

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>