



IowaCare Member Frequently Asked Questions

Where can I get care?

Where you get care is based on the **county** in which you live. The following chart shows where you can get many services paid for by IowaCare. If you are assigned to a medical home and need covered specialty care, your medical home will refer you to either the University of Iowa Hospitals and Clinics or Broadlawns Medical Center, depending on your situation and where you live.

<p>Community Health Center of Fort Dodge 126 North 10th Street Fort Dodge, IA 50501 To make an appointment call: (515) 576-6500</p>	<p>Broadlawns Medical Center 1801 Hickman Road Des Moines, IA 50314 To make an appointment call: (515) 282-2273</p>	<p>Peoples Community Health Clinic 905 Franklin Street Waterloo, IA 50703 Site also available in Clarksville To make an appointment call: (319) 272-4300</p>
<p>If you live in one of these counties:</p> <ul style="list-style-type: none"> • Cerro Gordo • Floyd • Franklin • Mitchell • Webster • Worth 	<p>If you live in one of these counties:</p> <ul style="list-style-type: none"> • Boone • Dallas • Jasper • Madison • Marion • Polk • Story • Warren 	<p>If you live in one of these counties:</p> <ul style="list-style-type: none"> • Black Hawk • Bremer • Buchanan • Butler
<p>Crescent Community Health Center 1789 Elm St. Suite A Dubuque, IA 52001 To make an appointment call: 563-690-2858</p>	<p>Council Bluffs Community Health Center Omni Centre Business Park 300 West Broadway, Suite 6 Council Bluffs, IA 51503 To make an appointment call: 712-325-1990</p>	<p>Primary Health Care 412 E. Church Street Marshalltown, IA 50158 To make an appointment call: 515-248-1561</p>
<p>If you live in one of these counties:</p> <ul style="list-style-type: none"> • Chickasaw • Dubuque • Fayette • Howard • Winneshiek 	<p>If you live in one of these counties:</p> <ul style="list-style-type: none"> • Audubon • Fremont • Harrison • Mills • Montgomery • Page • Pottawattamie • Shelby 	<p>If you live in GRUNDY County</p>



Where can I get care...continued

The University of Iowa Hospitals & Clinics

200 Hawkins Drive

Iowa City, IA 52242

To make an appointment call:

(319) 356-1000

Siouxland Community Health Center

1021 Nebraska Street

Sioux City, IA 51105

To make an appointment call:

(712) 202-1057 or 1-888-371-1965

If you live in one of these counties:

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| • Adair | • Hamilton | • Monroe |
| • Adams | • Hancock | • Muscatine |
| • Allamakee | • Hardin | • Palo Alto |
| • Appanoose | • Henry | • Pocahontas |
| • Benton | • Humboldt | • Poweshiek |
| • Calhoun | • Iowa | • Ringgold |
| • Cass | • Jackson | • Scott |
| • Cedar | • Jefferson | • Tama |
| • Clarke | • Johnson | • Taylor |
| • Clayton | • Jones | • Union |
| • Clinton | • Keokuk | • Van Buren |
| • Davis | • Kossuth | • Wapello |
| • Decatur | • Lee | • Wayne |
| • Delaware | • Linn | • Washington |
| • Des Moines | • Louisa | • Winnebago |
| • Emmet | • Lucas | • Wright |
| • Greene | • Mahaska | |
| • Guthrie | • Marshall | |

If you live in one of these counties:

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|---------------|------------|
| • Buena Vista | • Monona |
| • Carroll | • O'Brien |
| • Cherokee | • Osceola |
| • Clay | • Plymouth |
| • Crawford | • Sac |
| • Dickinson | • Sioux |
| • Ida | • Woodbury |
| • Lyon | |

Where can I get hospital care?

Members whose Medical Home is listed below will be referred to **Broadlawns Medical Center** in Des Moines for routine hospital care. If covered specialty care is needed, members will be referred to the University of Iowa Hospitals and Clinics, if the care is not available at Broadlawns:

- Broadlawns Medical Center
- Community Health Center of Fort Dodge
- Siouxland Community Health Center
- Council Bluffs Community Health Center
- Primary Health Care in Marshalltown

All other members will go to the University of Iowa Hospitals and Clinics.

Need help finding your local Department of Human Services (DHS) office? Have additional questions? Call Member Services at 1-800-338-8366 or in Des Moines at 515-256-4606. Or, call your DHS worker.



What types of care are covered by IowaCare?

- Inpatient hospital care - when you are admitted to the University of Iowa Hospitals and Clinics or Broadlawns and stay at least one night
- Outpatient hospital care- when you are seen at the University of Iowa Hospitals and Clinics or Broadlawns and are able to go home the same day
- Doctor and nursing services at the hospital
- Primary care at your assigned medical home
- Some dental services
- Yearly physicals (see below)
- Prenatal care (see below)
- Help to quit tobacco (see below)

Important: Medical providers **do not** have to offer all of the services on the above list. IowaCare is a **limited** benefit program. It's a good idea to ask about what is covered when you call to make an appointment.

How can I get a yearly physical?

If you have been assigned to a Medical Home, it is required that you have your yearly physical done at your Medical Home.

If you have not been assigned to a Medical Home, you can have your yearly physical done at any Iowa Medicaid provider.

If you need advanced or specialty follow-up care as a result of your physical, your Medical Home or the Iowa Medicaid provider you saw may refer you to the University of Iowa Hospitals and Clinics or Broadlawns Medical Center.

Other Services

Nurse Helpline

For help in deciding if you need to go to the emergency room or use other health care services call:

1-866-890-5966.

Quitline

For help quitting smoking call your Medical Home. You may also call Quitline Iowa at **1-800 Quit-Now/1-800-784-8669.**

Is medicine covered?

Not unless it is part of a covered inpatient stay at the University of Iowa Hospitals and Clinics or Broadlawns Medical Center. Outpatient drugs may be available at reduced cost through programs operated by IowaCare network providers.

How can I get prenatal care?

If you are pregnant you must first contact your local DHS office.

You can go to any Iowa Medicaid provider unless you live in **Cedar, Clinton, Iowa, Johnson, Keokuk, Louisa, Muscatine, Scott or Washington** counties. Then, you must go to the University of Iowa Hospitals and Clinics in Iowa City for prenatal care.

Are there any other costs?

There may be premiums (see page 4) and co-payments required for some IowaCare services. Check with your provider to make sure what services are covered and what you may have to pay for before starting any treatment.

Are any types of care not covered by IowaCare?

Yes, IowaCare has limited benefits and services.

Transportation: Transportation including ambulance services is not covered. However, you may obtain a ride only to/from the University of Iowa Hospitals and Clinics via a service it provides if you make an appointment. This service is offered **by appointment only**. Call: **319-356-2346**. Check with your provider to make sure all services are covered before starting any treatment.

Mental Health Services: IowaCare does not cover mental health services. If you utilize the University of Iowa Hospitals and Clinics or Broadlawns for these types of services you may be responsible for the bill.



Do I have to pay for IowaCare?

You may have a monthly premium. Premiums are based on your individual or household income. You will get a Notice of Decision that will tell you if you owe a premium. When you applied for IowaCare you signed an agreement to pay premiums if you were eligible for coverage.

You will have a copayment for all covered services given in a physician office visit.

You **must** stay in IowaCare and pay any premiums that you owe for at least the first four mandatory months. If you drop out of IowaCare, you will still owe premiums for the four mandatory months.

How do I pay my premium?

A self-addressed, stamped envelope will be included with your bill. You can get another envelope from your local DHS office if you lose your statement. Call your worker to get another one. You may also mail your payment to the address below. Payments are due by the end of each month.

- Mail your payment to:

**Iowa Medicaid Enterprise IowaCare
Premiums
P.O. Box 10391
Des Moines, IA 50306-0391**

Please include your name and your IowaCare ID number on the check or money order. If it is not included, your payment may not be credited to the right account.

What if I can't afford to pay my premium?

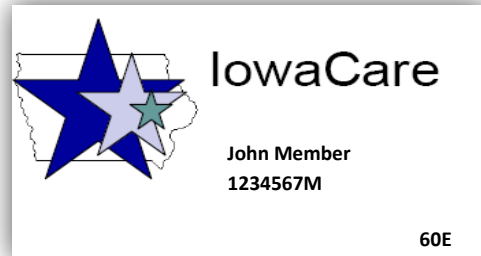
If you cannot afford to pay the premium for any month, **be sure to mark this on your billing statement.** This is called "declaring hardship". You must "declare hardship" and mail the statement back **for each month that you cannot afford to pay the premium.**

All you need to do is sign and date the hardship statement and mail it back in the return envelope provided.

Will I get an IowaCare ID card?

Yes. You will get a paper ID card with your name and state ID number. If you are also on the Iowa Family Planning Network you will get a separate card for that program.

Example:



Need a new card?

Call your local DHS office to ask for a new card to be sent to you.

Will I ever need to reapply for IowaCare?

Yes. You will be enrolled in IowaCare for 12 months. After that, you will need to reapply to continue your coverage. A renewal application will be mailed to you before the end of the twelve months.

What if I drop out of IowaCare and want to reapply later?

You may drop out by calling your worker at your local DHS office and ask to have your IowaCare benefits canceled. You may reapply at any time. If you drop out in the first four months, any premiums owed for those months must still be paid unless you claim hardship.

Is there anything else I should know?

You must report the following changes to your worker no later than 10 calendar days after it happens:

- You enter a non-medical institution, including jail
- You move
- You get other health insurance coverage
- You find out you are pregnant

