

If you have questions about Medicaid or the services Medicaid covers, call the Medicaid Toll-Free Line:

1-800-338-8366

(515) 725-1003 DSM - Polk Co.



This is a number you can call if you have doctor bills you think Medicaid should have paid.

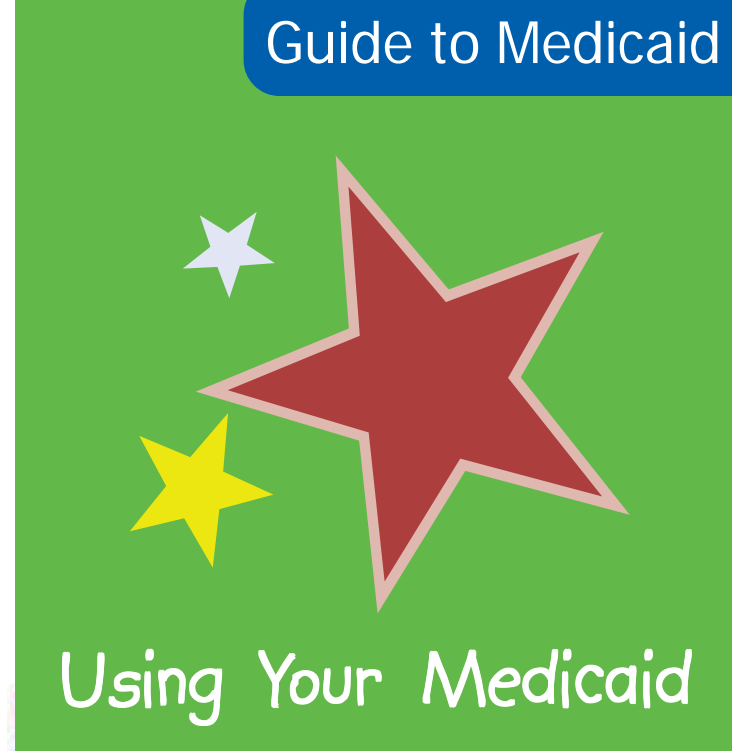
This is a number you can call to appeal if you were denied Medicaid.

To download a Medicaid application, go to:

- www.ime.state.ia.us then click on "How to Apply for Medicaid" located at the bottom of the Web page under Quick Links



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Using Your Medicaid



WORKING TOGETHER

Medicaid Card

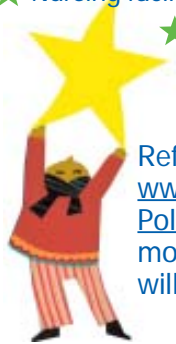
If you are enrolled, you will get a Medicaid card. A Medicaid card is also sometimes called a Title 19 card. **Your doctor or medical provider may ask to see this card so be sure to bring it to each visit!** If you lose your card, you have to call your local Human Services office for a new card. You can call 2-1-1 to find out the number of your local office.

Where Can I get Medicaid Services?

You can go to any doctor, dentist, pharmacy or other medical provider who takes Medicaid. Medical providers can decide if they will be a part of the Medicaid program.

Services that May be Covered

- ★ Dental care
- ★ Vision exams
- ★ Hearing exams
- ★ Hospital and doctor visits
- ★ Transportation services
- ★ Home health agencies
- ★ Adult rehabilitation
- ★ Family planning services
- ★ Pregnancy services
- ★ Nursing facilities
- ★ Mental health/Substance abuse
- ★ and much, much more!



Refer to the Medicaid manual at www.dhs.state.ia.us/policyanalysis/PolicyManualPages/PolManual.htm for more information on services and if you will have to pay the co-pay.

Report to DHS...

- Call or stop in to your local Human Services office or talk to your caseworker within 10 days of any changes in your health insurance.
- Report and talk to your caseworker regarding any accidents that cause you to get medical care.
- Report any money you get if you are hurt at work or from a lawsuit or insurance.

Co-Payment

If you have a co-payment, it means you have to pay part of the costs of some of the services you get. Your provider can tell you what you have to pay for and what it will cost.

What do I need to do?

- Before receiving services, choose a doctor (this will be your primary doctor) who accepts Medicaid; otherwise you may have to pay.
- Tell your doctor or medical provider if another person is in charge of paying your medical costs.
- Make sure you know what services you can get under Medicaid.
- Get to your medical appointments on time or call to let them know if you cannot make it and schedule another appointment.

Iowa Plan for Behavioral Health

If you need mental health or substance abuse services, you must call the Iowa Health Plan at **1-800-317-3738** in order to get the services you need.

Appeals and Hearings:

If you have a Notice of Decision that says that you do not get Medicaid, but you think you should, you may appeal that Notice of Decision within 30 days. If you have a bill that is denied by Medicaid, you can appeal. You can file an appeal by writing to your local Human Services office or by writing to:

**Iowa Department of Human Services
Appeals Section 5th Floor
1305 E. Walnut Street
Des Moines, IA 50319-0114**

You may also file an appeal electronically at www.dhs.state.ia.us/forms/appealrequest.htm.

