



PACE Program to Begin in Council Bluffs Area

“Program for All Inclusive Care for the Elderly”

The Immanuel Pathways PACE program will be available to the residents of Harrison, Mills and Pottawattamie counties beginning January 1, 2012. The PACE application and approval process is currently underway.

PACE is a “one stop” comprehensive approach to health and social services to keep members in their own homes. When a member chooses to receive PACE services, the PACE provider is responsible for all care, 24/7, regardless if the care is provided within or outside of the home.

Some of the services that a member may receive, if medically necessary, through the PACE program are as follows:

<ul style="list-style-type: none"> • Inpatient Hospital Care • Outpatient Hospital Care • Ambulance • Specialty Physician Care • Prescription Medications • Vision Services • Hearing Services • Dental Services 	<ul style="list-style-type: none"> • Respite Care • Nursing Facility Care • Transportation • Home Care Services • Durable Medical Equipment • End of Life Care • Palliative Care • Laundry
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Any of the following sources will be able to provide further information regarding this PACE program:

- Immanuel Pathways PACE:
 - 712-256-4567 or www.immanuelpathways.org
- Iowa Medicaid Member Services:
 - 1-800-338-8366, 515-256-4606 (local) or IMEMemberServices@dhs.state.ia.us
- Local DHS income maintenance offices:
 - Harrison (1-800-326-7732), Mills or Pottawattamie (1-866-788-1805) counties
- Iowa Medicaid Website:
 - <http://www.ime.state.ia.us/PACE/index.html>

Upcoming Events

January is **National Blood Donor Month**. Start the New Year off right by giving blood at your local Red Cross or Blood Bank. It only takes an hour of your time but could make a lifetime of difference to someone else.

February 3rd is **“Give Kids a Smile Day”**. The first Friday of every February marks the time when dentists across the nation provide free oral health care to thousands of low-income children. Call your local dentists to see if they participate.

“We Want Your Opinion.”

Member Satisfaction Survey

Every year a survey is mailed to some of our members asking how satisfied they are with the care and services they receive from Iowa Medicaid. This year the survey will include a few questions about your access to providers. Each year we use the results of the survey to improve the quality of the services we provide for you.

Iowa Medicaid will keep these surveys confidential. No names are used; only the final scores and comments are shared, so your responses are anonymous.

This is your chance to be heard by Iowa Medicaid. If you receive a survey, please complete it so we know what you think.

Iowa Medicaid Member Services
1-800-338-8366

When to Use the Emergency Room

An emergency means you could die if you do not get care quickly or you could be hurt permanently (disabled). Read below to know when to use – and when not to use an emergency room (ER).

Dangers to Your Life

Here are examples of emergencies. These need quick care:

- A hard time breathing
- Severe chest pain
- Choking
- Severe bleeding
- Suddenly not able to move or speak
- Blacking out (fainting)
- Poisoning

Dangers of Permanent Injuries

Here are other emergencies that need quick care:

- Deep cuts or severe burns
- An attack by a person or animal
- Broken bones, or sudden severe pain and swelling in a joint

Information about Co-pays and ER Visits

Medicaid members may have a \$3 co-pay for hospital emergency room (ER) visits. The hospital will charge you a co-pay when the visit is not for an emergency.

You will **not** be charged a copayment if you are:

- Receiving emergency services
- Admitted to the hospital for an inpatient stay
- Under the age of 21
- A pregnant woman
- Receiving family planning services



Steps to take when it is an emergency:

Go to the nearest Emergency Room

- If you can, go to the hospital emergency room closest to you right away.
- If you cannot get there right away, call 911 or your police emergency number.

And Call Your Primary Care Provider

- Tell your primary care provider right away about the emergency room visit to coordinate your care needs.
- Go to your primary care provider for any follow-up care (not the emergency room).

Steps to take when it is NOT an emergency:

- Call your primary care provider. If you do not have a primary care provider or do not know the name of your provider, contact Member Services at 1-800-338-8366.



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