

IOWA MEDICAID: PATHWAYS FOR ISSUE RESOLUTION

Last Updated: March 2025



Provider Escalations



Provider Enrollment, Credentialing, and Contracting



Assigned Provider Representative

Provider Call Center:

1-800-454-3730

Networkmanagement@iowatotalcare.com

[Provider Resource Contact Webpage](#)



Assigned Provider Representative

Provider Call Center:

1-844-236-1464

iaproviderrelations@molinahealthcare.com

[Provider Resource Contact Webpage](#)



Assigned Provider Representative

Provider Call Center:

1-833-731-2143

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



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



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

IHH Case Manager Issues



iowatotalcare

Case Management Escalations

lrc_ltss@iowatotalcare.com | lrc_ihh@iowatotalcare.com



MOLINA
HEALTHCARE

Member Services

1-844-236-0894

iowamemberservices@molinahealthcare.com



Member Services

1-800-660-4441

iahealthhome@elevancehealth.com

Requesting a Case Manager



Member Services

1-833-404-1061



Member Services

1-844-236-0894



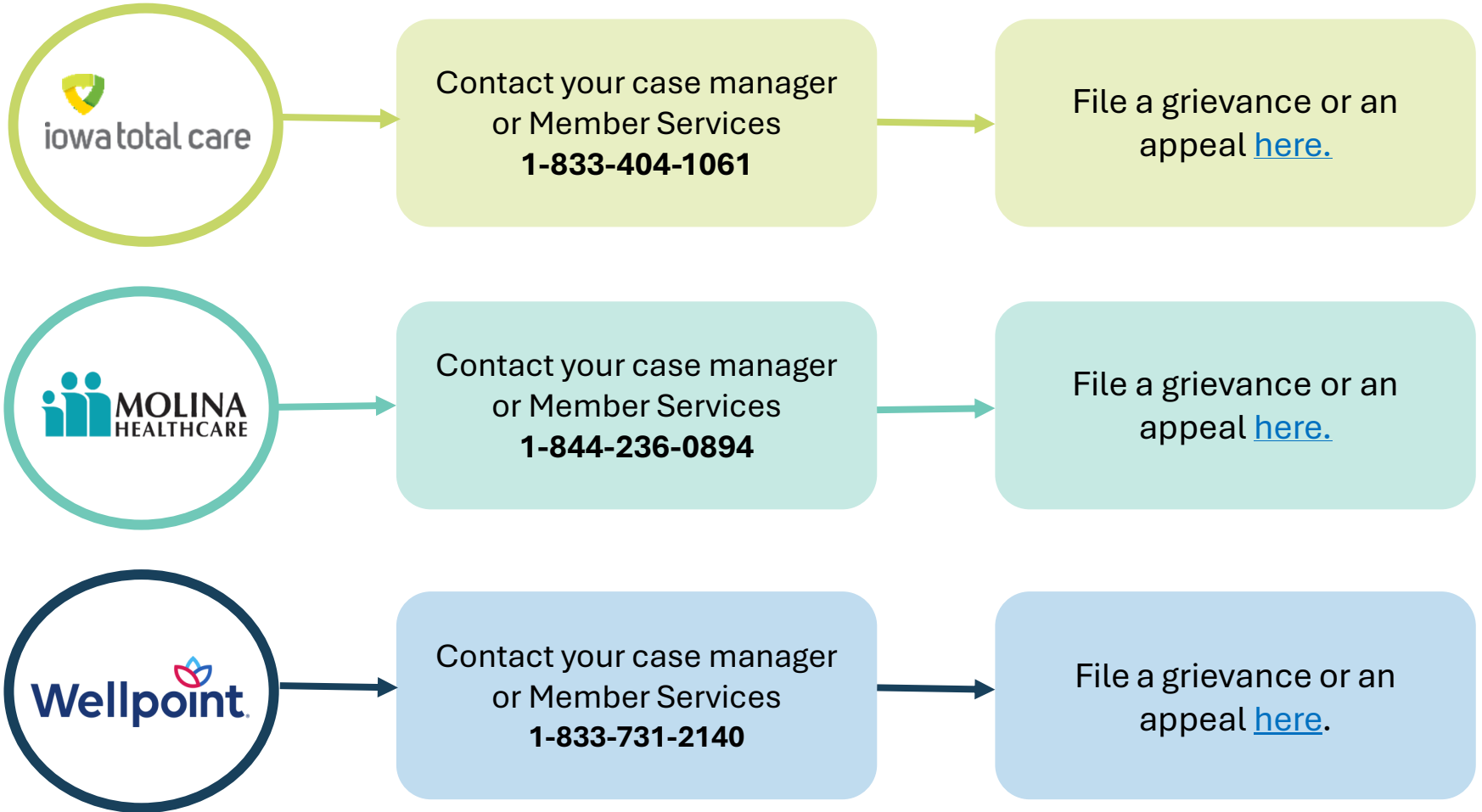
Member Services

1-833-731-2140

iaicm@wellpoint.com

Service Issues

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



Office of the State Long- Term Care Ombudsman

321 E. 12th Street, 4th Fl.
Des Moines, IA 50319

1-866-236-1430

sitco@hhs.iowa.gov

