

# 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 MCO, as allowed by program policy
- Receive interpretive services
- Appeal a decision made by your health care plan



Managed Care

**OMBUDSMAN PROGRAM**

*A Division of the Office of the State Long-Term Care Ombudsman*

[www.iowaaging.gov](http://www.iowaaging.gov) | 866.236.1430 | [ManagedCareOmbudsman@iowa.gov](mailto:ManagedCareOmbudsman@iowa.gov)



**WE'RE HERE TO**  
**help**

**Iowa's Managed Care Ombudsman Program is your partner in education and advocacy.**

In Iowa, the Managed Care Ombudsman Program was established to advocate for the rights and wishes of Medicaid managed care members who 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

Our goal is to provide information about Medicaid managed care options and members' rights, serve as a resource for answers regarding managed care rules and investigate complaints made by, or on behalf of, members.

If you have a question, concern or complaint about the Medicaid services you receive, please contact the Managed Care Ombudsman Program. All services provided are confidential and free of charge.



Managed Care

**OMBUDSMAN PROGRAM**

*A Division of the Office of the State Long-Term Care Ombudsman*

[www.iowaaging.gov](http://www.iowaaging.gov) | 866.236.1430 | [ManagedCareOmbudsman@iowa.gov](mailto:ManagedCareOmbudsman@iowa.gov)