

# IOWA MEDICAID: PATHWAYS FOR ISSUE RESOLUTION

Last Updated: April 2025



# Provider Escalations



# Provider Enrollment, Credentialing, and Contracting



Assigned Provider Representative

Provider Call Center:

**1-800-454-3730**

[Networkmanagement@iowatotalcare.com](mailto:Networkmanagement@iowatotalcare.com)

[Provider Resource Contact Webpage](#)



Assigned Provider Representative

Provider Call Center:

**1-844-236-1464**

[iaproviderrelations@molinahealthcare.com](mailto:iaproviderrelations@molinahealthcare.com)

[Provider Resource Contact Webpage](#)



Assigned Provider Representative

Provider Call Center:

**1-833-731-2143**

[providernetworkia@wellpoint.com](mailto:providernetworkia@wellpoint.com)

[Provider Resource Contact Webpage](#)



Iowa Medicaid Provider Services

**1-800-338-4609 (Des Moines)**

# Provider Claims



**Assigned  
Provider  
Representative**

[Rick Hannah](#)

Provider  
Relations  
Director

[Toni Wetrich](#)

Provider  
Relations  
Manager

[Kelly Acevedo](#)

Provider  
Relations  
Manager



**Assigned  
Provider  
Representatives**

**General Provider  
Relations Box**  
[Email](#)

[Angela Schmidt](#)

Provider  
Services  
Manager

[Rondine  
Anderson](#)

Provider  
Services  
Director



**Assigned  
Provider  
Representatives**

**Provider  
Call Center**  
1-800-454-3730

[Jamie Ferguson](#)

Provider  
Relationship  
Account Director



**Iowa Medicaid Provider Services**

1-800-338-7909 | (515)-256-4609 (Des Moines)

# State Ombudsman



## Phone

Des Moines  
**515-281-3592**  
Toll Free  
**1-888-426-6283**



## Email

[ombudsman@legis.iowa.gov](mailto:ombudsman@legis.iowa.gov)



## Website

<https://ombudsman.iowa.gov>

# Member Escalations



# Case Manager Issues



## Regional Managers

### Member Services:

1-833-404-1061

### Case Management Escalations

[lts\\_lts@iowatotalcare.com](mailto:lts_lts@iowatotalcare.com)



## Senior Manager & Senior Directors

View LTSS Supervisor Map and Contacts [here](#).



## Iowa Case Manager General Inbox

Contact Case Management Services [here](#).



## Regional Managers

View LTSS Supervisor Map and Contacts [here](#).



## Regional Managers

Contact information can be found [here](#).

### Member Services:

1-833-731-2140



## Becki Jones Director , GBD Special Program Operations

515-468-3856

[becca.jones2@wellpoint.com](mailto:becca.jones2@wellpoint.com)

# IHH Case Manager Issues



iowa total care

## Case Management Escalations

[lrc\\_ltss@iowatotalcare.com](mailto:lrc_ltss@iowatotalcare.com) | [lrc\\_ihh@iowatotalcare.com](mailto:lrc_ihh@iowatotalcare.com)



MOLINA  
HEALTHCARE

## Member Services

1-844-236-0894

[iowamemberservices@molinahealthcare.com](mailto:iowamemberservices@molinahealthcare.com)



Wellpoint.

## Member Services

1-800-660-4441

[iahealthhome@elevancehealth.com](mailto:iahealthhome@elevancehealth.com)



Health and  
Human Services



# Requesting a Case Manager



**Member Services**

1-833-404-1061



**Member Services**

1-844-236-0894



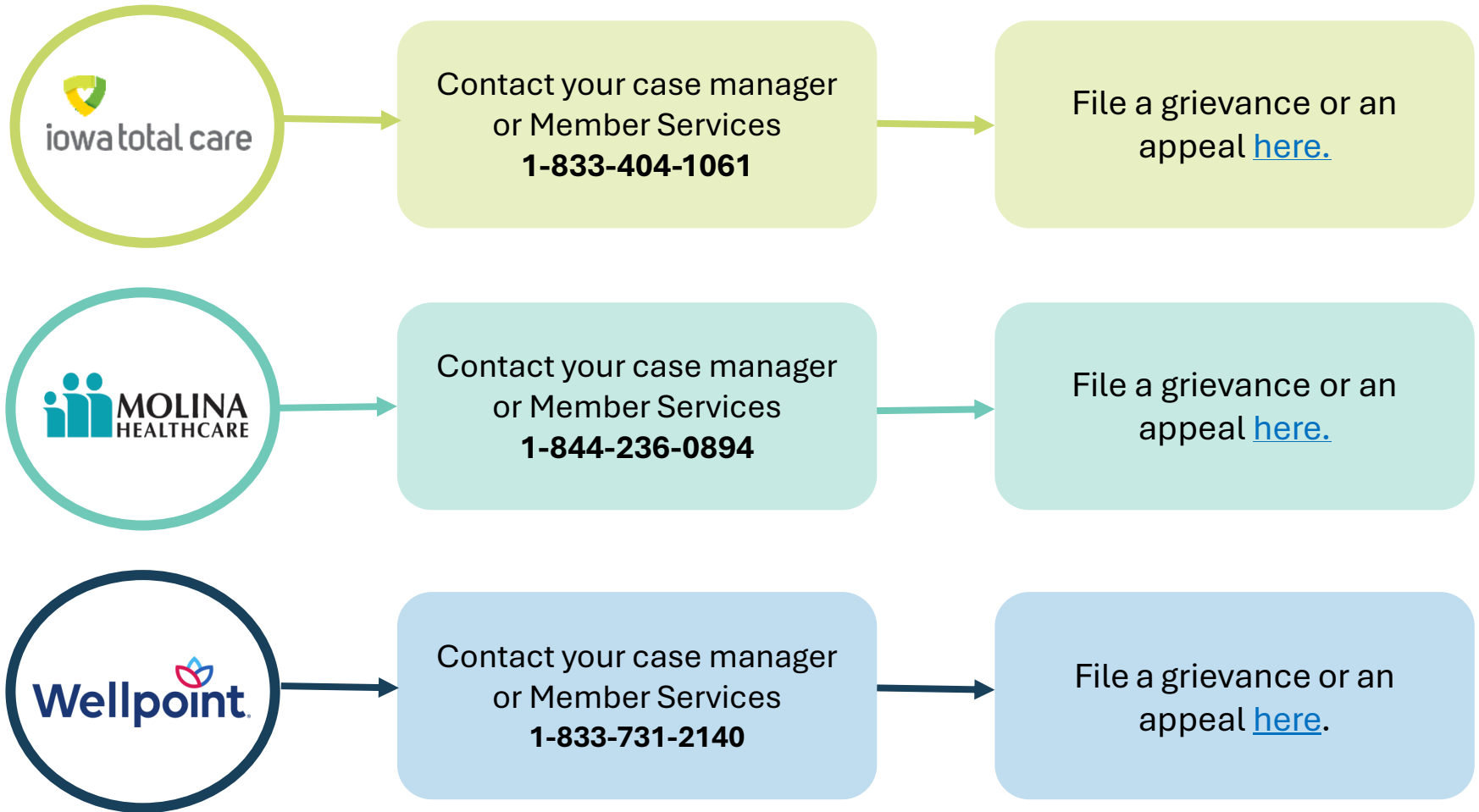
**Member Services**

1-833-731-2140

[iaicm@wellpoint.com](mailto:iaicm@wellpoint.com)

# Service Issues

Iowa Medicaid Provider Services  
**1-800-338-4609 (Des Moines)**



# Office of the State Long- Term Care Ombudsman

321 E. 12<sup>th</sup> Street, 4<sup>th</sup> Fl.  
Des Moines, IA 50319

1-866-236-1430  
[sltco@hhs.iowa.gov](mailto:sltco@hhs.iowa.gov)

