



## Iowa Department of Human Services

### Success Stories



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



#### Unique Programs

#### Clinic Days Program Encourages IA Health Link Members to See Their Doctor



Being proactive in managing your wellness is important to live a healthier life. Amerigroup is helping its members remain closely involved in their care through its Clinic Days program.

The Clinic Days program is a series of days held throughout the year across Iowa where Amerigroup encourages its members to visit their doctor and have their annual wellness check or receive important preventive care, such as back-to-school immunizations.

Too often, health concerns that could have been comparatively minor - or avoided altogether - become worse as a result of missed opportunities to get healthcare because a patient doesn't "feel" sick. This can be particularly important among certain groups, such as young adult men, who tend to seek out wellness visits on a less-frequent basis than other populations.

#### 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

Using data analysis tools, Amerigroup staff identifies members who may be due for a checkup or other appointment, reach out to remind them, and offer to help get it done by assisting them in addressing any obstacles, such as helping find an available appointment time or arranging transportation to and from the doctor's office.

On Clinic Days, Amerigroup Iowa Registered Nurses are onsite at doctor offices, greeting members and providing education on various health topics, such as exercise, smoking cessation and alcohol use. They also answer questions about Amerigroup benefits such as our 24-hour nurse helpline

Though typically conducted at doctor's offices, in order to reach more people, Amerigroup will deploy its Clinic Days program in new and inventive ways, such as a partnering with the Iowa Wild AHL hockey team in Des Moines. Amerigroup members who show up at the arena on certain days during the season will be able to receive a wellness checkup and get tickets to a Wild game.

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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

### 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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