

COMFORT CARE CHATTER

April Birthdays

Happy Birthday to YOU!

Krissi T.	HCA CR	4.2
Kendra H.	HCA CR	4.8
Megan D.	HCA CF	4.12
Brittani K.	HCA CO	4.15
Sandra J.	HCA CF	4.18
Brenda S.	HCA CR	4.22
Melody H.	LPN CF	4.22
Kelly B.	HCA CF	4.23
Pen A.	HCA CO	4.25
Micaela E.	HCA CR	4.26
Jennifer S.	HCA CF	4.29
Matilde L.	HCA CO	4.30

April 2018

Also available at
www.comfortcareia.com

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Brain Teasers

**LAST MONTH'S
ANSWERS**

Casey Smith married Anna and became a lawyer in Springfield.
Dana Kaufmann married Jane and became a social worker in Madison.
Jordan Thompson married Matthew and became a pediatrician in Dayton.
Kelsey Jones married Karen and became a disk jockey in Helena.
Drew Campos married David and became a news anchor in Lawton.

It's Occupational Therapy Month!

OT is one of the many services we provide here at Comfort Care, but we often get asked, what is Occupational Therapy exactly?

Occupational therapy is the only profession that helps people across the lifespan to do the things they want and need to do through the therapeutic use of daily activities (occupations). Occupational therapy practitioners enable people of all ages to live life to its fullest by helping them promote health, and prevent—or live better with— injury, illness, or disability.

Common occupational therapy interventions include helping children with disabilities to participate fully in school and social situations, helping people recovering from injury to regain skills, and providing supports for older adults experiencing physical and cognitive changes. Occupational therapy services typically include:

- an individualized evaluation, during which the client/family and occupational therapist determine the person's goals,
- customized intervention to improve the person's ability to perform daily activities and reach the goals, and
- an outcomes evaluation to ensure that the goals are being met and/or make changes to the intervention plan.

Occupational therapy practitioners have a holistic perspective, in which the focus is on adapting the environment and/or task to fit the person, and the person is an integral part of the therapy team. It is an evidence-based practice deeply rooted in science.

FIND US ON FACEBOOK



Stop by our Facebook page to check out our latest events, sponsorships, job postings and more!

YOUR MANAGED CARE ORGANIZATION OPTIONS & WHO YOU CAN CONTACT WITH CONCERNS

A Managed Care Organization, or MCO, is a health plan that coordinates your care. There are two MCOs who provide coverage to IA Health Link members:

- [Amerigroup Iowa, Inc.](#)
- [UnitedHealthcare Plan of the River Valley, Inc.](#)

Amerigroup Iowa is one of the IA Health Link Managed Care Organizations (MCOs). However, they are not currently accepting new IA Health Link members.

HOW DO I KNOW IF A SERVICE IS COVERED WITH IA HEALTH LINK OR NOT?

MCOs are required to cover, at a minimum, all of the services that Iowa Medicaid currently covers. All of your benefits that you were eligible before IA Health Link will stay the same after enrolling with an MCO, unless your eligibility changes. Your provider will work with the MCOs to determine if the service is covered.

WHAT IS THE LONG TERM SERVICES AND SUPPORTS (LTSS) OMBUDSMAN PROGRAM?

This is a program to assist members receiving **long term care** services. The goal of the LTSS ombudsman program is to provide information about Medicaid managed care options and member's rights. The office of ombudsman serves as a resource for answers regarding managed care rules and to investigate complaints made by, or on behalf of, members.

WHY WOULD I CONTACT THE LTSS OMBUDSMAN?

- Ask for assistance resolving a concern that impacts the quality of care provided by your MCO;
- Learn more about the rights of Medicaid members enrolled in a LTSS managed care plan;
- Clarify state or federal regulations on managed care policies;
- Obtain information about or assistance with a specific topic, such as the process for choosing or changing an MCO and care plan choices;
- Learn about other available resources, such as legal assistance, in-home services and nutrition consultation, or request a speaker.

HOW DO I CONTACT THE LTSS OMBUDSMAN?

You may call the LTSS Ombudsman at: **866-236-1430**

The follow website provided by Iowa Legal Aid provides information on how to appeal an MCO's decision:

<https://www.iowalegalaid.org/resource/appealing-a-managed-care-organization-mco-decision?ref=Blhbg>

Iowa Legal Aid Offices
Cedar Rapids 319-364-6108
Waterloo 319-235-7008
Iowa City 319-351-6570
Dubuque 563-588-4653

IOWA MEDICAID & MCO CONTACT INFORMATION

Iowa Medicaid Member Services (Monday to Friday from 8 a.m. to 5 p.m.)
1-800-338-8366 (Toll Free)

Amerigroup Iowa Phone: 1-800-600-4441

Website: www.myamerigroup.com/IA

UnitedHealthcare Plan of the River Valley Phone: 1-800-464-9484

Website: www.UHCCommunityPlan.com/ia

You can also contact your Legislative Representatives regarding concerns. Find your representatives here: <https://www.legis.iowa.gov/legislators/find>

REMINDER

CLIENTS & COMFORT CARE STAFF, PLEASE REMEMBER TO CALL THE OFFICE WHENEVER YOU HAVE A SCHEDULE CHANGE!

Brain Teasers

Spring is here! All the gardens on Hilldale Avenue are ablaze with color from flowering bulbs. The five gardens are each filled with different flowers. Alice and her neighbors, including Taylor, planted their bulbs at different times last summer and fall. From the following clues, can you determine each neighbor's first and last name, type of bulbs in each garden, each neighbor's address and when their bulbs were planted?

First names: Alice, Bob, Carl, Denise, Evelyn

Last names: Stewart, Taylor, Upland, Vickers, Wilson

Addresses: 23, 24, 25, 26, 27

Bulbs: Tulips, Daffodils, Crocus, Snowdrops, Hyacinths

Planting Dates: Aug.30, Sept.10, Sept.26, Oct.2, Oct.31

1. The 5 neighbors are Carl, the daffodil lady, Stewart, the neighbor who always plants last, and the one who resides at number 24.
2. Ms. Wilson returned from her vacation on the last day of September, just in time to plant her bulbs at number 23 Hilldale Avenue.
3. Vickers planted her bulbs after number 27 but long before the crocus went into the ground.
4. Denise always plants her bulbs, which have an initial letter that is the same as the initial of her last name, on the date that corresponds with her address.
5. Mr. Taylor gave out Halloween goodies for "Trick or Treat" on the same day that he planted his crocus bulbs.
6. Alice Vickers dislikes the smell of hyacinths.

Do you have a big announcement? A thank you? A great photo? Send your input for the Chatter to Taylor and she will add it to next month's newsletter!

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