

Section 6:

Case Management Options

Medicaid Managed Care Organization

Medicaid Managed Care Organizations (MCO) is a collection of people focused on providing care for an individual's physical health, behavioral health, and future care. The staff provide support to coordinate services for an individual and their families. Medicaid members can choose the MCO they feel will best support them in addressing their health care needs. An open enrollment timeframe is open twice per year to allow an individual to transition to the other MCO, if they so choose (i.e., Your doctor's contract ends with their current MCO, and you wish to stay with their doctor. The option in this case would be to move to the MCO the doctor is contracted with).

Amerigroup Iowa, Inc. (Anthem)

- Member Services Number: 1-800-600-4441
- Member Services Email: MPSWeb@amerigroup.com
- Website: www.myamerigroup.com/IA

Iowa Total Care (Centene)

- Member Services Number: 1-833-404-1061
- Website: <http://www.iowatotalcare.com>

Alternative to MCO

Health Insurance Premium Payment Program (HIPP)

HIPP is a Medicaid Savings Program for individuals or family members where at least one member is on Medicaid (Title XIX). HIPP members are enrolled in the Fee-for-Service (FFS) program and receive case management services from DHS Case Management.

The program is designed to be a cost-effective alternative for individuals who are covered by private insurance through their employer or private policy. It allows the individual to stay on their own insurance if they meet the requirements of having a cost-effective plan.

The goal for HIPP is to save taxpayers by utilizing the employer health insurance as the primary insurance coverage, instead of Medicaid funding.

Ways to apply for HIPP:

- Complete an application by phone 515-974-3282 (local) or 888-346-9562 (toll free)
- Print the below form link, complete the form, and email to hipp@dhs.state.ia.us or fax to 515-725-0725
- Print the below link, complete the form, and mail to Iowa Medicaid Enterprise (IME) – HIPP Unit, PO Box 36476, Des Moines, IA 50315-9907
- HIPP Form: <https://dhs.iowa.gov/sites/default/files/470-2875.pdf?122020212013>

For more information on HIPP visit <https://dhs.iowa.gov/ime/members/medicaid-a-to-z/hipp>.

While Waiting to Receive Waiver Services or for Services Not Covered Under Medicaid

The East Central Region is a partnership between counties to support children and adults who have brain health challenges and/or intellectual/developmental disabilities, including those with multi-occurring substance use issues, health issues, physical disabilities, brain injuries, and other complex human service needs. They offer funding support for individuals while they are waiting to receive waiver funding or for some services not covered under an individual's specific waiver. The funding requires an application and set parameters that must be met to qualify.

For additional questions contact Your Life Iowa at 855-581-811 or text 855-895-8398.

To apply for region funding visit <https://ecriowa.org/about/how-to-apply>.

For a breakdown of policies and procedures visit <https://ecriowa.org/wp-content/uploads/2020/11/ECR-Management-Plan-Final-Approved-by-MHDS-Commission-6.18.20.pdf>.