



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 is the Managed Care Ombudsman Program?

The Managed Care Ombudsman Program advocates for the rights and needs of Medicaid managed care members who receive care in a health care facility, assisted living facility or elder group home in Iowa, and/or members who are 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). The program also partners with providers who serve and support Medicaid managed care members.

The Managed Care Ombudsman:

- Provides information about Medicaid managed care members' options and rights;
- Investigates complaints made by or on behalf of Medicaid managed care members;
- Answers questions about Medicaid managed care;
- Works to resolve issues with MCOs and health care service providers; and
- Helps members who cannot get the care they need.

What is the Provider's Role When it Comes to Member Rights?

Providers who serve and support Medicaid managed care members are encouraged to:

- Assist Medicaid managed care members in understanding their rights and responsibilities;
- Collaborate with members in designing a person-centered care plan;
- Notify a community-based case manager of any significant changes in a member's condition or care, including hospitalizations or recommendations for additional services; and
- Advise or advocate on behalf of a member with the member's consent.

Contact the Managed Care Ombudsman to:

- Ask for assistance resolving a concern that impacts the quality of care provided by an MCO;
- Learn more about the rights and responsibilities of Medicaid managed care members;
- Obtain information about or assistance with a specific topic; or
- Learn about other valuable resources available to members, such as legal assistance, in-home services and nutrition.

**ALL SERVICES PROVIDED ARE
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