



Here to help you manage all the moving pieces

If you need help, we are here for you

When you need:	We offer:
Help with your benefits or with translation services	Our Member Services representatives who can answer your questions about how to receive a new ID card, help you find a new primary care provider (PCP), provide free, over-the-phone interpretation and written translation services, and more. Call Member Services at 833-731-2140 (TTY 711) , Monday through Friday, 7:30 a.m. to 6 p.m. Central time.
Medical advice when your doctor's office is closed	24-hour Nurse HelpLine — Talk to a nurse 24 hours a day, 7 days a week, 365 days a year. Call 866-864-2544 (TTY 711) .
A doctor late at night or are not able to make it to your doctor's office	LiveHealth Online — Video chat with a doctor day or night. Sign up online at livehealthonline.com .
To find a doctor, clinic, or hospital in your plan	A searchable, up-to-date online directory — visit our website and choose Find a Doctor .
A ride to the doctor	Free rides to covered medical services. Call Access2Care at 844-544-1389 , 7:30 a.m. to 6 p.m., Monday–Friday
Your Wellpoint Iowa, Inc. ID card right away	Printable ID cards — Log in to our secure website or get our free Wellpoint mobile app on your smartphone or tablet
Help staying focused on your health	Healthy Rewards — You may earn rewards for completing healthy activities. Enroll or view your Healthy Rewards account by visiting our website and going to Benefit Reward Hub under the Benefits tab. Call 888-990-8681 (TTY 711) for more information

When you need:	We offer:
Help managing your condition, or health issue	Dedicated case managers to help you keep track of your care. Call Member Services to start today.
To find free and low-cost services and resources in your area	Wellpoint Community Resource Link — Go to our website, choose Local Resources under the Get Help tab, and enter your ZIP code.
To learn more about your benefits	The latest member handbook and extra benefits booklet on our website.
To renew your benefits	Helpful steps on how to enroll and renew, right on our website. Or contact Iowa Medicaid Member Services at 800-338-8366 (TTY 800-735-2942) for more information.



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wellpoint.com/ia/medicaid

Wellpoint Washington, Inc. complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

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 833-731-2140 (TTY 711).

¿Necesita ayuda con su cuidado de la salud, para hablar con nosotros, o leer lo que le enviamos? Ofrecemos nuestros materiales en otros idiomas y formatos sin costo alguno. Llámenos a la línea gratuita 833-731-2140 (TTY 711).