



### Check Out Our New Website!

[www.dhs.iowa.gov](http://www.dhs.iowa.gov)

The new DHS website has been created with you in mind. There's a new look that works smoother on your home computer and your smartphone. Details of new and existing Medicaid programs are there for you to learn about. Updated Member Handbooks and other benefit information are offered online that you can print at home.

Answers to questions you may have are now just a click away. Email Iowa Medicaid Member Services at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us) with questions, we're here to help.

*"The website puts a spotlight on what's new at DHS, and how programs can assist Iowans."*

- DHS Director Charles M. Palmer

### Prior Authorization for Prescriptions

Some medications need prior authorization (PA) through Iowa Medicaid before they can be picked up at the pharmacy. A PA is the advance approval of a drug to be covered by Iowa Medicaid. Your pharmacy should contact your provider's office if a PA is needed on your medication. Your provider should submit a PA request to Iowa Medicaid for coverage. Once your provider sends a PA request to Iowa Medicaid, an answer will be given within 24 hours to your provider. The answer shares if your medication has been approved, denied, or incomplete for more information needed.

If there is a delay in getting your prescription, call your provider to make sure all information has been given to Iowa Medicaid. The Drug PA Department can only work with your provider for these needs. The PA process is much faster than requesting an appeal or Exception to Policy. Sometimes more information from your prescriber is all that is needed.

Members with questions can all **1-800-338-8366** or locally in the Des Moines area at 515-256-4606, Monday through Friday from 8:00 a.m. until 5:00p.m.

### 2013 Member Survey Results

Each year Iowa Medicaid asks members like you to share their experience with our program. Member's private responses are counted and read. The replies are then used to improve the practices of Member Services. Here are a few things we learned:



More than 4 of 5 members reported that the services received from the Member Services Call Center were excellent, very good, or good.



About 3 out of 4 members say that they understand the Medicaid Managed Care program.



More than 4 out of 5 members agree that visiting a provider is easy.

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 of 8:00 a.m. and 5:00 p.m. Monday – Friday.

## Iowa Non-Emergency Medical Transportation (NEMT) Program

The Iowa 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.

Call the NEMT Call Center at **1-866-572-7662**, to schedule each trip. To make sure the service will be for an eligible member and eligible services, the Call Center will ask for the following information:

- Iowa Medicaid number,
- First and last name,
- Physical and mailing address,
- Phone number, and
- Date of birth.

To schedule a trip the Call Center will need:

- The date and time of the medical appointment,
- The provider's name, address, phone and fax numbers, and
- The reason for the appointment.

If your trip includes mileage reimbursement, you will need to provide the driver's first and last name. Drivers must also provide a legible copy of their driver's license and current proof of auto insurance. The Call Center may request additional information during the call as needed.

For help with the NEMT program call **1-866-572-7662**.



The Iowa Medicaid Member Newsletter is a quarterly publication from the Iowa Department of Human Services. Thank you for your interest."Comm. 335 (7/14)"

## Help Managing Your Health

Iowa Medicaid has programs that will help members with chronic diseases and pregnant members. The programs do not change your health benefits.

### Disease Management Program:

Members with chronic conditions such as diabetes, asthma, high blood pressure, and heart disease, are encouraged to join the Disease Management program. Health Coaches who are licensed Registered Nurses can work with you over the phone. Health coaches are there to:

- answer questions you may have
- send you free information about your healthcare
- help you find a doctor or health home
- set up doctor visits
- help find needed resources in the community

### Maternity Management Program:

Expecting mothers can receive help to deliver healthy babies through this program. Licensed Nurses who are Health Coaches are there to help you through each stage of pregnancy and to:

- set up doctor visits
- find resources in your community to help you before and after the baby is born

To sign-up for either program call **1-800-338-8366** or locally in the Des Moines area at 515-256-4606 between the hours of 8:00AM and 5:00PM.

If we cannot answer your call, please leave a message, and we will call you back. Please include your name, state ID number, and a phone number with area code, and the best time of day to reach you. This information will be kept private.