

My name is Alyson Beytien from Dubuque, IA and I am the parent of 3 sons with autism; 2 of whom receive Medicaid. My youngest son resides in a HCBS home in Dubuque managed by Hills and Dales.

I received one of my son's Enrollment Packet on November 30, assigning him to UnitedHealthcare MCO. Hills and Dales received my youngest son's packet on December 1, assigning him to AmeriHealth Caritas. We had been told repeatedly by DHS that families would have the same assigned MCO.

I went to the website listed on the brochure for AmeriHealth Caritas to find a list of providers for my area and was unable to find a link, search button, or other information on how to find a provider. I called the phone number listed on their brochure and the following conversation occurred with Jehedah (sp?):

*Me: My son has been assigned to your network for his Medicaid and I wanted to check the providers for my area of Dubuque.*

*AmeriHealth: Can you give me the name of a physician?*

*Me: Yes, however in our area we have a group of physicians and don't always use the same provider. Medical Associates is the largest group of physicians in Dubuque.*

*AmeriHealth: Can you give me their address?*

*Me: Umm...I would have to look it up? Medical Associates is the largest provider—there would be only one listing in Dubuque.*

*AmeriHealth: Let me see if I can find it (clicking) They are currently in the credentialing process with us so I can send your request to our Provider Desk and they will follow up with the provider.*

*Me: Are there any hospitals in your network for Dubuque? Mercy Medical Center or UnityPoint Finley?*

*AmeriHealth: I will check that for you (clicking). I'm pretty sure that all the hospitals in Iowa are included in our network. But I will send your request to our Provider Desk. I don't see those hospitals listed but they are probably in the credentialing process also. The providers have until December 30 to complete their credentialing to be part of the network.*

*Me: Are the University of Iowa Hospitals and Clinics in your network?*

*AmeriHealth: Can you give me the name of a provider?*

*Me: No, because we see a variety of physicians within departments.*

*AmeriHealth: The University of Iowa Hospital will be in our network.*

*Me: All departments? Such as neurology and psychiatry?*

*AmeriHealth: None of your son's benefits will change. He will be able to have the same healthcare that he had prior.*

*Me: So at this point, if my son were to have an emergency medical situation, I would have to drive him 90 miles to the University of Iowa Hospital to receive emergency care and be covered?*

*AmeriHealth: I didn't say that. I will send your request to the Provider Desk so that they can follow up with the providers.*

*Me: So if my son were to have an emergency medical situation where would he go?*

*Amerihealth: None of your services will change. He can go to his physician and hospital and it will be covered.*

*Me: If he has an emergency in Dubuque, I can take him to Mercy and you will pay Mercy even if they aren't in the network?*

*AmeriHealth: I didn't say that. We will have providers in the network by January 1.*

At this point, I ended the conversation. I then called the Iowa Medicaid Member Services phone number listed on the Enrollment brochure (1-800-338-8366). The phone call went through but nothing happened—no busy signal, no ringing, just silence. I attempted to call this number 6 times throughout the day with the same response.

Iowa is not ready to transition the critical Medicaid services to the chosen MCO's. The majority of the families and individuals who receive services through Medicaid do not have access, ability or time to navigate a system that is not ready for their questions or their complicated needs.