

## Iowa Medicaid Contact Information

Iowa Medicaid Members Services can help Fee-for-Service (FFS) members with things like questions about benefits, billing issues, medications, referrals and mailings.

**1-800-338-8366** (Toll free)

**515-256-4606** (Des Moines area)

**515-725-1351** (Fax)

[dhs.iowa.gov/ime/members/medicaid-a-to-z/health-home](https://dhs.iowa.gov/ime/members/medicaid-a-to-z/health-home)

## Managed Care Organization (MCO) Contact Information

The MCOs can help IA Health Link members with things like questions about benefits, billing issues, medications, referrals and mailings.

### Amerigroup

**1-800-600-4441**

[MPSWeb@amerigroup.com](mailto:MPSWeb@amerigroup.com)

[www.myamerigroup.com/IA](http://www.myamerigroup.com/IA)

### Iowa Total Care

**1-833-404-1061**

[www.iowatotalcare.com](http://www.iowatotalcare.com)

**Integrated Health Home:**  
More services to help you meet  
your health care needs.

**Questions?**  
**Call 1-800-338-8366**

## Discrimination is against the law.

The Iowa Department of Human Services (DHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

If you feel DHS has discriminated against or harassed you, you can send a letter of complaint to:

Iowa Department of Human Services  
Administrator, Diversity Program Unit,  
1305 E. Walnut Street,  
Des Moines IA 50319-0114;  
Phone **(800) 972-2017**;  
Fax **(515) 281-4243**

*ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-338-8366 (TTY: 1-800-735-2942).*

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 **1-800-338-8366** (TTY: 1-800-735-2942)。

[www.dhs.state.ia.us](http://www.dhs.state.ia.us)

## Integrated Health Home (IHH)



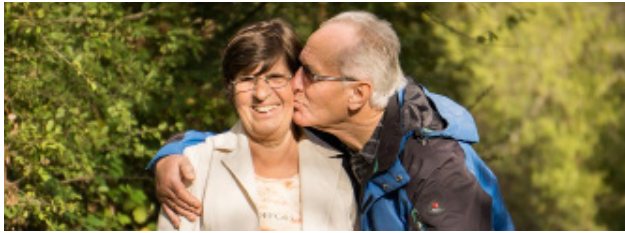
Manage and coordinate  
your health care.

Get access to  
more services.

Improve your health  
outcomes.

## What is the Integrated Health Home Program?

An Integrated Health Home (IHH) is a team of professionals working together to provide whole-person, patient-centered, coordinated care for adults with a Serious Mental Illness (SMI) and children with a Serious Emotional Disturbance (SED).



## What are the Extra Benefits of Having an Integrated Health Home?

- You will be provided whole-person care coordination across medical, behavioral and social services and supports.
- You will have a single point of contact to coordinate your health care that will provide different levels of care coordination to meet the different levels of need for you and your family.
- You and your Health Home team will have better communication. You will have access to your care team 24/7.
- Your medical records will be on the computer at your Health Home so your care team can see all of your health records. This will help you get safer care.

## The Integrated Health Home Program Gives Extra Help to Medicaid Members Living with SMI and SED.

To make sure you get the care you need, a person-centered care plan is made by your IHH providers.

Your Health Home team will ask you about your strengths, preferences and needs.



While on Medicaid, your Health Home team will be there to care for you.



## Who is Eligible?

- Members who get full Medicaid benefits.
- Members who get full Medicaid benefits who also have Medicare.

## How do I Know if I am Eligible?

Individuals who have Serious Persistent Mental Illness (SPMI) from the following list:

- An adult with SMI, which includes a diagnosis of Schizophrenia, Schizo-affective Disorder, Bipolar Disorder, major depression or other serious mental health conditions that cause significant impairment in daily functioning or;
- Children and youth with an SED which includes a diagnosable mental, behavioral or emotional disorder of sufficient duration to meet diagnostic criteria specified within the most current Diagnostic and Statistical Manual of mental disorders (DSM) that results in a functional impairment.

## Members in the Following Programs are Not Eligible for the Integrated Health Home:

- Iowa Health and Wellness Plan
- Hawki
- Family Planning Program (FPP)
- Qualified Medicare Beneficiary
- Special Low-Income Medicare Beneficiary
- Program of All-Inclusive Care for the Elderly (PACE)
- Presumptive Eligibles