

KNOW YOUR RIGHTS

As a Medicaid managed care member, you have the right to:

- Be treated with respect and dignity and expect privacy and confidentiality
- Express concerns without fear of reprisal
- Participate in your care planning process and make decisions about treatment
- Make personal choices
- Be fully informed about services and costs
- Receive timely, appropriate and accessible medical care
- Access emergency care services if your health is in danger without prior approval from your health care plan
- Choose the provider of your choice from the providers available with your Managed Care Organization (MCO)
- Change your Managed Care Organization (MCO), as allowed by program policy
- Receive interpretive services
- Appeal a decision made by your health care plan

The Managed Care Ombudsman Program can be reached at:

866.236.1430

ManagedCareOmbudsman@iowa.gov

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.



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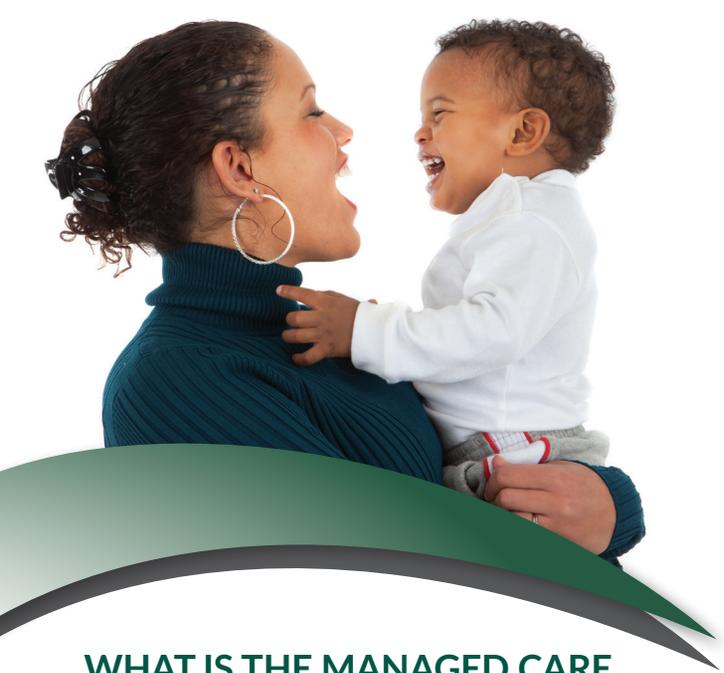
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MANAGED CARE OMBUDSMAN PROGRAM

Protecting the Rights of Medicaid Managed Care Members





MANAGED CARE OMBUDSMAN SERVICES

The Managed Care Ombudsman Program:

- Acts as an advocate for Medicaid managed care members who live or receive care in a health care facility, assisted living program or elder group home;
- Acts as an advocate for Medicaid managed care members enrolled in one of the seven home and community-based services (HCBS) waiver programs;
- Investigates complaints made by, or on behalf of, members;
- Serves as a resource for answers regarding managed care rules and members' rights;
- Provides information, education, awareness and training about managed care options and members' rights; and
- Promotes policy changes to improve the quality of life for Medicaid managed care members.

WHAT IS THE MANAGED CARE OMBUDSMAN PROGRAM?

In Iowa, the Managed Care Ombudsman Program was established to advocate for the rights and wishes of Medicaid managed care members who live or receive care in a health care facility, assisted living program or elder group home, as well as members enrolled in one of the following 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

All services provided by the Managed Care Ombudsman Program are confidential and free of charge.



REASONS TO CALL A MANAGED CARE OMBUDSMAN

You may wish to contact the Managed Care Ombudsman Program to:

- Ask for assistance resolving a concern with your Managed Care Organization (MCO)
- Ask for assistance resolving a concern with a health care provider
- Learn more about the rights of Medicaid members enrolled in a managed care plan
- Clarify state or federal regulations on Medicaid managed care policies
- Obtain information about or assistance with a specific topic, such as the process for choosing or changing a Managed Care Organization (MCO) or care planning
- Learn about other resources available to Iowa Medicaid managed care members and their families, such as legal assistance and advocacy services or home and community-based services
- Request a speaker

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