



Iowa Department of Human Services

Success Stories



THE RIGHT CARE, AT THE RIGHT TIME, AT THE RIGHT PLACE.



Unique Programs

Amerigroup Iowa Earns National Award for Health Care

A Managed Care Organization (MCO) that oversees Iowa's Medicaid program recently earned a national award of distinction for its access to health care for minorities with language or cultural barriers.

On May 10, 2018, Amerigroup Iowa received Multicultural Health Care Distinction accreditation from the National Committee for Quality Assurance. Amerigroup received a score of 95.5 percent out of 100 percent.

The Multicultural Health Care Distinction award recognizes providers that meet the NCQA's standards for culturally and linguistically appropriate services.

The program evaluates the effectiveness of an organization's product, product line or program based on five sets of criteria:

- Collection of ethnic and language data.
- Availability of language services.
- Cultural responsiveness of practitioner networks.
- Consistent improvement of culturally and linguistically appropriate services.
- Reduction of health care disparities.

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Iowa Medicaid Contacts

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[Iowa Medicaid Provider Services](#)

1-800-338-7909



IA Health Link Member Services

[Amerigroup Iowa](#)

1-800-600-4441

[UnitedHealthcare](#)

1-800-464-9484

IA Health Link Provider Services

[Amerigroup Iowa](#)

1-800-454-3730

[UnitedHealthcare](#)

1-888-650-3462



**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

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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.

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