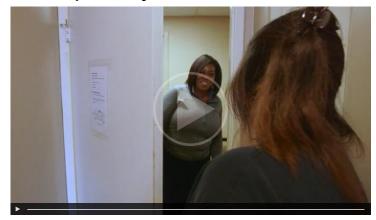


Iowa Department of Human Services



Successful Outcomes

Care Coordination Helps IA Health Link Member Live Independently



Click the video above to view this IA Health Link member's story.

A UnitedHealthcare (UHC) member is able to live independently, maintain her mental and physical health, and has improved her outlook on life with the coordination of services provided to her under managed care.

The 60-year-old struggled with her physical and mental health for much of her life. Just when she felt that she was back in control of her life and on a path forward, an accident caused severe frostbite on both of her hands, resulting in the amputation of nine fingers and the need for serious medical care.

Because she needed to be close to her doctors in lowa City and required daily assistance learning how to adjust to her new disability, she was required to stay in a skilled nursing facility. Her limited

Iowa Medicaid Contacts

Iowa Medicaid
Member Services

1-800-338-8366

<u>Iowa Medicaid</u> <u>Provider Services</u>

1-800-338-7909





IA Health Link Member Services

<u>Amerigroup Iowa</u> 1-800-600-4441

UnitedHealthcare 1-800-464-9484

IA Health Link
Provider Services

<u>Amerigroup Iowa</u> 1-800-454-3730

UnitedHealthcare
1-888-650-3462

income was dedicated primarily to paying her obligation at the facility. When she was physically ready to move back into an apartment by herself, she couldn't save up money to apply for apartments, pay a security deposit, or cover the first month of rent. She also did not have the community supports necessary to help her adjust to life living on her own - she had very few personal belongings and no friends or family in the area. She was stuck.

As part of her benefits with UHC, she was assigned a case manager, who called in support from a UHC Housing Navigator.

Together, the member and her housing navigator worked to find affordable housing options that would also meet her physical and mental health needs. The member needed to have access to transportation so that she could continue her medical care; she also needed to be connected to organizations that could help her access food, furnish her apartment, and provide social support. The UHC Navigator was able to connect with multiple community-based organizations and social service agencies that, combined, ensured she had the support she needed to leave the nursing facility.

Through the coordination of services provided by managed care, she is now able to live independently - improving her outlook on life, maintaining her mental and physical health, and giving her the tools she needs to continue moving forward.

Looking for an Old Issue of the Medicaid e-News? Each edition features useful tools and important updates. Now you can quickly access old issues to find what your looking for. Visit the Lowa Medicaid newsletter page where you'll find links to each issue.



Dental Wellness Plan Member Services

Delta Dental

1-888-472-2793

MCNA Dental

1-855-247-6262

Dental Wellness Plan Provider Services

Delta Dental

1-888-472-1205

MCNA Dental

1-855-856-6262

Informational Letters
Informational letters
are posted through the
Iowa Medicaid Portal
Application (IMPA)
system and are
available on the DHS
website here. These
letters communicate
important policies and
procedures for
providers and their
administrative staff.

Follow Us!





Sign Up Now

For Iowa Medicaid e-News.

Iowa Medicaid Enterprise | IMECommunications@dhs.state.ia.us | dhs.iowa.gov 100 Army Post Rd., Des Moines, IA 50315