

Getting to the Right Resource for Issues

June 2022



Provider Escalations

Pathways that providers should use to escalate issues and concerns.

Provider Enrollment, Credentialing and Contracting

FFS

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

Bianca Finley is the Iowa Medicaid Managed Care Provider Liaison
bfinley@dhs.state.ia.us

AGP

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

Julie Stuhr, Provider Experience Director
Julie.Stuhr@amerigroup.com
515-493-6575

ITC

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

Networkmanagement@iowatotalcare.com

Provider Claims

FFS

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

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Provider Call Center
1-833-404-1061

Paige Pettit, Provider Relations Director
Paige.Pettit@iowatotalcare.com
Jeanne Larson, Provider Relations Manager
Jeanne.Larson@iowatotalcare.com
Kelly Acevedo, Provider Relations Manager
Kelly.Acevedo@iowatotalcare.com
Toni Wetrich, Provider Relations Manager
Toni.Wetrich@iowatotalcare.com

State Ombudsman

- Website information can be found at:
[Office of Ombudsman \(iowa.gov\)](http://www.iowa.gov/ombudsman)
- Our State Ombudsman is a valued partner and will be joining us at a later Town Hall to discuss work in that office



Member Escalations

Pathways that members should use to escalate issues and concerns.

Who do members go to if they have an issue with their MCO case manager?

If efforts have been made to resolve issue directly with the case manager and member/guardian/family is not satisfied, the following resources are available.

A blue arrow-shaped graphic pointing to the right, containing the white text 'AGP'.

Regional Managers – a list of all regional managers and contact information can be found [here](#).

If there are urgent after hour needs, please contact Member Services
1-800-600-4441

Cathy Havel, Director GBD Special Programs Ops
515-346-9357
Catharine.havel@amerigroup.com

A dark blue arrow-shaped graphic pointing to the right, containing the white text 'ITC'.

Regional Managers – a list of all regional managers and contact information can be found [here](#).

Case management escalation can also be made by emailing itc_ltss@iowatotalcare.com

Senior Manager and Senior Directors – contact information in grey boxes found [here](#).

Who do members go to if they have an issue with their IHH case manager?

If efforts have been made to resolve issue directly with the IHH case manager and member/guardian/family is not satisfied, the following resources are available.



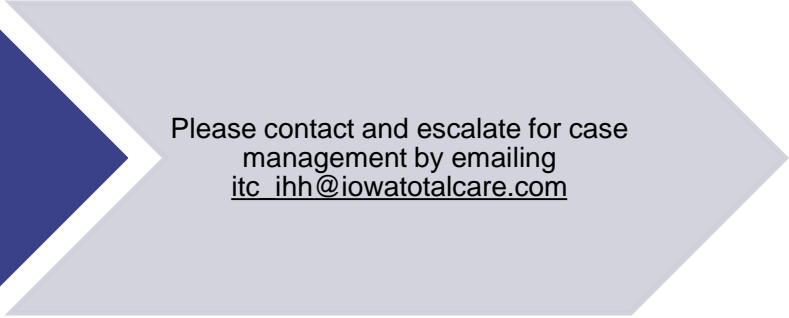
AGP



Please contact Member Services
1-800-600-4441
or
Email ia-healthhome@amerigroup.com



ITC



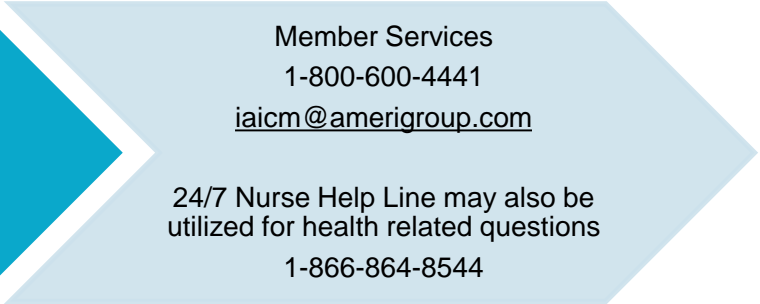
Please contact and escalate for case management by emailing itc_ihh@iowatotalcare.com

How do I request a case manager if I do not have one?

There are times where an individual may not have yet been assigned case management or the individual is not enrolled in a program where case management is automatically assigned.



AGP



Member Services

1-800-600-4441

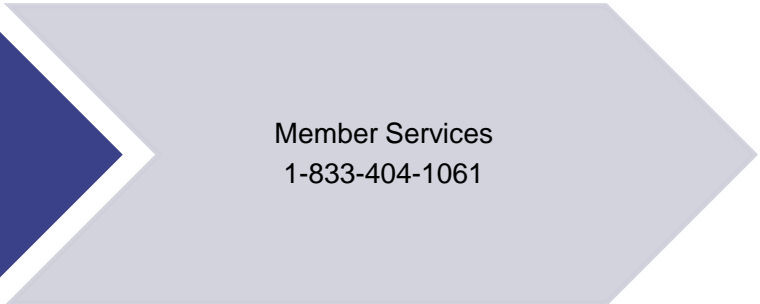
iaicm@amerigroup.com

24/7 Nurse Help Line may also be utilized for health related questions

1-866-864-8544



ITC



Member Services

1-833-404-1061

Where do I go when I am unhappy with my services?

FFS

Iowa Medicaid Member Services
1-800-338-8366
515-256-4606 (Des Moines)

AGP

Contact Case Manager
or
Member Services
1-800-600-4441

Information on grievances and appeals can be found on [website](#) or you can contact the below contacts:
1-800-600-4441

ITC

Contact Case Manager
or
Member Services
1-833-404-1061

Information on grievances and appeals can be found on [website](#) or you can contact the below contacts:
1-833-404-1061
appealsgrievances@iowatotalcare.com

You may also contact the [Managed Care Ombudsman Office](#)
1-866-236-1430
managedcareombudsman@iowa.gov

What do I do if I am having issues with my eligibility?

Contact your assigned Human Services Income Maintenance worker

Call Member Services
1-800-338-8366

You can find your county Human Services office contact information on the website:
https://dhs.iowa.gov/dhs_office_locator

My door is always open...

- As the Medicaid Director, my door is always open (ematney@dhs.state.ia.us)
- Please try to leverage the pathways available at first as this is the quickest way to get help for most situations
- 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