

GET ADDITIONAL HELP

The Managed Care Ombudsman is available at any point to answer your questions or to help you through the process of filing a grievance or appeal or requesting a fair hearing.

The Managed Care Ombudsman also accepts complaints specific to your experience as a managed care member. To submit a formal complaint with the Managed Care Ombudsman, contact the Managed Care Ombudsman to request a complaint form.

Your personal information will be kept confidential and will only be revealed with your permission. The Managed Care Ombudsman will contact you if any additional information is needed or required.

You may contact the Managed Care Ombudsman using any of the methods below:

Phone:

866-236-1430 (Monday-Friday, 8 a.m. - 4:30 p.m.)

Email:

ManagedCareOmbudsman@iowa.gov

Fax:

515-725-3313

Mail:

Office of the State Long-Term Care Ombudsman
Attn: Managed Care Ombudsman
Jessie Parker Building
510 E. 12th Street, Ste. 2
Des Moines, IA 50319

Through advocacy, self-empowerment and education by the Managed Care Ombudsman Program, each Medicaid managed care member in Iowa will be treated with dignity and respect and will have his or her rights honored.



Jessie Parker Building
510 E. 12th Street, Ste. 2
Des Moines, IA 50319
www.iowaaging.gov

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ManagedCareOmbudsman@iowa.gov

KNOW YOUR RIGHTS: GRIEVANCES, APPEALS & FAIR HEARINGS





KNOW YOUR RIGHTS

As a Medicaid managed care member, you have the right to express your concerns by filing a grievance or appeal.

A ***grievance*** is a complaint you make directly to your MCO about issues such as the quality of care, services or treatment you received. For example, you may wish to file a grievance if your aide or transportation is late or doesn't show, if your case manager is not available by phone or if you were treated rudely by a provider.

An ***appeal*** is a request to review an action taken by your MCO or provider. For example, you may wish to file an appeal if you are denied a new service or if your services are reduced or terminated.

If you are not satisfied with the MCO's decision on your appeal, you may request a ***fair hearing*** with DHS. In a fair hearing, a judge reviews your appeal to make a decision on your case. You have the right to a representative of your choosing to assist and represent you during the process.

FILING A GRIEVANCE

To file a grievance with your MCO, call the Member Services number located on the back of your MCO card. You may file a grievance over the phone or by mail. If you submit a grievance over the phone, the MCO may ask you to also submit a written grievance by mail.

FILING AN APPEAL

To file an appeal with your MCO, call the Member Services number located on the back of your MCO card or submit a written appeal by mail. If you file an appeal over the phone, the MCO may ask you to also submit a written appeal. Depending on your MCO, you may need to complete an appeal form. Please refer to your member handbook for instructions.

If your life or health is at risk, you may request an expedited appeal by your MCO to receive a more timely decision. Expedited appeals are designed for people in life-threatening situations and should only be utilized under serious circumstances.



REQUESTING A FAIR HEARING

The form to request a fair hearing can be found on the DHS website. You may also write a letter or complete the form at your local DHS office. You cannot request a fair hearing without fully completing the MCO appeal process.

HELP WITH FILING A GRIEVANCE, APPEAL OR REQUESTING A FAIR HEARING

You may call any of the organizations listed below to request assistance:

- LifeLong Links: 1-866-468-7887
- Disability Rights Iowa: 1-800-779-2502, TTY 711
- Iowa Legal Aid: 1-800-532-1275
- Amerigroup Iowa, Inc. Member Services: 1-800-600-4441, TTY 71
- AmeriHealth Caritas Iowa, Inc. Member Services: 1-855-332-2440, TTY 1-844-214-2471
- UnitedHealthcare Plan of the River Valley, Inc. Member Services: 1-800-464-9484, TTY 711

The Managed Care Ombudsman Program can be reached at:

866.236.1430

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