



Dear IowaCare Member:

As you know, Broadlawns Medical Center (BMC) will become your Medical Home as of December 1, 2011. We are pleased that you will be coming to Broadlawns for your basic health care needs. This information is being sent to make you aware of the services available at our facility.

To make an appointment with a primary care provider, please call **515-282-2331** or toll free **1-888-897-8892**. Questions about other services or programs that we offer can be directed to BMC's Medical Home Care Coordination Team **515-282-2882** or toll free **1-855-898-2882**.

Please review the attached information prior to making an appointment. Please bring the following items to your first appointment:

- Valid picture ID
- Proof of County residency.

As an IowaCare member:

- You **must** receive primary care at your assigned medical home for the care to be covered.
- Your BMC primary care provider can refer you for specialty care at Broadlawns or the University of Iowa Hospitals and Clinics, if needed.
- If you choose to receive primary care outside of your assigned medical home, your care will **not** be covered and you **cannot** be referred for covered specialty services at Broadlawns or the University of Iowa Hospitals and Clinics by that outside provider.
- If you currently have a primary care appointment scheduled at the University of Iowa Hospital and Clinics after December 1st, you will need to reschedule this appointment with a primary care provider at Broadlawns.
- If you currently have an appointment scheduled for ongoing specialty care at the University of Iowa, please continue with that appointment.
- The University of Iowa may have been providing you with services that were not otherwise covered under the IowaCare program, such as prescription drugs, medical supplies, or transportation. Please be aware of the following:
 - **Pharmacy:** If you are eligible for the Broadlawns Community Care Program (see attached requirements), drugs will be covered through the Broadlawns Pharmacy. **There is a \$2 service fee for each prescription.**
 - **Transportation:** The Heart of Iowa Rural Transportation System (HIRTA) may be able to assist you with transportation needs. You will need to contact HIRTA in your area directly.
 - If you no longer have IowaCare, have a different insurance or no insurance, or if you change your address or telephone number, please call us and let us know as soon as possible.
- **Please be reminded that IowaCare does not cover Mental Health Services.**

Welcome to Broadlawns Medical Center. If you have any questions, please visit the BMC website at: www.broadlawns.org or the BMC IowaCare website at: www.broadlawnsiowacare.org

Sincerely,
Broadlawns Medical Center



COMMUNITY CARE PRESCRIPTION PROGRAM

If you need assistance with your prescriptions, you must apply at Financial Counseling at Broadlawns Medical Center every 6 months. If you are enrolled, Broadlawns can fill your prescriptions. Our pharmacy only fills prescriptions written by Broadlawns providers.

Financial Counseling Office Hours

Monday through Friday: 7:30 a.m. to 4:30 p.m.
For additional information, call 515-282-2246

DOCUMENTATION REQUIRED

1. **Picture I.D. MUST BE VALID IOWA STATE I.D.** Iowa Drivers License and Iowa I.D's can be obtained at the Iowa Dept of Transportation, 6310 SE Convenience Blvd. (just off Corporate Woods Drive) Ankeny, Iowa 50021. 515-239-1101
2. **Proof of Social Security number.** This will come from your Social Security card. If you do not have your Social Security card available, please inform the financial counselor. Replacement Social Security cards can be ordered at the Federal Building, 455 Southwest 5th, Suite F, Des Moines IA 50309. Phone number: 1-866-964-7583.
3. **Proof of Residency.** We will need to prove that you live in your County of Residence. To do this, we will need documentation. Rent receipts, utility bills, insurance statements, or official mail that has been sent to you at the address where you currently live. This cannot be a PO Box, a mailing address or junk mail (i.e., coupons) that is addressed to "you or current resident."
4. **Birth Certificate.** You will need to provide a Birth Certificate for all eligible persons. Must be a State issued document with the state seal. (Iowa Birth Certificate requests: 515-281-4944. Lucas State Office Building 321 East 12th, Des Moines Iowa.)
5. **Proof of income.** We require proof of ALL income, received in the last 90 days. This can be, but not limited to: all paycheck remittances or employer verification, Social Security statements, workers compensations disbursements, disability income. Child support, Foster Care income, Self Employment. Inheritance

If No Income/Unemployed. We require a Shelter – In – Kind (Notice of Support): This is a written statement from the person(s) or organizations that are helping to provide Food and/or Shelter to you. This statement requires the contact information for the person(s) or



organizations completing the statement and their signature. The purposes of this statement is to provide documentation of the source of food and shelter utilized by persons who have minimal or no personal income and currently are unable to provide Food and/or shelter for themselves.

6. **Proof of all Accounts** to include, but not limited to: Checking, Savings, IRA's, 401K's, CD's, Stocks, Bonds, 403B's, Trust's, Annuities, IPERS, and any other type of money accounts. We need a copy of a Bank statement showing the amount of funds present in these accounts.
7. **Proof of Child Support Payments (if this applies to you).** If you pay child support, you will need to bring in proof of your payments during the last 90 days. Iowa's child support program 1-888-229-9223, weekdays 8:00 a.m. to 5:00 p.m. CST.
8. **Proof of application for Social Security Disability (if this applies to you).** This is proven with paperwork from Social Security Administration (515-283-0212) showing the date that the claim was filed or a written statement from any chosen legal representative/Attorney.
9. **You must provide your notice of Food Stamp benefits (if this applies to you).** Your copy of the Iowa Department of Human Service's Notice of Decision will have this information, (Iowa Medicaid, 1900 Carpenter Des Moines 515-286-3635 Office hours are 8:00 am to 4:30 pm Monday-Friday)