



When to Visit the Emergency Room

Not every illness is reason to visit the emergency room (ER). The best care may come from your primary care provider (PCP). This is because you may have seen them before and they know your medical history. Having a relationship with your PCP allows for them to meet your health needs better.

Examples of non-emergencies are:

- Sprains
- Sore throat
- Earaches

When it is not an emergency:

- Call your PCP
- Try to schedule a same-day appointment
- If no appointments are available and you need to be seen, ask your doctor if you can be referred to an urgent care clinic or ask if your symptoms can wait to be treated until the next day

Emergencies are health problems that need quick care. The quick care in an emergency can save a life or avoid a disability.

Dangers to life that require quick care:

- Having trouble breathing or chest pain
- Major bleeding
- Poisoning or overdoses
- Choking
- Head injuries
- Major broken bones

If it is an emergency, follow these steps:

1. Go to the closest ER or call 911
2. Contact your PCP within 24 hours of going to the ER
3. Go to your PCP for any follow up care needed after going to the ER

Reporting Other Health Insurance

Members can have both a private health insurance and Medicaid at the same time. As a Medicaid member, it is part of your responsibility to tell Iowa Medicaid about any other forms of health insurance that you have.

If you have other health insurance with Iowa Medicaid it will not lead to loss of Medicaid benefits.

Tell your doctor, hospital, and all other health care providers about your other coverage to make sure your bills are sent to the right payer to avoid delays. When you receive medical care, be sure to use both your insurance card and your Medicaid card.

Your other health insurance may cover services that Medicaid may not cover. If you have other health insurance and Medicaid, they work together. The other insurance pays first and Medicaid pays last. This can be a benefit to providers as other health insurance may pay a higher amount for your service.

Call Iowa Medicaid Member Services about any changes to other health insurance coverage. If coverage ends, you get new coverage, or change insurance companies, call Member Services toll-free at **1-800-338-8366** or locally (Des Moines area) at (515) 256-4606.

Iowa Non-Emergency Medical Transportation Program

The Iowa Non-Emergency Medical Transportation (NEMT) Program is managed by TMS Management Group. The program provides non-emergency medical transportation help for eligible Iowa Medicaid members. Help for members include local bus passes, mileage reimbursement, or transportation provider rides.

If it is your first time using this service, you will need to provide to TMS general information about yourself, the reason of the medical visit, and the location of the medical office. Each time you need travel assistance to a new provider you will need to give TMS the provider's:

- Name
- Address
- Phone number
- Fax number

You should begin this process once you have a set appointment. This avoids delays in scheduling for your trips in the future.

It is a state requirement that members using TMS transportation services must receive their medical services from the closest approved Iowa Medicaid medical provider. The Out-of-County (OOC) form helps to meet this requirement. If you need services from a provider outside of your county, an (OOC) form is to be completed by your referring provider and the provider will send the form to TMS.

Once TMS confirms the information on the OOC form you can schedule future trips to the approved provider.

If you have any additional questions about the NEMT program, you may call the NEMT Call Center at **1-866-572-7662**.

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Managed Health Care Program

Managed Health Care (MHC) is a program designed to help you stay healthy and build a relationship with your primary care provider (PCP). MHC is available to women, children and families.

Members enrolled in MHC do not lose any benefits. Your care is managed by your PCP who can refer you to other providers for additional care. Your PCP will know what care is best for you because he/she will know your medical history. MHC members may have two options for this program: Medicaid Patient Access to Service System (MediPASS) or a Health Maintenance Organization (HMO). Options depend on which county the member lives in.

MediPASS lets you choose your PCP. Your PCP will provide you treatment or may refer you to any provider enrolled with Iowa Medicaid for special care.

The second option is a HMO. This option is available in select counties. If available in your county, you may choose this option and receive most of your medical care from the PCP you choose through your HMO. You may contact the HMO directly for more information.

To check which MHC options are available in your county visit:

<https://dhs.iowa.gov/ime/members/medicaid-a-to-z/managed-health-care>

If you have questions about MHC, please contact Iowa Medicaid Member Services at **1-800-338-8366** or locally (Des Moines area) at (515) 256-4606.