

**MEDICAL ASSOCIATES HEALTH PLANS  
HEALTH CARE SERVICES POLICY AND PROCEDURE MANUAL  
POLICY NUMBER: PP 84**

**POLICY TITLE:** COMMUNICATION SERVICES

**POLICY STATEMENT:** This policy ensures that members and practitioners seeking information about UM processes and authorization of care, have access to the services of the Health Care Services Department.

**PROCEDURE:**

1. During normal business hours, Monday through Friday, 8am –5pm, members and practitioners may access Health Care Services by telephone at 563-584-3275 or toll free at 1-800-325-7442, by fax 563-585-1545, email at [Healthcareservices@mahealthcare.com](mailto:Healthcareservices@mahealthcare.com), or in person at Medical Associates Health Plan office located at 1605 Associates Drive, Dubuque, Iowa. The 800 number is available within the boundaries of the United States.
2. The Health Care Services Staff will identify themselves by name, title, and organization name when initiating or returning calls regarding UM issues.
3. Callers with questions regarding any UM process will be directed to the most appropriate staff such as pharmacy calls will be directed to designated Case Manager, concurrent review calls to UR Case Managers, DME calls to Prior Authorization Case Manager etc. Health Care Services staff are trained to be able to handle all incoming calls in case of absence or unavailability of other staff due to illness, vacation etc.
4. After hours and on holidays, the Health Care Services local and toll free number are forwarded to our 24-hour Patient Services Help Nurse Line. Information is taken by the Patient Services staff and forwarded to Health Care Services via the dedicated fax line or through eMAC task the next working day. If an immediate care decision is required, the Patient Services Staff contacts either the Director or Manager of the Health Care Services and in the event PTS is unable to reach either, then HCS nursing staff are called at designated after hours telephone numbers.
5. A listing of the Health Care Services staff including Chief Medical Officer, Director of Health Care Services, and Manager, is kept on site at the Patient Services East Campus. Updated telephone listings are forwarded to Patient Services by the Manager of Health Care Services a minimum of annually. These telephone listings are kept at each workstation in Patient Services.
6. MAHP offers TTY/TDD services for the deaf, hard of hearing or speech-impaired members. Call Relay Iowa at 1-800-735-2943 and the operator will assist the member in making your phone call.
7. Medical Associates Health Plans has the ability to provide language interpretation for members who do not speak the English language. For more information, please call us at (563) 556-8070 or 1-800-747-8900.

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Manager of Health Care Services/Quality Improvement

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Date

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Mary Leary, R.N.  
Director of Health Care Services/Quality Improvement

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Date

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