



## Successful Outcomes

### **Member Receives Home Modification During MCO Transition**

An Amerigroup Iowa community-based case manager (CBCM) ensured a member's needs were met all while helping him transition to Amerigroup from another Managed Care Organization (MCO).

In July 2019, a central Iowa member who receives waiver services was making the transition to Amerigroup and was in need of a home modification. The member's mother, who acts as his daily caregiver, was finding it impossible to manage his lift across the existing carpet in the home. An Amerigroup CBCM, who was assigned to reach out to the family, learned of the issue during the MCO transition and took immediate action.

The solution was an accessible vinyl flooring installation to make the member's lift transfers safer and easier. The CBCM made contact with the family in late July 2019, completed a plan update, estimates for the work and approvals so that flooring installation could start in early September 2019.

Within a few weeks of transitioning to Amerigroup, the family had brand new flooring appropriate for the member's needs.

This is just one example of how the work of CBCMs improves the health and quality of life for IA Health Link members.

## IA Health Link Contacts

### **MEMBER SERVICES**

[Amerigroup Iowa](#)

### **PROVIDER SERVICES**

[Amerigroup Iowa](#)

1-800-600-4441

[Iowa Total Care](#)  
1-833-404-1061

1-800-454-3730

[Iowa Total Care](#)  
1-833-404-1061

#### Dental Wellness Plan Contacts

### MEMBER SERVICES

[Delta Dental](#)  
1-888-472-2793

[MCNA Dental](#)  
1-855-247-6262

### PROVIDER SERVICES

[Delta Dental](#)  
1-888-472-1205

[MCNA Dental](#)  
1-855-856-6262

#### Iowa Medicaid Contacts

### MEMBER SERVICES

[Iowa Medicaid Member Services](#)  
1-800-338-8366

### PROVIDER SERVICES

[Iowa Medicaid Provider Services](#)  
1-800-338-7909

#### Success Stories

# Success Stories



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



#### IA Health Link Success Stories

IA Health Link is a managed care program that works to make sure members get the health care that they need. Click the [image](#) above to read success stories.