



Managed Care

**OMBUDSMAN PROGRAM**

*A Division of the Office of the State Long-Term Care Ombudsman*

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## PROTECTING THE RIGHTS OF IOWA'S MEDICAID MANAGED CARE MEMBERS

### What does the Managed Care Ombudsman do?

- Provides information about your options and rights as a Medicaid managed care member;
- Investigates any complaints you may make about the managed care services you receive;
- Answers questions about Medicaid managed care;
- Works to resolve issues with your managed care organization (MCO) or health care service providers; and
- Helps when you cannot get the care you need.

### Who does the Managed Care Ombudsman help?

- Members of a Medicaid managed care plan who receive care in a health care facility, assisted living facility or elder group home in Iowa.
- Members enrolled in one of Medicaid's seven home and community-based services (HCBS) waiver programs (AIDS/HIV, Brain Injury, Children's Mental Health, Elderly, Health and Disability, Intellectual Disability, Physical Disability).

### Contact the Managed Care Ombudsman to:

- Ask for assistance resolving a concern that impacts the quality of care provided by your MCO;
- Learn more about your rights as a Medicaid managed care member;
- Obtain information about or assistance with a specific topic, such as how to switch MCOs or care planning choices; or
- Learn about other valuable resources, such as legal assistance, in-home services and nutrition.

**ALL SERVICES PROVIDED ARE  
CONFIDENTIAL AND FREE OF CHARGE**