



Medicaid e-News

News and Announcements:

UnitedHealthcare Takes Action to Support People Affected by Tornadoes in Central Iowa



UnitedHealthcare and Optum, the health benefits and services companies of UnitedHealth Group are taking action to help people affected by the recent tornadoes that swept through parts of central Iowa.

Support includes assisting UnitedHealthcare plan participants who may need to make alternate arrangements to access care and early prescription refills, as well as offering a free emotional-support line to help people who might be affected.

- **Help Finding a Network Care Provider, Early Refills:** UnitedHealthcare plan participants who need help finding a care provider in the UnitedHealthcare network or obtaining early prescription refills can call customer care at the number located on the back of their medical ID cards.

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

- **For plan participants who may have misplaced their medical ID cards**, call 866-633-2446, 8 a.m.-8 p.m., Monday through Friday. People enrolled in Medicaid, who have a smartphone can download the free **Health4Me** app, which provides instant access to their ID card, network care providers, their personal health benefits and more. The Health4Me app is available as a free download at the Apple [iTunes App Store](#) and the Android Market on [Google Play](#).
- **Free Help Line:** Optum, a leading health and behavioral health services company, is offering a free emotional-support help line.

The toll-free number, 866-342-6892, will be open 24 hours a day, seven days a week, for as long as necessary. The service is free of charge and open to anyone. Specially trained Optum mental health specialists help people manage their stress and anxiety so they can continue to address their everyday needs. Callers may also receive referrals to community resources to help them with specific concerns, including financial and legal matters.

Along with the toll-free help line, emotional-support resources and information are available online at www.liveandworkwell.com.

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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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