



Wellpoint Iowa, Inc.:

How members can find a mental health provider

Members can locate a mental health provider through Wellpoint's **Find Care** tool:

Go to <https://findcare.wellpoint.com/fc-home>

Select **Member ID** for a basic search.

Enter the member's **Wellpoint ID**.

Choose **Medicaid** to access the provider search.

From there, members can search by: **Doctor, Hospital, Procedure**

Provider type/service category, including **Primary Care Provider (PCP), Behavioral Health, Lab, Imaging, Pharmacy, or Hospital**

Tips to improve results:

1. Update the **location** to the area of the state where the member lives.
2. Results can be sorted by **distance** and whether the provider is **accepting new patients**.
3. Members can **print** the list or **email** it to themselves.



Behavioral Health (BH) Case Management support

- BH Case Management can educate and support members by connecting them to **value-added benefits**

(VABs) and other resources, including:

- Asthma Relief Catalog (core benefit)
- Baby Essentials
- Choose Healthy
- Community Resource Link
- Emotional Well-Being Resources / Digital Mental Health Toolkit
- Fresh Food Connect
- Fresh Fruits & Veggies
- Get Connected to Health
- Guardianship Support
- Gym Membership
- Healthy Lifestyle Aids
- Hi-SET Assistance
- Home-Delivered Meals
- Home Essentials
- Meditation App Subscription
- Nursing Support
- Personal Care & Hygiene Supports
- Sensory Solutions
- SUD Recovery Support
- Summer Reading Benefit
- Transportation
- Uniform Support
- Weight Watchers

Behavioral Health (BH) Case Management support CHAMP funds may be available to assist eligible members with:

- Housing
- Utilities

Options for BH supportive collaborations: Wayspring, CHES Health, Centauri, BH health complex case managers. Face-to-face CM team is now embedded in 33 hospital, SUD and children's PMIC settings.

Transportation support (MTM)

Programs that *include* transportation benefits

- Full Medicaid
- IHAWP medically-exempt
- Medicaid members on HCBS waivers (non-medical transportation may be included in the care plan)

Programs that *do not include* transportation benefits

- IHAWP non-medically-exempt
- HAWKI

For members with transportation benefits (Medicaid, IHAWP medically-exempt, Waiver)

-Transportation can be used for covered medical/healthcare services as needed.

Wellpoint provides 20 VAB rides per year or 30 miles or less per year.

Transportation may also support trips such as:

- Grocery
- Fitness centers
- Social/community activities
- Waiver members may have expanded non-medical community transportation, including:
 - Employment
 - Grocery/shopping
 - Social rides
 - Day-hab

