



We Want to Hear from You!

Once each year Iowa Medicaid asks members to share their experience with the Medicaid program. Some members will get a survey in the mail to complete and return to the Iowa Medicaid Enterprise (IME). The 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!

If you have questions about the 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. and 5:00 p.m. Monday through Friday.

Managed Care Member Handbook

The Managed Care Member Handbook is available on the Iowa Medicaid website. The updated Handbook shares information on covered benefits, member responsibilities and more. Visit

<https://dhs.iowa.gov/ime/members/member-resources> to print your copy today.



Did You Get a Bill?

If you get a bill for a medical service that you believe is covered under your Iowa Medicaid benefits, call the IME Member Services Unit at **1-800-338-8366**. The Member Services Unit can help you look into the matter.

Please be ready to give the following information when you call:

- Member ID, name, and birth date
- Provider name
- Provider's address and phone number
- Date that you received a service
- Amount due of the bill you received

You may be responsible for medical bills if you do not present your medical card at the time of your visit. Make sure that your provider has your Member ID number and knows that you are enrolled with Iowa Medicaid.

Keeping Your Information Safe

Technology plays a large role in our lives. Easy access to information through the internet can create risks. The media has shared many stories about fraudulent activity and individuals identities being compromised. Take these steps to help keep your health information safe.

- Keep your Medicaid card in a safe place
- Do not loan your Medicaid card to anyone
- Do not share your Medicaid information with someone who is not your provider
- Be sure that Medicaid has your current address and phone number

If you suspect that someone is misusing their Medicaid benefits or someone who is not your provider requests your Medicaid information, please call The U.S. Department of Health & Human Services at 1-800-447-8477 or call Member Services at **1-800-338-8366** or locally (Des Moines area) at (515) 256-4606.



New NEMT Webpage

The Iowa Medicaid Enterprise recently created a non-emergency medical transportation (NEMT) website. The website was made to provide a summary of the Iowa NEMT program. General information on how to use the program is also on the website. Members can sign up to get an email notice anytime the webpage is updated.

The NEMT page can be found at:

<https://dhs.iowa.gov/ime/members/medicaid-a-to-z/nemt>. By clicking the “Subscribe” button at the bottom of the page, you can begin receiving updates.

The IME NEMT webpage has:

- A Frequently Asked Questions (FAQ) page
- A brochure explaining the program
- Reports showing how often NEMT is used, from 2010 into the present

The IME NEMT webpage also links to the TMS Management Group, Inc. (TMS) website at:

<http://www.tmsmanagementgroup.com/index.php/iowa-medicaid-net-program/>. TMS manages the NEMT program. On the TMS site members can obtain claim forms and read TMS’ policies and procedures on filing claims and setting up a trip.

To schedule a trip, call the NEMT Call Center at **1-866-572-7662** and speak to a Customer Service Representative.



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.

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