov/ime/about/initiatives/MedicaidModernization
IA Health Link Page	http://dhs.iowa.gov/iahealthlink
Frequently Asked Questions (FAQ)	http://dhs.iowa.gov/iahealthlink/faqs
IA Health Link Member Questions	Contact Iowa Medicaid Member Services Phone: 1-800-338-8366 Email: IMEMemberServices@dhs.state.ia.us
IA Health Link Provider Questions	Contact Iowa Medicaid Provider Services Phone: 1-800-338-7909 Email: IMEProviderServices@dhs.state.ia.us



Non-Emergent Medical Transport (NEMT)

Member's MCO	NEMT Contact Information
Amerigroup Iowa, Inc.	NEMT Broker: Logisticare Phone: 1-844-544-1389
AmeriHealth Caritas Iowa, Inc.	NEMT Broker: Access2Care Phone: 1-855-346-9760
UnitedHealthcare Plan of the River Valley, Inc.	NEMT Broker: MTM Phone: 1-888-513-1613



Facebook

www.facebook.com/iahealthlink



Twitter

www.twitter.com/IAHealthLink



The screenshot shows the YouTube channel page for the Iowa Department of Human Services. At the top, there is a red header with the channel name and a search icon. Below this is a dark blue banner with the department's logo and name. The main content area features a navigation bar with 'HOME', 'VIDEOS', and 'PLAYLISTS'. A dropdown menu is set to 'All activities'. Two video uploads are visible, both from '1 week ago' and with '18 views'. The first video is titled 'IME Providers: BH and Substan Abuse Policies Procedures 1 of' and has a duration of 5:02. The second video is titled 'IME Providers: BH and Substan Abuse Policies Procedures 2 of' and has a duration of 4:25. Both videos have a thumbnail image showing a document with text.

YouTube

https://m.youtube.com/channel/UCxAI_1GXnoXSPC7R6V9hCQw