



March 22, 2016

Dear Community Partner:

As many of you may already know, the Iowa Department of Human Services has been developing an initiative called IA Health Link, with the goal of bringing health care delivery for all Medicaid services (physical health, behavioral health, and long-term care) under one system. These services will now be overseen by Managed Care Organizations (MCOs), including: Amerigroup, AmeriHealth Caritas Iowa, and UnitedHealthcare Community Plan. The anticipated start date for this transition is now April 1, 2016. *Care for Kids* staff want to provide you with important contact information to assist individuals as this transition occurs, and keep you informed as to how this will impact the available services offered to Medicaid participants through our program.

Important contact information for Medicaid participants during the transition to IA Health Link includes:

- **Iowa Medicaid Member Services Unit:** 1-800-338-8366 (for questions about MCO assignments)
- **Amerigroup Member Services:** 1-800-600-4441
Website: <http://www.myamerigroup.com/IA>
For Amerigroup transportation requests: call **Logisticare** at 1-844-544-1389
- **AmeriHealth Caritas Iowa Member Services:** 1-855-332-2440
Website: members@amerihealthcaritasia.com
For AmeriHealth Caritas Iowa transportation requests: call **Access to Care** at 1-855-346-9760
- **UnitedHealthcare Community Plan Member Services:** 1-800-464-9484
Website: <http://www.uhccommunityplan.com>
For UnitedHealthcare Community Plan transportation requests: call **MTM** at 1-855-201-8342

Care for Kids services are provided at no cost to children birth through 20 years who are enrolled in Iowa Medicaid. The primary goal of the Care for Kids Program will continue to be to remove barriers and increase access to preventive health care services by:

- Helping families get connected to their Managed Care Organization (MCO)
- Helping families find doctors, dentists, and other health care providers in the local area
- Connecting families to available transportation services provided by their MCOs
- Reminding families when children are due for their well child exams
- Helping families to schedule appointments and providing appointment reminders
- Providing appointment follow-up calls
- Educating about the importance of preventive health care and establishing health care homes
- Connecting families to other supportive community services, such as child care and WIC

To learn more about the *Care for Kids* program, to request more brochures, or to make a referral, please contact *Care for Kids* by calling 563-328-4114. We look forward to working with you!

Sincerely,

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