



### Transportation for Members

If you need help getting to a medical appointment, Non-Emergency Medical Transportation (NEMT) is offered to members through **TMS Management Group, Inc.** For routine appointments, you must call at least two business days in advance and give the following information:

- Your Medicaid ID number.
- Your name, birth date, address, and phone number.
- The name and address of where your medical appointment will be.
  - If this is your first time using this service, or going to this provider, a phone and fax number for the provider is required.
- Reason for medical appointment (physical therapy, dialysis, general check-up, etc.).
- For mileage reimbursement, the name of the driver, a copy of the driver's Driver's License and a copy of proof of auto insurance on the vehicle.

To schedule a trip for a routine appointment call **1-866-572-7662 at least two business days in advance**, Monday – Friday, from 8:00a.m. – 5:00 p.m. (CST).

Trips for Urgent Care appointments are trips with less than two business days advance notice and are limited to unscheduled situations where waiting for two business days is not reasonable. To schedule transportation for an Urgent Care appointment call 1-866-572-7662. The TMS Reservation Line is available 24 hours a day/7 days a week for Urgent Care trips.

Services can include:

- Mileage Reimbursement
- Shared Ride/Shuttle Van
- Taxi
- Public Transit (fixed route bus pass)
- Stretcher Vehicle
- Wheelchair Vehicle

If a ride is late please call TMS at 1-866-572-7662.  
**For a Medical Emergency, please call 911.**

### Let Your Voice Be Heard!

Each year around this time, Iowa Medicaid asks members to share their experience with our program. Some members will get a survey in the mail to complete and return to the Iowa Medicaid Enterprise (IME). IME then uses your responses to make our services better.

Iowa Medicaid will keep your individual survey confidential. This means that when your survey is returned to us, there will not be a name or member number attached.

If you receive a member survey in the mail, please fill it out with your thoughts. This is your chance to help Medicaid help you!

Questions about the Member Survey? Call Member Services at 1-800-338-8366 or locally in the Des Moines area at 515-256-4606 between the hours of 8:00 a.m. – 5:00 p.m. Monday – Friday.

### Help Applying for Insurance

If you know someone who needs help applying for health insurance, share with them that they have a few options:

- Visit [www.Healthcare.gov](http://www.Healthcare.gov)
- Call the DHS Contact Center at **1-855-889-7985** between the hours of 7:00 a.m. – 6:00 p.m. Monday – Friday
- Visit [www.dhsservices.iowa.gov](http://www.dhsservices.iowa.gov)

## National Wear Red Day – February 7, 2014

This year will mark the 10<sup>th</sup> birthday for the National Wear Red Day movement. Wearing red on February 7<sup>th</sup> helps bring attention to heart disease being the #1 cause of death in women. Take a step in this year's efforts by wearing red or get screened.

To learn more about “Go Red for Women” and National Wear Red Day visit: [www.goredforwomen.org](http://www.goredforwomen.org).

### Did You Know?

Being out in cold weather or not wearing a hat will not give you a cold. The cold that gives you a cough or runny nose comes from a virus.

Because people are inside and close together in cold months, it's easier for you to catch the cold virus from someone else. This means you could catch a cold in the middle of the summer, too!

Remember these tips to lower your chance of catching the cold virus:

- Wash your hands often.
- Remind sick family members to cover coughs and sneezes.
- Limit how many personal items you share like clothes, and hair brushes.
- Keep things that are touched a lot like the telephone, doorknobs, and toys clean to limit the virus spreading.



## Healthy Eating in Cold Months

The summer may welcome fresh picked fruits and vegetables in a wide variety of colors and flavors, but the fruits and vegetables in season during winter months are just as tasty and nutritious.

Find some of the fruits and vegetables below at your local market to build healthy meals during the cold months.

- Kale
- Grapefruit
- Collard Greens
- Oranges
- Sweet Potatoes
- Turnips
- Kiwifruit
- Squash
- Dates
- Pears

For information on how to select and store these healthy foods visit [www.fruitsandveggiesmorematters.org](http://www.fruitsandveggiesmorematters.org)

### Make Time for Your Appointments

In the winter months there are a number of things that can slow you down. Heavy snow, ice, less daylight, and slower traffic can sometimes double your travel time.

Make sure to think of the weather conditions when getting ready for an appointment with your provider. If it seems that you may be late, call in before to let your provider know.

The Iowa Medicaid Member Newsletter is a quarterly publication from the Iowa Department of Human Services. Thank you for your interest. “Comm. 335 (1/14)”