

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)

www.hhs.iowa.gov/IHH

Managed Care Organization (MCO) Contact Information

Iowa Total Care
1-833-404-1061

Molina
1-844-236-0894

Wellpoint
1-833-731-2140



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 Health and Human Services (HHS) 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 HHS has discriminated against or harassed you, you can send a letter of complaint to

HHS Office of Human Resources
Hoover State Office Building, 1st Floor
1305 East Walnut Street
Des Moines, IA 50319-0114

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

www.hhs.iowa.gov



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 benefits?

- You'll receive coordinated care for your medical, behavioral, and social needs.
- A single contact will help manage your health care, providing the right level of support for you and your family.
- You and your care team will have better communication, with 24/7 access to support.
- Your medical records will be stored digitally, ensuring safer and more efficient 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 qualify?

- **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.
- **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.