

# Section 6:

## Case Management Options

### Medicaid Managed Care Organization

Managed Care Organizations (MCO) coordinate care for Iowa Medicaid members. Medicaid members can choose the MCO they feel will best support them in addressing their health care needs. Open enrollment timeframes are available twice per year to allow an individual to transition to a different MCO of their choice. An individual may choose to transition for various reasons (i.e., your doctor's contract ended with your current MCO, and you wish to stay with your 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](mailto:MPSWeb@amerigroup.com)
- Website: [www.myamerigroup.com/IA](http://www.myamerigroup.com/IA)

#### Iowa Total Care (Centene)

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

#### Molina Healthcare of Iowa

- Member Services Number: 1-800-338-8366
- Website: <https://www.welcometomolina.com/ia>

### Alternative to MCO

#### Integrated Health Home

Integrated Health Home (IHH) is a team of professionals, including family and peer support services, working together to provide whole-person, patient-centered, coordinated care for adults with a serious mental illness (SMI) and children with a serious emotional disturbance (SED). This includes individuals currently receiving Targeted Case Management (TCM) and Case Management through Medicaid funded Habilitation. Care coordination is provided for all aspects of the individual's life and for transitions of care the individual may experience. The IHH is required to assist individuals with their paperwork and guide them through the application process for benefits for which they qualify. The IHH is required to coordinate all services for an individual, including medical, behavioral, and community services regardless of the funding sources for those services.

Integrated Health Home may be provided in:

- Member's home and community
- Cannot be provided in the provider's home

Target Population: adults with serious mental illness and children with serious emotional disturbance.

Ages: All Ages

<https://hhs.iowa.gov/ime/members/medicaid-a-to-z/health-home>

### **Mental Health and Disability Services (MHDS) Region of East Central Iowa**

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. MHDS 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 must be met to qualify.

Target Population: Individuals waiting to receive Medicaid or who need funding for non-Medicaid covered services.

Ages: All Ages

To apply for region funding visit <https://ecriowa.org/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>