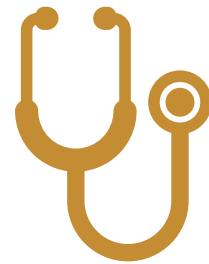


# Escalation Avenues

Last Updated: August 2023

# Provider Escalations



# Provider Enrollment, Credentialing and Contracting

Fee-for-Service

**Iowa Medicaid Provider Services**

1-800-338-7909

515-256-4609 (Des Moines)

Amerigroup

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

ProviderSolutionsIA@amerigroup.com  
515-493-6575

Iowa Total Care

**Assigned Provider Representative**  
(map found on [website](#))  
Provider Call Center  
1-833-404-1061

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

Molina Healthcare

**Provider Services Contact Center**  
Phone: (844) 236-1464

**Provider Services General**  
[iaproviderrelations@molinahealthcare.com](mailto:iaproviderrelations@molinahealthcare.com)

# Provider Claims



**Iowa Medicaid  
Provider  
Services**  
1-800-338-7909  
515-256-4609  
(Des Moines)



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

**Julie Stuhr**  
Provider  
Relationship  
Account  
Director  
[Julie.Stuhr@amerigroup.com](mailto:Julie.Stuhr@amerigroup.com)  
515-493-6575

**Donna Wendt**  
LTSS Provider  
Relationship  
Account Director  
515-493-970  
[Donna.Wendt@amerigroup.com](mailto:Donna.Wendt@amerigroup.com)



**Assigned  
Provider  
Representative**  
(map found on  
[website](#))  
Provider Call  
Center  
1-833-404-1061

**Paige Pettit**  
Provider Relations  
Director  
[Paige.Pettit@iowatotalcare.com](mailto:Paige.Pettit@iowatotalcare.com)

**Jeanne Larson**  
Provider Relations  
Manager  
[Jeanne.Larson@iowatotalcare.com](mailto:Jeanne.Larson@iowatotalcare.com)

**Toni Wetrich**  
Provider Relations  
Manager  
[Toni.Wetrich@iowatotalcare.com](mailto:Toni.Wetrich@iowatotalcare.com)

**Kelly Acevedo**  
Provider Relations  
Manager  
[Kelly.Acevedo@iowatotalcare.com](mailto:Kelly.Acevedo@iowatotalcare.com)



**Provider  
Services  
Contact  
Center**  
844-236-1464

**Provider  
Services  
Representative:**  
[PSR Regional  
Map](#)

**General  
Provider  
Relations Box:**  
[IAProviderRelations@molinahealthcare.com](mailto:IAProviderRelations@molinahealthcare.com)

**Provider  
Services  
Manager:**  
[Angela.Schmidt@MolinaHealthcare.com](mailto:Angela.Schmidt@MolinaHealthcare.com)

**Provider  
Services  
Director:**  
[Rondine.Anderson@MolinaHealthcare.com](mailto:Rondine.Anderson@MolinaHealthcare.com)

# Member Escalations



# Case Manager Issues

Amerigroup



Regional Managers

Contact information can be found <a href="#">here</a> .	Member Services 1-800-600-4441
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**Cathy Havel**  
Director GBD Special Program Operations

515-346-9357	<a href="mailto:Catherine.havel@amerigroup.com">Catherine.havel@amerigroup.com</a>
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Iowa Total Care



Regional Managers

Contact information can be found <a href="#">here</a> .	Case Management Escalation <a href="mailto:itc_ltss@iowatotalcare.com">itc_ltss@iowatotalcare.com</a>
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Senior Manager and Senior Directors

Contact information in grey boxes found [here](#).

Molina Healthcare



Iowa Case Manager General Inbox

[IA\\_CM@molinahealthcare.com](mailto:IA_CM@molinahealthcare.com)



Regional Managers

[Regional LTSS Supervisor Map \(molinahealthcare.com\)](#)

# IHH Case Manager Issues

**Amerigroup**

**Member Services**

1-800-660-4441

[healthhome@amerigroup.com](mailto:healthhome@amerigroup.com)

**Iowa Total Care**

**Case Management Escalations**

[itc\\_ltss@iowatotalcare.com](mailto:itc_ltss@iowatotalcare.com)

[itc\\_ihh@iowatotalcare.com](mailto:itc_ihh@iowatotalcare.com)

**Molina  
Healthcare**

**Member  
Services**

844-236-0894

**Molina Member  
Advocates**

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

# Requesting a Case Manager

## Amerigroup

- Member Services
- 1-800-600-4441
- iaicm@amerigroup.com

## Iowa Total Care

- Member Services
- 1-833-404-1061

## Molina Healthcare

- Member Services
- 844-236-0894



# Service Issues

**Fee-for-Service**

**Member Services**

1-800-338-8366

515-256-4606 (Des Moines)

**Amerigroup**

**Contact your case manager or member services**

1-800-600-4441

File a grievance or an appeal [here](#).

**Iowa Total Care**

**Contact your case manager or member services**

1-833-404-1061

File a grievance or appeal [here](#).

**Molina Healthcare**

**Contact your case manager or member services**

844-236-0894

Contact [lowamemberappealsgrievances@molinahealthcare.com](mailto:lowamemberappealsgrievances@molinahealthcare.com)

# 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>

# Managed Care Ombudsman Office

1-866-236-1430

[managedcareombudsman@iowa.gov](mailto:managedcareombudsman@iowa.gov)

# Contact the Medicaid Director

As the Medicaid Director, my door is always open ([ematney@dhs.state.ia.us](mailto:ematney@dhs.state.ia.us)).

Please try to leverage the pathways available at first as these are the quickest pathways for resolution.

That said, if there is a situation that you want me to be aware of, I will look into it as quickly as I am able.