



Managed Care Organization (MCO) Grievance and Appeals Process

PROVIDERS

MCO Claim Disputes

Providers can review the MCO claim disputes and grievance policies in the following MCO provider handbooks. Click on the links below.

Amerigroup:

Contact Provider Services:

1-800-454-3730

iowamedicaid@amerigroup.com

Amerigroup Provider Handbook: https://providers.amerigroup.com/ProviderDocuments/IAIA_ProviderManual.pdf

AmeriHealth Caritas:

Contact Provider Services:

1-844-341-7644

iowaProviderNetwork@amerihealthcaritas.com

AmeriHealth Caritas Provider Handbook: <http://amerihealthcaritasia.com/pdf/provider/provider-manual.pdf>

UnitedHealthcare:

Contact Member Services:

1-888-650-3462

iowaCommunityNetwork@uhc.com

UnitedHealthcare Provider Handbook: http://www.uhccommunityplan.com/content/dam/communityplan/healthcareprofessionals/provider-admin-manual/IA_UnitedHealthcare_Provider_Manual.pdf

Claim Disputes Each MCO has developed and implemented written policies and procedures for registering and responding to claim disputes, including a process for out-of-network providers.

- Providers should review the MCO specific policies in the MCO Provider Manuals, or call the MCO Provider Services hotline.