

What to do if services are denied or reduced or if you are unhappy with your Managed Care Organization (MCO):

1. Always, always file an appeal.
 - The appeal process should be included in the denial letter or can be requested from the MCO.
2. Contact Iowa Legal Aid and/or Disability Rights Iowa
 - They can assist with an appeal, file a lawsuit, etc.

Contact information:

- Iowa Legal Aid:
 - 1800-532-1275 or
 - Apply online 24/7 at www.iowalegalaid.org
 - Disability Rights Iowa:
 - Phone: 1-800-779-2502 or Relay 711
 - Email: info@driowa.org
 - Mail:
Disability Rights Iowa
400 East Court Ave Ste. 300
Des Moines IA 50309
 - Online Intake Form: <http://disabilityrightsowa.org/contact-disability-rights-iowa/let-us-help/>
3. Contact the Managed Care Ombudsman's office:
 - File a complaint:
 - Toll free: 1-888-426-6283
 - E-mail: ombudsman@legis.iowa.gov
 - Website: www.legis.iowa.gov/ombudsman
 4. File a grievance with the MCO:
 - By letter
 - Or by phone
 5. Contact the press and tell them your story.
 6. Call and/or e-mail the Governor and your legislators:
 - To reach Governor Reynolds Administration:
 - Call 515-281-5211
 - E-mail at www.governor.iowa.gov/constituent-services/register-an-opinion.
 - Find your legislator at www.legis.iowa.gov/legislators/find