



### IA Health Link Managed Care Program

On January 1, 2016, most Iowa Medicaid programs will be joined together into one managed care program called **IA Health Link**.



The goals of this new program are to improve health care quality and access to Medicaid members, support responsibility for health outcomes and create a Medicaid budget that is steady and more manageable. IA Health Link gives you the same health coverage you know and use, but will be covered by a Managed Care Organization (MCO) that you get to choose.

**Your benefits will not change and you do not need to do anything right now.** The MCO that you choose will have a network of providers across Iowa for you to pick from to get the care you need. More information will be sent to you about your health plan options in the near future. If you move, please contact the Department of Human Services call center at 1-877-347-5678. We will update your address in our records to make sure that you get this important information.

Please watch your mail closely in the coming months. To learn more about this change, you can visit [www.dhs.iowa.gov/ime/members](http://www.dhs.iowa.gov/ime/members)

If you have any questions about this change or your current health care coverage, please call the Iowa Medicaid Member Services Unit at **1-800-338-8366**, or in the Des Moines area at 515 256-4606. Help is available Monday through Friday, from 8 a.m. until 5 p.m. You may also email Member Services at [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)

*Para solicitar este documento en español, comuníquese con Servicios para Miembros al teléfono 1-800-338-8366 de 8:00 a.m. a 5:00 p.m., de lunes a viernes.*

## New Rules for the NEMT Program

The rules for the Iowa Non-Emergency Medical Transportation (NEMT) program were updated on July 1, 2015. As of July 1, 2015, the rules below are in effect:

1. TMS, who manages the NEMT program, will now provide mileage reimbursement to the member, family, friends or whoever drives the member to and from the member's medical appointment. This change is only for mileage reimbursement trips, which are trips to reimburse medical transportation expenses for eligible Iowa Medicaid members.
2. Mileage reimbursement trips no longer require two business days' notice before the scheduling of trips. These trips can be called into the TMS Call Center and scheduled the same day as the trip.
3. Reimbursement claims now must be submitted within 120 days of the date of the trip.

TMS now offers a new email address, [iowaoc@evhc.net](mailto:iowaoc@evhc.net), to scan and email in documents for claims.

For any Iowa NEMT Program questions please contact the Iowa Call Center at **866-572-7662**.

Iowa Administrative Code 441-78.13(249A)

## Do You Have Concerns About Falling?

If you do, you are not alone. Falls are a big concern for Iowans. Accidental fall-related injuries and deaths are happening more often. Falls are the leading cause of injury-related deaths for older Iowans. Causes for falls can be related to:

- lower body weakness,
- poor eyesight,
- medications,
- chronic health problems, or
- unsafe home conditions.

Falls can be harmful to your health and ability to move around on your own. To prevent falls:

- have your medical provider check you for your risk for falling,
- check your medicines,
- have your eyesight checked,
- exercise to have better balance and strength, and
- make your home safer (get rid of throw rugs and things you can trip over, have handrails and lights put in staircases, have a secure grab bar inside your tub and next to the toilet).

Think about taking a fall prevention class like A Matter of Balance, Tai Chi, or Stepping On. To find a class near you visit

<https://www.iowaaging.gov/evidence-based-programs> or contact LifeLong Links by calling 1-866-468-7887.

*Submitted by Carlene Russell, Iowa Department on Aging*



The Iowa Medicaid Member Newsletter is a quarterly publication from the Iowa Department of Human Services. If you would like to unsubscribe from this newsletter or share your thoughts, please contact the Iowa Medicaid Member Services Unit at 1-800-338-8366, M –F, 8 a.m. – 5 p.m.