
STATE OF IOWA DEPARTMENT OF

Health ^{AND} Human

SERVICES

Health Home Learning Collaborative

Adult Services and Resources

9/26/2023

This training is a collaborative effort between the Managed Care Organizations and Iowa Medicaid

Iowa Medicaid

- Pamela Lester
 - plester@dhs.state.ia.us
- Jenny Erdman
 - jerdman@dhs.state.ia.us

Molina

- Mallory Askelson
 - mallory.askelson@molinahealthcare.com
- Jennifer Robbins
 - Jennifer.Robbins@MolinaHealthcare.com

Amerigroup

- David Klinkenborg
 - david.klinkenborg@amerigroup.com
- Katie Sargent
 - katie.sargent@amerigroup.com
- Martha Boese
 - martha.boese@amerigroup.com
- Veronica Jandura
 - veronica.jandura@amerigroup.com

Iowa Total Care

- Bill Ocker
 - bill.j.ocker@iowatotalcare.com
- Tori Reicherts
 - tori.reicherts@iowatotalcare.com

Agenda

- Introductions
- Other Medicaid Services.....Molina Healthcare of Iowa
- Housing OptionsMolina Healthcare of Iowa
- Community ResourcesMolina Healthcare of Iowa
- MCO Value Added Benefits.....Molina Healthcare of Iowa
- Members TransitioningMolina Healthcare of Iowa
- Questions.....All

Objectives

- To support your ability to provide resource referrals or coordinate access to recovery or social health services available in the community which includes understanding eligibility for various healthcare programs, disability benefits, and identifying housing programs through facilitated discussion.

Other Medicaid Services

- Home Health/Durable Medical Equipment (DME)

- Small Group Discussion-5 min

- What are the resources your IHH program typically utilizes?
 - What is an example where you have had to think outside of the box to help connect a member with either home health or DME?
 - What have you found as stand out barriers or successes in accessing these services?

- Large Group Discussion-5min

- Sharing through sticky notes

Home Health/Durable Medical Equipment, additional points

■ Health Home

- Nursing services (5 visits per week) Medication support, Medical education and Monitoring, PT, OT, Medical Social Services.
- Physician certification of plan every 60 days.

■ DME

- Walker, wheelchairs, Breastpump, CPaP Machine, Shower chair, Hi-Lo Hospital beds/semi electric, Dialysis equipment, Helmets.
- Durable medical equipment, supplies, and prosthetic devices must be necessary due to the members medical condition. An item is necessary when it is expected to make a meaningful improvement or contribution in a members life.

Other Medicaid Services

■ Vision/Hearing/Dental

■ Small Group Discussion-5 min

- What are the resources your IHH program typically utilizes?
- What is an example where you have had to think outside of the box to help connect a member with vision, hearing or dental services?
- What have you found as stand out barriers or successes in accessing these services?

■ Large Group Discussion-5min

- Sharing through sticky notes

Vision/Hearing/Dental, additional information

■ Vision

- Optometrist (eye doctor)
 - Eye exams
- Optician (fitting glasses, contacts)
 - Glasses, contacts

■ Hearing

- Audiologist services
 - Audiological Testing, Hearing exams – one per year
 - Cerumen (Earwax) Removal
 - Newborn and Infant Hearing Screening
 - Vestibular Testing
- Hearing Assistance service
 - Devices, repairs, replacement

■ Dental

- Preventative services
 - Oral Prophylaxis
 - Fluoride
 - Dental Sealants
- Oral Evaluations
 - Comprehensive
 - Periodic
 - Limited

Transportation

■ Transportation

■ Small Group Discussion-5 min

- What are the resources your IHH program typically utilizes?
- What is an example where you have had to think outside of the box to help connect a member with transportation services?
- What have you found as stand out barriers or successes in accessing these services?

■ Large Group Discussion-5min

- Sharing through sticky notes

Transportation, additional information

- Non-Emergency Medical Transportation through MCO
 - Access2Care
 - Medicaid Mileage Reimbursement Policy
 - .30/mile for eligible Medicaid members
- Public Transportation
- Local Taxi Services
- Family/friends/neighbors

Housing Options

■ Housing Options

■ Small Group Discussion-5 min

- What are the resources your IHH program typically utilizes?
- What is an example where you have had to think outside of the box to help connect a member with housing services?
- What have you found as stand out barriers or successes in accessing these services?

■ Large Group Discussion-5min

- Sharing through sticky notes

Housing Options, additional information

- Section 8 Housing
- Iowa Finance Authority(IFA) project based – Branch of section 8 helping pay partial rent and is involved in over 9,000 units. Apply by calling IFA
- Iowa – Making homes affordable options.
 - Homeowner program
- Iowa Homeless service organizations
 - Emergency solution grant, shelter assistance fund(helps keep shelters going)
- Demographics
 - Veterans, Pregnant Women & Kids, Homeless

Community Resources

■ Community Resources

■ Small Group Discussion-5 min

- What are the resources your IHH program typically utilizes?
- What is an example where you have had to think outside of the box to help connect a member with community resources?
- What have you found as stand out barriers or successes in accessing these services?

■ Large Group Discussion-5min

- Sharing through sticky notes

Community Resources, additional information

- Furniture
 - Iowa free store, Hope Ministries, Habitat for Humanity, Thrift stores
- Clothing
 - Clothing closets throughout the state, Thrift stores, Vouchers (Community Action)
- Food
 - Food pantries, churches, Food Bank of Iowa, SNAP
- Maternity/Newborn Items
 - WIC, Nine2Thrive, Iowa family support network
- School Supplies/physicals for low income or uninsured
 - School Supplies drives private non profits/business', Supply drive through the school districts(usually end of July early august), Churches also help provide.

Value Added Benefits-Amerigroup



Boost your family's wellbeing with extras

With Amerigroup Iowa, Inc., you get Medicaid benefits and may be eligible for no-cost extras for:

Healthy parents and baby

Baby essentials: Get up to \$200 in baby care items, like car seats, portable cribs, and diapers.



Nursing support package: Get a no-cost breast pump accessory kit and microwave sterilizer.

Healthy Rewards: Earn rewards for prenatal, postpartum, and well-baby visits, as well as other routine screenings and checkups.

Healthy Adults Healthy Results: Get:

- \$100 yearly for a gym membership.
- A WW® (formerly Weight Watchers) membership.
- On-demand fitness resources.
- A personal exercise kit.
- Farm-fresh produce delivery.

Healthy kids

Healthy Kids Healthy Choices: Get:

- A yearly youth club membership.
- On-demand fitness resources.
- Farm-fresh produce delivery.



Sensory products: Choose up to two sensory products, like weighted blankets, thinking putty, fidget spinners, and resistance bands.

Personal care supplies: Get up to \$100 to purchase personal care and hygiene products, select over-the-counter medications, and more.

Summer reading: Get either a Kindle e-reader and digital library subscription or a \$100 Barnes & Noble gift card during the summer months.

Other Items

Fresh food: Choose one of the following options:

- 10 fresh, ready-to-cook family meals
- Three farm-fresh produce boxes
- A yearly Sam's Club or Costco membership
- A yearly membership for no-cost online grocery delivery



Transportation essentials: Choose one of the following options:

- A \$100 Uber gift card
- A \$100 gas card
- A \$35 voucher for an oil change
- Up to \$200 for car repairs
- A bus pass

Asthma relief: Choose up to two asthma relief products, like inhaler vaporizer kits, a hypoallergenic pillow and mattress covers, HEPA air filters, and more. Plus, get \$100 toward carpet cleaning if you have asthma.

Assistive devices and wheelchair accessories: Choose from a variety of assistive devices, like easy reachers, lap trays, doorknob grips, and more.

High School Equivalency Test (HSET) assistance: Get a voucher to take the HSET exams.

Healthy Lifestyle aids: Choose up to two lifestyle products, like a digital scale, home blood pressure cuff, digital thermometer, and more.



E-reader and digital library membership

Digital mental health tools: Get:

- Online mental wellness resources.
- A yearly subscription to a mobile meditation and sleep app.
- Access to a mobile substance use disorder recovery support program.

Benefits are subject to change. Visit myamerigroup.com/ia to learn more.



Keep these helpful resources at your fingertips:

Amerigroup Member Services:
800-600-4441 (TTY 711)

24-hour Nurse HelpLine:
866-864-2544 (TTY 711)

Transportation:
844-544-1389

Iowa Medicaid Member Services:
800-338-8366



You can redeem many benefits online through your secure account. View the extra benefits you could get on the **Benefit Reward Hub** at <https://member.amerigroup.com/public/login>.

Do you need help with your healthcare, talking with us or reading what we send you? We provide our materials in other languages and formats at no cost to you. Call us toll free at 800-600-4441 (TTY 711).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros o leer lo que le enviamos? Proporcionamos nuestros materiales en otros idiomas y formatos sin costo alguno para usted. Llámenos a la línea gratuita al 800-600-4441 (TTY 711).

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Value Added Benefits- Iowa Total Care


I decide
which plan is
right for us.


I CHOOSE IOWA TOTAL CARE.



Any questions?
Call
1-833-404-1061
(TTY 711).

Programs

 **My healthpays™**
Get paid for focusing on your health. All you have to do is complete healthy activities, like a yearly wellness exam or annual screenings.


 **Start Smart for Your Baby®**
Supports members through their pregnancy and after. Members get a free book, which helps get you ready for childbirth and care for your new baby.

 **24/7 Nurse Advice Line**
This free service is available 24 hours a day, every day. You can get answers to urgent healthcare questions.

 **Mobile App**
Allows you to get the information and tools you need right on your phone.


 **Video Appointments with a Doctor**
Get 24/7 access to medical care at no cost to Iowa Total Care members. Have a video appointment face-to-face any time. Talk with a doctor about non-emergency issues. Get medical advice and referrals, too.

Services

 **Transportation Services***
Get rides to and from non-emergency medical appointments at no cost.

 **Language Access Services**
Connect with interpreters over the phone or face-to-face. You can get interpreters for American sign language, too.

Resources

 **Aunt Bertha**
Online tool used to locate local resources on your own. Search for places by ZIP code that can help with food, housing, transportation, jobs, and more!

 **Member Support Teams**
A team of specialists can help members find resources in the community, like housing, food, and job training.

**Restrictions apply. Call Member Services for details.*

IowaTotalCare.com

Connect with us on social media.  



Value Added Benefits-Molina Healthcare

Molina gives you extra benefits. For extra peace of mind.

You already get core benefits like doctor visits, maternity care, and prescriptions with our Medicaid health plan—all at no cost. But Molina has even more ways to help you stay healthy and save money:

-  Over \$200 in gift card rewards for completing preventive services*
-  FREE smart device with FREE minutes, data, text and no-cost telehealth*
-  FREE over-the-counter pharmacy products (\$30 worth of items)
-  FREE rides to food banks, WIC, housing authority, job interviews, training and more
-  Vouchers for GED Tests (\$134 value) and \$25 gift card for passing
-  Healthy Foods Program offering boxes of healthy food for members with a high-risk health condition and experiencing food insecurity
-  Caregiver transportation to visit a member residing at a Long-Term Care facility

*For qualified members

Pregnant? Have a new baby?

Get outstanding benefits for both of you.

- Gift card rewards including:
 - \$100 for attending a Molina baby shower for expectant mothers
 - \$25 for completing a doctor visit after having your baby
- FREE infant car seat or booster seat
- Home-delivered meals for high-risk pregnancies
- FREE Text4Baby App with features including health tips, medical updates and appointment reminders
- Iowa's own Count the Kicks App to help monitor your baby's health in the third trimester, and more!

Enjoy the comfort and support of doula services!

A doula is a trained pregnancy expert who provides personal care for you, in addition to the care of a doctor or midwife.

Qualified members get a total of 8 visits for doula assistance before, during and after birth.



We're excited to be Iowa's newest Medicaid health plan!

Want to learn more about Molina Healthcare of Iowa?

Visit MeetMolinalowa.com



Call Molina today at
(844) 236-0894 (TTY 711),
Monday through Friday,
7:30 a.m. to 6 p.m.

For more information about
Medicaid for Iowans, please call
Iowa Medicaid Member Services
toll-free at **(800) 338-8366,**
Monday - Friday, 8 a.m. to 5 p.m.

Molina brings over 40 years of Medicaid experience and expertise in supporting members with complex needs such as behavioral health and Long-Term Services and Supports (LTSS). Molina provides access to expert care from quality doctors, along with extra benefits and dedicated member services to help you feel your best.



Built for Iowa, by Iowans.

-  Visit MeetMolinalowa.com or
-  Call **(844) 236-0894 (TTY 711)**
Monday - Friday, 7:30 a.m. to 6 p.m.

Not a Molina Medicaid member?

For more information about Medicaid for Iowans, please call **Iowa Medicaid Member Services toll-free at (800) 338-8366, Monday - Friday, 8 a.m. to 5 p.m.**



Molina Healthcare of Iowa (Molina) complies with all Federal civil rights laws that relate to healthcare services. Molina offers healthcare services to all members without regard to race, color, national origin, age, disability, or sex. Molina does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This includes gender identity, pregnancy, and sex stereotyping. Molina Healthcare of Iowa Member Services: (844) 236-0894 (TTY 711).

English Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call the number above. Español (Spanish): Servicios de asistencia de idiomas, ayudas y servicios auxiliares, traducción oral y escrita en letra más grande y otros formatos alternativos están disponibles para usted sin ningún costo. Para obtener esto, llame al número de arriba.

Members Transitioning out of Medicaid

- Loss of eligibility due to income
- Loss of eligibility due to age/transition into adulthood.
 - Affordable care act MarketPlace/Healthcare.gov
- Above 65? Apply for Medicare
- 30-day appeal if needed for redetermination

- If a member is losing Medicaid, the IHH should help plan and prepare while this member is still in their care.
 - Applying for medically necessary, new insurance coverage, possibly helping find providers that will cover their new insurance so there is no lapse in mental health, physical treatment or medication.

References

- <https://hhs.iowa.gov/sites/default/files/MedEquip.pdf>
- <https://hhs.iowa.gov/ime/members/medicaid-a-to-z/hcbs/home-health>
- <https://hhs.iowa.gov/sites/default/files/Optomnet.pdf>
- <https://hhs.iowa.gov/ime/members/medicaid-a-to-z/NEMT>
- <https://hhs.iowa.gov/Bureau-of-Family-Health/Maternal-Health/Pregnancy-Resources>
- <https://hhs.iowa.gov/>
- <https://www.iafamilysupportnetwork.org/>

- **Provider Manuals:**
 - Vision - [Optometrist and Optician Services Manual](#) (2014)
 - Hearing - [Audiologist and Hearing Aid Dispenser Provider Manual](#) (2014)
 - Dental - [Dental Services Manual](#) (2013)

Questions?