

Resources for Iowa Medicaid Managed Care Members

Question/Need	Who to Contact	How to Contact
<i>I need help understanding my options and services with my MCO, finding an in-network provider, obtaining a prior authorization and/or getting information about my care.</i>	Managed Care Organization	<p>Amerigroup Iowa, Inc. Phone: 1-800-600-4441 Email: MPSWeb@amerigroup.com Website: http://www.myamerigroup.com/IA</p> <p>AmeriHealth Caritas Iowa, Inc. Phone: 1-855-332-2440 Email: members@amerihealthcaritas.com Website: http://www.amerihealthcaritas.com/</p> <p>UnitedHealthcare Plan of the River Valley, Inc. Phone: 1-800-464-9484 Website: http://www.uhccommunityplan.com/</p>
<i>I have a question about my application for Medicaid, benefits and coverage and/or how to select or change my MCO.</i>	Iowa Medicaid Member Services	Phone: 1-800-338-8366 or 515-256-4606 Email: IMEMemberServices@dhs.state.ia.us
<i>I need help connecting to local services that can help me stay independent at home.</i>	LifeLong Links	Phone: 1-866-468-7887 Website: http://www.lifelonglinks.org
<i>I need help understanding and making decisions about Medicare and other health coverage.</i>	SHIIP (Senior Health Insurance Information Program)	Phone: 1-800-351-4664 Email: shiip@iid.iowa.gov Website: http://www.shiip.state.ia.us
<i>I need legal assistance because I was denied services and/or need help preparing for a legal matter.</i>	Iowa Legal Aid	Phone: 515-243-1193 Website: http://www.iowalegalaid.org
<i>I have a disability and I need legal assistance related to abuse, neglect, education, employment, housing and/or denial of services.</i>	Disability Rights IOWA	Phone: 515-278-2502 Email: info@DRIowa.org Website: http://www.disabilityrightsowa.org
<i>I need information on programs, services and supports for individuals with disabilities.</i>	Iowa Compass	Phone: 1-800-779-2001 Website: http://www.iowacompass.org