



## Iowa Department of Human Services

### Success Stories



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



#### Successful Outcomes

#### Care Coordination Helps IA Health Link Member Get Healthy, Find Housing

### Successful Outcomes



By the time a 53-year-old Amerigroup (AGP) member had entered treatment for methamphetamine addiction, she had become homeless and had been living in a homeless camp in central Iowa, suffering from deteriorating health. In addition to her struggles with mental health, she was dealing with untreated asthma, a thyroid disorder, and warped toes that needed surgery.

An AGP Outreach Specialist met with the member and developed a comprehensive plan to help not only improve her health but also reclaim other parts of her life. The AGP Outreach Specialist first helped to enroll the member in an alcohol and drug treatment program. Even while the member was in the middle of that program, the AGP Outreach Specialist was already planning the next steps to reintroduce the member to daily life once she completed the program. The AGP Outreach Specialist ensured that she would have support for her various challenges, including her physical health, her addiction, and her homelessness. The support included primary care services, sponsorships through Narcotics Anonymous, as well as Integrated Health Home and intensive outpatient services.

Today, the member is thankful to be alive and has expressed appreciation for her outreach specialist's

#### Iowa Medicaid Contacts

##### [Iowa Medicaid Member Services](#)

1-800-338-8366

##### [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

guidance and encouragement. The member is in better physical health than she has been in years and is in ongoing recovery for her mental health and addiction challenges. Additionally, she has secured safe and stable housing and has reconnected with family. She says she's happy to have found purpose in her life.

This AGP member's story is a reminder that supporting long-term health requires a team approach to address both immediate medical needs and the environmental factors that influence mental and physical health.

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#### 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

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