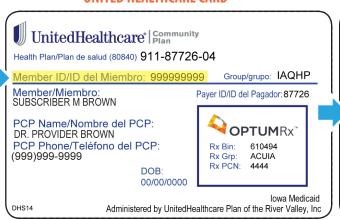
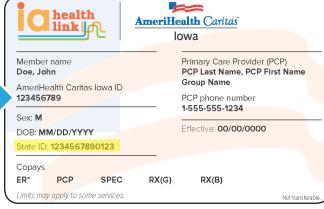
## Sample Member MCO Cards

Find your Managed Care Organization (MCO) card below. The **blue** arrow points to your MCO Member ID number. Your Medicaid number is highlighted in **yellow**. The phone number for MCO member services is **circled**.

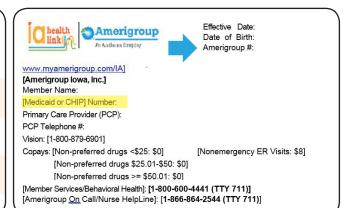
## UNITED HEALTHCARE CARD















MEMBERS: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Amerigroup PCP for nonemergency care. If you have questions, call Member Services at [1-800-600-4441]. If you are deaf or hard of hearing, call [711].

MIEMBROS: [Spanish translation of above English text to be inserted here]

HOSPITALS: Preadmission certification is required for all nonemergency admissions, including outpatient surgery. For emergency admissions, notify Amerigroup within 24 hours after treatment at [1-800-454-3730].

PROVIDERS: Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization/billing information, call [1-800-454-3730]. For preauthorization of medications, call [1-855-712-0104].

PHARMACIES: Submit claims using [Express Scripts RXBIN: 003858; RXPCN: MA; RXGRP: WKYA]. For technical help, call [Express Scripts] at [1-855-712-0104].

SUBMIT MEDICAL CLAIMS TO: [AMERIGROUP • P.O. BOX 61010 • VIRGINIA BEACH, VA 23466-1010] USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.

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If you have any questions or are seeking more information, please contact:

## **Your Health Care is Changing**

SIEP 1
Do you have a new Managed Care Organization (MCO) Card? (see sample cards on front)
□ I don't know □ No □ Yes
If YES, go to Step 2
If NO:
Call Member Services to find out your MCO at 1-800-338-8366
Call your MCO to request another card. (Call the number shown on the back of the sample card on front)
STEP 2
Are your regular health care providers in your MCO's network?
□ I don't know □No □Yes
Call your provider's office and ask if they are part of your MCO network
Call Member Services to determine if you want to choose another MCO, at 1-800-338-8366
STEP 3
Is the Primary Care Provider (PCP) on the front of your card your regular doctor?
□ I don't know □ No □ Yes
Call your regular doctor's office to ask the name of your doctor
Call your MCO at the number on the back of your card to switch your PCP to your regular doctor.

If you have questions about the services covered through your new MCO, call the number on the back of the card.

If you feel you are not being listened to or have concerns about bills that were not paid by your MCO, you can call an advocate for help at:

866-236-1430

managedcareombudsman@iowa.gov