



2014 Member Survey

The Member Services Unit heard from more than 2,700 members in response to our 2014 annual member survey. The survey revealed what members had to say below:



87% of members said that the services received from the Member Services Call Center were excellent, very good, or good.



74% of members said that they had an excellent, very good, or good understanding of the Iowa Medicaid Managed Care program.



83% of members agreed that seeing a provider was easy.

When members were asked the top reason for not getting an appointment with their provider, 23 percent of members stated that scheduling was too far out.



About 40 percent of members had no problem at all.

Thank you for your responses. If you have 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 8:00 a.m. and 5:00 p.m. Monday – Friday. You can also send an email to IMEMemberServices@dhs.state.ia.us

After-Hour Care

Iowa Medicaid members, who are enrolled with a primary care provider (PCP) or health maintenance organization (HMO), are given a number by their PCP or HMO to call after normal business hours for help.

To get the right health care for you or an enrolled family member, when your primary care provider's office is closed, follow these steps:

- Call the number given to you by your provider and talk with him/her about what is wrong and what to do.
- If your provider believes the matter is urgent, follow the plan that is given to you.
- If your provider thinks that the matter can wait, schedule an appointment to be seen.
- If something life threatening is happening, then visit the emergency room and schedule a follow up appointment with your provider.

If you do not have the after-hours number for your primary care provider, call your provider for it and keep it in a place that's easy to remember.

Iowa Non-Emergency Medical Transportation (NEMT) Program

The Iowa NEMT Program is managed by the TMS Management Group. The program provides non-emergency medical transportation for eligible Iowa Medicaid members. Help for members include local bus passes, mileage reimbursement or rides to doctors appointments.

Some of the **Basic Guidelines** for NEMT are:

- All non-emergency medical transportation must be scheduled through TMS.
- If TMS is providing the transportation, an escort may go along with the member if it is a matter of age, disability or medical necessity.
- Wheelchairs and car seats are to be supplied by the member.
- If TMS is providing the transportation, drivers cannot enter the member's home or medical facility.
- TMS hours of operation are 8:00 am to 5:00 pm (CST).
- If a ride is late or you have an urgent situation (less than 2 business days away) you can call TMS at **1-866-572-7662** anytime 24 hours a day / 7 days a week.

If you have any questions about these guidelines you may contact TMS at **1-866-572-7662**.

Finding a Dentist

The Iowa Medicaid Enterprise has an online tool that will allow for you to find a dental provider who accepts Medicaid. Please visit:

<https://secureapp.dhs.state.ia.us/providersearch/> and enter Dentist as the specialty to see a list of providers in your area.

Once you find a dentist in your area, you can call their office to learn if they are accepting new patients and schedule your next dental appointment.

Help finding a dental provider for your child is also available through the Early Periodic Screening, Diagnosis, and Treatment Care for Kids program by calling 1-800-369-2229.

For help with the online tool or questions on finding a dental provider in your area, call Iowa Medicaid Member Services at **1-800-338-8366** or locally (in the Des Moines area) at 515-256-4606.

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
- Visit www.dhsservices.iowa.gov
- Call the DHS Contact Center at **1-855-889-7985** between the hours of 7:00 a.m. – 6:00 p.m., Monday through Friday



The Iowa Medicaid Member Newsletter is a quarterly publication from the Iowa Department of Human Services. If you would like to unsubscribe from this newsletter or share your thoughts, please contact the Iowa Medicaid Member Services Unit at 1-800-338-8366, M –F, 8 a.m. – 5 p.m.