



# IA Health Link Managed Care Program

Member Services  
Iowa Medicaid Enterprise



# Agenda

1. What is IA Health Link?
2. Member Eligibility and Benefits
3. Provider Networks
4. Choosing an MCO
5. MCO Enrollment and Coverage
6. Member Rights
7. 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 existing Medicaid members were enrolled in IA Health Link on **April 1, 2016**, and most new members who become eligible after April 1, 2016, will also be enrolled in IA Health Link.



# What is Changing?

- **WHO** administers the benefits will change
  - Benefits stay the same
  - Eligibility stays the same (with DHS)
  - Application process stays the same (with DHS)
- You will receive coverage through Iowa Medicaid Fee-for-Service during your transition period, before enrolling in the 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 Impacted

## Members Enrolling 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 Staying with Iowa Medicaid

- 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 and Annual Renewal

- No changes to current Medicaid application or eligibility process, including waiver lists
  - Applications continue to be processed by DHS
  - Application still 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 an MCO



# Member Benefits

- Same benefits as you receive today, 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 **hawk-i** members will continue to use Delta Dental.



## 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
<b>General Plan Provisions</b>				
<b>Benefits Available from Out-of-Network Providers</b>	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.
<b>Cost Sharing:</b> 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.
<b>Copayments</b>				
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
<b>Copayment exceptions</b>				
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



# 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 refuse 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 refuse to see the patient.

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

1. Contact your MCO and Provider
2. This is a “Good Cause” reason to change your MCO (if the provider is working with a different MCO)
3. 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](#)

### 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 [Search](#)

### Health A to Z



Check Your Symptoms

Find out what to do

[Start Now](#)

### 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.

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amerihealthcaritasia.prismisp.com/?brandcode=ACIA



[Contact Us](#)

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

## Find a Provider

Provider Type:  Provider name, specialty, facility, medical condition, or keyword [Search](#)

Your location:  [Search Help](#) [Advanced Search](#)

### 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



← → ↻ 🏠 [www.americhoice.com/find\\_doctor/firstjsp?xplan=uhcia&xtitle=Doctor](http://www.americhoice.com/find_doctor/firstjsp?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.

**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: **Select State**

Zip Code: \_\_\_\_\_ Distance: **Select Radius**

Country: \_\_\_\_\_

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

Last Name / Medical Group: \_\_\_\_\_ **Go**

Accepts New Patients: **No Preference**

Gender: **No Preference**

Language: **Any Languages**

Medical Group: \_\_\_\_\_ **Go**

Hospital Affiliation: \_\_\_\_\_

**FIND DOCTOR**

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: **Select State**

Zip Code: \_\_\_\_\_ Distance: **Select Radius**

Country: \_\_\_\_\_

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

Facility Name: \_\_\_\_\_ **Go**

**FIND FACILITY**

Looking for a vision center?  
[SUBMIT VISION](#)

Looking for Behavioral / Mental Health Providers?  
[HOW DO YOU WANT TO LIVE LIFE?](#)

Looking for a lab center?  
[LABORATORY LOCATOR](#)

Looking for X-ray info?  
[GET X-RAY](#)

Looking for Transportation?  
[MEDICAL TRANSPORTATION MANAGEMENT \(MTM\)](#)



# MCO 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

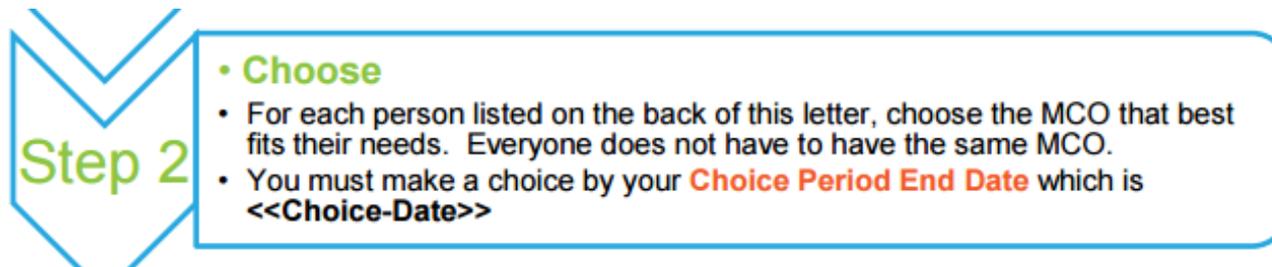
Eligible members who will be transitioning to managed care will receive their IA Health Link enrollment packet approximately one month after becoming eligible for Iowa Medicaid benefits.

- Tentative MCO assignment
- IA Health Link Managed Care Handbook
- MCO Enrollment Change Form
- MCO Overview Flyers

# 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 from their Choice Period End Date 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"> <li>• DHS Website</li> <li>• Phone</li> <li>• Email</li> </ul>	<ul style="list-style-type: none"> <li>• Managed Care Handbook</li> <li>• MCO informational materials</li> <li>• Samples of enrollment materials available online</li> </ul>	<ul style="list-style-type: none"> <li>• Comparison of MCO Value-Added Services available online</li> </ul>	<ul style="list-style-type: none"> <li>• Available online</li> <li>• Through MCOs</li> <li>• IME Member Services</li> </ul>



# MCO Value Added Services

Each MCO offers Value Added Services on top of the Core Benefits that you are receiving today and will continue to receive. 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

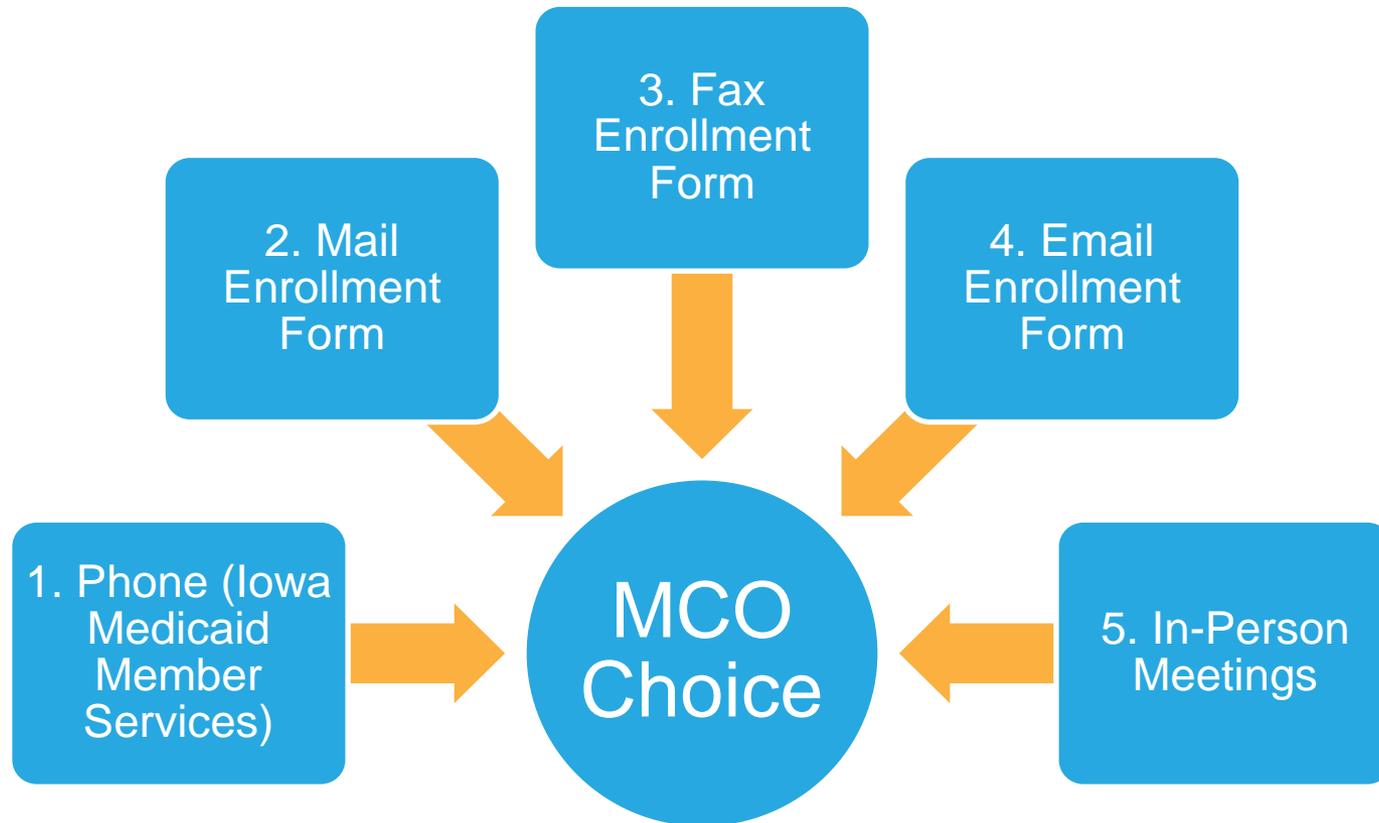
Service	Amerigroup Iowa, Inc.	AmeriHealth Caritas Iowa, Inc.	UnitedHealthcare Plan of the River Valley, Inc.
<b>Tobacco Cessation</b>	<b>Tobacco Cessation Program</b> includes: <ul style="list-style-type: none"> <li>• Telephonic tobacco cessation-coaching program that includes up to five proactive coaching,</li> <li>• Print materials for members including a Breath Easy Guidebook and other educational materials.</li> </ul>	<b>Smoking Cessation Program:</b> 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.	<b>Tobacco Cessation Program (Quit for Life® Program):</b> QuitLine Iowa coaches help members stop smoking.
<b>Healthy Incentives</b>	<b>Healthy Rewards Incentive Program:</b> Earn incentives and rewards for healthy activities and behaviors.	<b>Earn \$10 in rewards</b> 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.	<b>Community Rewards:</b> Earn rewards points for healthy activities. Choose from more than 300,000 items to redeem points.
	<b>Waive Co-Pays</b> for physical, preventative, wellness, and behavior health.		There are <b>no co-pays</b> except for ER visits.



# 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?
- Does the MCO have member support available to fit your needs (24/7 call centers, languages, etc.)?

# How to Complete Your MCO Choice





# 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

3. **Fax**

4. **Email** form or send email with:

- Member's Name
- Member's Date of Birth
- Member's Address on File
- Member's Chosen MCO

**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)



# 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

MCOs will distribute enrollment materials to new members within 5 business days of receiving their list of new members.

- 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

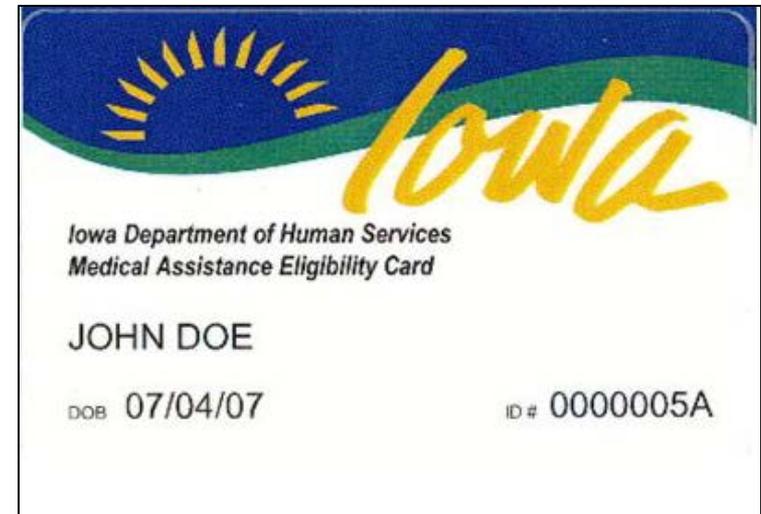
## Member Has Two Cards\*

### 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](http://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)  
**PCP Last Name, PCP First Name**  
**Group Name**

AmeriHealth Caritas Iowa ID  
**123456789**

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 transferable.

UnitedHealthcare

**UnitedHealthcare** Community Plan

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

Member ID/ID del Miembro: **999999999** 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  
Administered by UnitedHealthcare Plan of the River Valley, Inc.

DHS14

**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:** Pre-admission 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: 003858; 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.**

WA4 0316

**ia health link** **AmeriHealth Caritas**  
Iowa

PO Box 1516, Des Moines, IA 50305  
[www.amerhealthcaritasia.com](http://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 1-855-332-2440.

AmeriHealth Caritas Iowa  
Claims Processing  
P.O. Box 713, 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  
**1-855-786-6065**

Pharmacy Member Services  
**1-855-332-2440** or TTY **1-844-214-2471**

Pharmacy RxBIN #600428  
Pharmacy RxPCN #07390000  
Pharmacy Provider Services: **1-855-328-1612**

All other insurance payors must be billed before AmeriHealth Caritas Iowa, payor 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](http://www.MyUHC.com/CommunityPlan)

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

For Providers: [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com) **888-650-3462**  
Claims Address: P.O. Box 5220, Kingston, NY 12402-5220

For Pharmacist: **877-305-8952**  
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”

- Members may change MCO at anytime for “good cause” reasons by contacting Iowa Medicaid Member Services
- Changes requested through Iowa Medicaid Member Services
- “Good cause” reasons include:
  - A member’s provider is not enrolled with the MCO
  - A member needs related services to be performed at the same time and not all related services are available in the MCO network
  - If there is a change in eligibility (for example PACE)



# 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



# 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



# MCO Contact Information

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



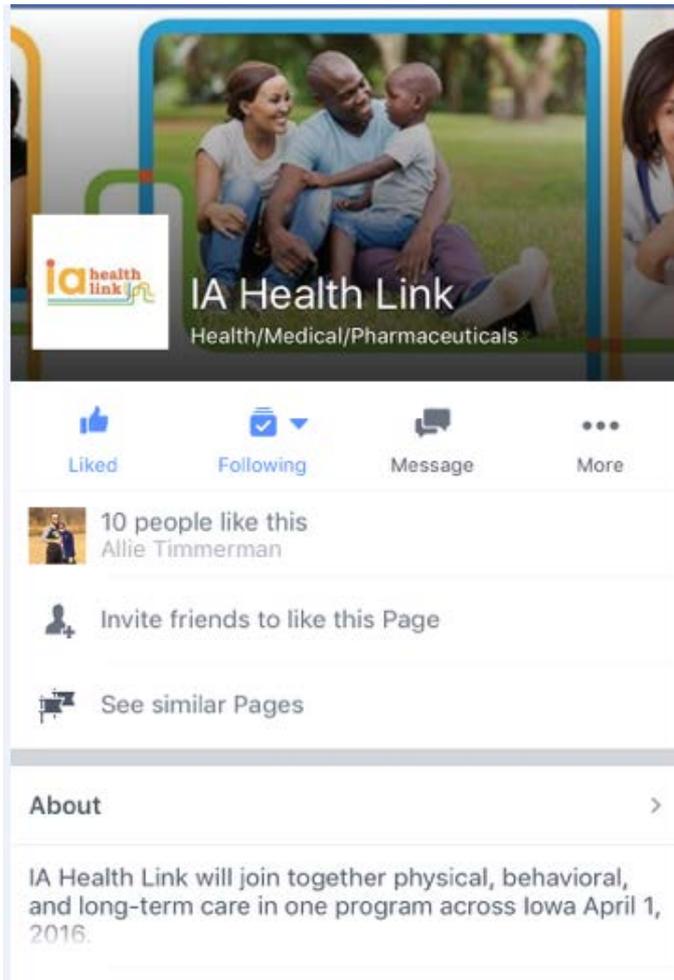
# Information and Questions

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



## Non-Emergent Medical Transport (NEMT)

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



# Facebook

[www.facebook.com/iahealthlink](http://www.facebook.com/iahealthlink)



# Twitter

[www.twitter.com/IAHealthLink](http://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 YouTube logo, the channel name 'Iowa Department of Human Services', a search icon, and a menu icon. Below this is a dark blue banner with the Iowa Department of Human Services logo and name. The channel name 'Iowa Department of Human Services' is displayed in large text, with a 'SUBSCRIBE' button and '4' subscribers below it. Navigation tabs for 'HOME', 'VIDEOS', and 'PLAYLISTS' are visible. A dropdown menu is set to 'All activities'. Two video uploads are listed, both from '1 week ago'. The first video is titled 'IME Providers: BH and Substan Abuse Policies Procedures 1 of' and has 18 views and a duration of 5:02. The second video is titled 'IME Providers: BH and Substan Abuse Policies Procedures 2 of' and also has 18 views and a duration of 4:25. Both videos have a thumbnail showing a document with text.

# YouTube

[https://m.youtube.com/channel/UCxAI\\_1GXnoXSPC7R6V9hCQw](https://m.youtube.com/channel/UCxAI_1GXnoXSPC7R6V9hCQw)