

# The Iowa Plan Newsletter

A newsletter about the Iowa Plan for Behavioral Health

## What is the Iowa Plan?

This is for people with Medicaid. It helps them get care for mental health or substance use problems. The Iowa Plan also offers treatment for substance use disorders through the Iowa Department of Public Health (IDPH). This is for people who do not have Medicaid or for people who do not have insurance to pay for treatment.

These groups manage the Iowa Plan together: Magellan, the Iowa Department of Human Services (DHS) and IDPH.

Call 1-800-317-3738 for mental health or substance use disorder services.

Visit our website at [www.Magellanoflowa.com](http://www.Magellanoflowa.com). You can learn more there.

## Rights and responsibilities

### Member rights

You have rights if you get services through the Iowa Plan.

You have the right to:

#### **Respect, dignity and privacy.**

- Be treated carefully, with respect and privacy.
- Be treated fairly, whatever your:
  - Race.
  - Religion.
  - Gender.
  - Ethnic background.
  - Disability.
  - Source of payment.

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**This newsletter provides helpful information. It does not suggest a need for any type of health services.**

The Iowa Plan Newsletter is from Magellan Behavioral Care of Iowa. It is for people who have signed up for Medicaid. It is also for people who may get care for substance use disorders through the Iowa Department of Public Health. (“Substance” means drugs or alcohol.)

*You can find the Iowa Plan Member Handbook and newsletters at this website: [www.Magellanoflowa.com](http://www.Magellanoflowa.com).*

You may never have mental health or substance abuse problems. Anyone who is eligible for these services under Medicaid gets this newsletter. That is why you got this newsletter.

*Para solicitar una copia de este Boletín informativo en español, llame al Plan de Iowa al 1-800-317-3738.*

### *Member rights, continued*

- Have your treatment and other information kept private. We share treatment records without your okay only when the law allows it. See your member handbook to learn how we protect your treatment information.

You have the right to:

#### **Participate in your care.**

- Get care easily and when you need it.
- Learn about treatment in a way that:
  - Respects your culture.
  - You can understand.
  - Fits your needs.
- Take part in making your plan of care.
- Get information in a language you can understand and get things translated for free.
- Get information in other ways if you ask for it.
- Get information about Magellan and its:
  - Providers.                      – Role in the
  - Programs.                        treatment
  - Services.                         process.
- Get information about clinical rules followed in your care.
- Ask your providers about their work history and training.
- Not be kept alone or forced to do something you do not want to do. This is based on a federal law.
- Be free from any form of control used in a hostile way.
- Be free from any form of control or restraint used to hurt or punish you.
- Give your thoughts on the Rights and Responsibilities policy.
- Ask for a certain type of provider.
- Have your provider make care decisions based on the treatment you need.

- Get healthcare services that obey state and federal laws about your rights.
- Learn about treatment in a way that:
  - Respects your culture.
  - You can understand.
  - Fits your needs.
- Take part in making your plan of care.
- Help make decisions about your healthcare.
- File a complaint or grievance.
- File an appeal about a Magellan action or decision.
- Get a copy of your medical records. You can ask that they be changed or corrected.
- Use your rights. This will not affect the way Magellan and its providers treat you.
- Get written information on advance directives and your rights under state law. (An advance directive tells doctors the kind of care you would want if you become too sick to decide.)
- Talk with your provider about the types of treatment that are right for you. The cost or benefit coverage does not affect this.
- Ask for information in a way that you can get to it easily. This applies if you have a visual, hearing or physical disability. This will help you know what benefits and services you have access to.

#### **Member responsibilities**

There are things you need to do as an Iowa Plan member. Agreeing to them helps you get better. It can help you get the most out of your mental health or substance use disorder services. It also helps us work with you better.

You should:

- Get treatment you need from an Iowa Plan provider.
- Treat with respect anyone giving you care.
- Share as much information as you can with providers. This helps them give you quality care. It helps us give you the right services.

- Ask questions about your care. This helps you and your providers understand your health problems. It helps create treatment goals. It helps create plans you agree on.
- Follow your treatment plan. You and your provider should agree on this plan.
- Follow the plan for taking your medicine. You and your provider should agree on the plan.
- Tell your providers and primary care doctor about changes in your medicine. This includes prescriptions for medicines other doctors give you.
- Come to all your provider visits. You should call your provider as soon as you know you need to cancel a visit.
- Tell your provider when you think the treatment plan is not working.
- Tell your provider if you have problems paying copays if you get substance use disorder services paid for by IDPH. You should not have to pay copays for services paid for by the Iowa Plan.
- Share your worries about the quality of your care.

We want Medicaid enrollees and other Iowa Plan members to get the services they need. We follow special medical rules for our decisions about care. The only time we do not is in an emergency. The rules include the type

### ***Tell someone if you suspect abuse and fraud.***

(This is someone not being honest.)

Call the Corporate Compliance Hotline. You can reach this number 24 hours a day and seven days a week.

Compliance Hotline: 1-800-915-2108  
Compliance email:  
Compliance@MagellanHealth.com

of service and how long the service should last. Providers in your plan follow the same rules.

## Medicaid Grievance System

### **Complaints**

You can file a complaint through the Grievance System if you are not happy with any part of the Iowa Plan. You may file a complaint or grievance about:

- The Iowa Plan.
- Magellan.
- A provider.
- The care you receive.

Call us toll-free or write to us. You can send an email or fax. A provider or other person helping you can file a written grievance for you. We resolve these and respond in writing within 14 days.

### **You can call, write, email or send a fax to us to file a complaint.**

Magellan Behavioral Care of Iowa  
P.O. Box 71129  
Des Moines, IA 50325  
Email: [dsmgrievance@magellanhealth.com](mailto:dsmgrievance@magellanhealth.com)  
Phone: 1-800-317-3738  
Fax: 1-888-656-2658

### **Appeals**

You can appeal (ask for a review of) our actions. These actions can include:

- Denial of services or if we only approve part of a service.
- Limiting or stopping services that were approved.
- Denial of payment for a service.
- Not providing services quickly enough.
- Not acting within the time limits for appeals and grievances.

What you need to do to file an appeal:

- File an appeal within 30 days of the date on the notice of action letter.
- Send us a written, signed appeal or call us. Then follow up with a written, signed appeal.
- A provider or someone else helping you may file an appeal for you.
- You or a provider or other person helping may:
  - Present information about the appeal.
  - Review our appeal documents.

We tell members when we get their written appeals. We then send a written decision within 14 days.

You can ask for a faster appeal. Do this if taking the time for a regular appeal could hurt you. We will return a decision in three working days.

**You can call, write, email or send a fax to us to file an appeal.**

Magellan Behavioral Care of Iowa  
P.O. Box 71129  
Des Moines, IA 50325  
Email: [dsmappeals@magellanhealth.com](mailto:dsmappeals@magellanhealth.com)  
Phone: 1-800-317-3738  
Fax: 1-888-656-2658

### **State Fair Hearing**

Ask for a State Fair Hearing if you are not happy with our decision. Do this within 30 days. ***This applies for Medicaid only. It does not apply for Iowa DPH.***

*Write to:*

Iowa DHS  
Attn: Iowa Medicaid Appeals Liaison  
1305 E. Walnut, 5th Floor  
Des Moines, IA 50319

Your benefits can still cover you during the appeal and State Fair Hearing process. All of these must apply:

- The appeal includes a change in a care approval already in place.

- The services are ordered by an approved provider.
- The allowed time of service has not expired.
- The request is made on or before:
  - 10 days from the notice date.
  - The date of the action we decide to take.

Your provider may want to request a State Fair Hearing because of an unpaid claim.

Remember:

- You must give your provider the okay to request the State Fair Hearing.
- You do not have to pay for the claim if it is denied.

**Call us at 1-800-317-3738 if you need help sending an appeal or a complaint.**

## Definitions

**Emergency medical condition.** This is a very serious illness or problem. This can include severe pain. Not getting medical help could badly hurt:

- A person's health.
- Any body organ or part.
- The way the body works.
- The health of a pregnant woman or her unborn child.

**Emergency services.** This care is given by any qualified provider. This includes inpatient and outpatient services. The providers will look at the emergency condition. They will work to make it more stable.

**Post-stabilization services.** These are services related to an emergency medical condition. The services are provided after you are stable. They help keep the condition stable. Or they will make it better or resolve it.

## Helpful tips

- **Learn about how Magellan helps members and families get quality care.** We measure the quality of our services. We are proud of the care members get today. We are always looking for ways to get better.
- **Get a list of and information about Iowa Plan providers.** Call us at 1-800-317-3738. You can also look in your member handbook or visit our website. The address is [www.MagellanofIowa.com](http://www.MagellanofIowa.com). You also should have a provider list from when you started using the plan.
- You may need special services. At times these might not be available through a plan provider. Call us for help. We can find a provider for you.
- Medicaid enrollees do not have to pay for mental health or substance use disorder services from Iowa Plan providers. **Call us if you get a bill for Iowa Plan services.** We will fix the problem.
- A psychiatric advance directive is a legal form. It tells a provider what to do about a person's mental health care. This is before a person might be too ill to do it. We will do our best to tell you if the law changes this form. We will do this 90 days before the changes start.

## Screening programs

We always look for ways to help you stay healthy. We have two programs for members who have certain needs.

**Substance abuse screening:** This program checks for substance abuse issues. We use the Consumer Health Inventory (CHI). The CHI is for members at least 14 years old. We urge all providers to use the CHI. The program checks for “moderate to heavy use” of substances. It tells if you may benefit from substance abuse services.

The CHI must be used by many providers. Community Mental Health Centers, Behavioral Health Intervention Services providers and Psychiatric Medical Institutions for Children all must use CHI. The CHI is used when you start getting services. Then it is used at least every six months.

**Integrated Health Home (IHH):** The IHH model focuses on whole-person health.

IHH is for Medicaid-eligible members:

- Adults with serious mental illness
- Children/youth with serious emotional disturbances

Adult members get a complete health check. This looks at:

- Behavioral health
  - Living situation
  - Hospital or office visits
  - Substance abuse
  - Social activity
- Physical health
  - Health history
  - Lab results
  - Vital signs
  - Screenings

## Your benefits and access to care

Learn more about your benefits and services. Go to [www.magellanoflowa.com/benefits-and-services-ia/for-members/member-handbook.aspx](http://www.magellanoflowa.com/benefits-and-services-ia/for-members/member-handbook.aspx). Or:

1. Go to [www.MagellanofIowa.com](http://www.MagellanofIowa.com)
2. Click on “Benefits and Services”
3. Click on “For Members”
4. Click on “Member Handbook”

Or call us to ask for a copy.

## We value your privacy

The Iowa Plan for Behavioral Health values your right to privacy. Please see our Notice of Privacy Practices. Go to [www.magellanoflowa.com/benefits-and-services-ia/member-handbook.aspx](http://www.magellanoflowa.com/benefits-and-services-ia/member-handbook.aspx). Or:

1. Go to [www.MagellanofIowa.com](http://www.MagellanofIowa.com)
2. Click on “Benefits and Services”
3. Click on “For Members”
4. Click on “Member Handbook”
5. Click on “Notice of Privacy Practices”

Or call us to ask for a copy.

## Quality matters at Magellan

Quality care for Iowa Plan members and their families is important to us. We constantly measure the quality of services provided to our members. We are proud of the care that Magellan members receive today. And, we are always looking for ways to get better.

Please visit [www.MagellanofIowa.com](http://www.MagellanofIowa.com) for information about our quality and prevention programs. Go to [www.MagellanofIowa.com/about-magellan-of-iowa/2013-ia-qi-accomplishment.aspx](http://www.MagellanofIowa.com/about-magellan-of-iowa/2013-ia-qi-accomplishment.aspx). Or:

1. Go to [www.MagellanofIowa.com](http://www.MagellanofIowa.com)
2. Click on “About Magellan of Iowa”
3. Click on “2013-2014 IA QI Accomplishments and Opportunities”

### Do you need help right away?

**Call 911 or go to the emergency room.** Do this for a mental health or substance use problem where your life may be at risk. Get help right away!

**Call your service provider.** Do this if you have a mental health or substance use problem that is not an emergency, but you still need help right away.

**Call the Iowa Plan at 1-800-317-3738.** People are there to help 24 hours a day and seven days per week.