

REPLY TO:

- 135 HART SENATE OFFICE BUILDING
WASHINGTON, DC 20510-1501
(202) 224-3744
www.grassley.senate.gov
- 721 FEDERAL BUILDING
210 WALNUT STREET
DES MOINES, IA 50309-2106
(515) 288-1145
- 111 7TH AVENUE, SE, BOX 13
SUITE 6800
CEDAR RAPIDS, IA 52401-2101
(319) 363-6832

REPLY TO:

- 120 FEDERAL BUILDING
320 6TH STREET
SIOUX CITY, IA 51101-1244
(712) 233-1860
- 210 WATERLOO BUILDING
531 COMMERCIAL STREET
WATERLOO, IA 50701-5497
(319) 232-6657
- 201 WEST 2ND STREET
SUITE 720
DAVENPORT, IA 52801-1817
(563) 322-4331
- 307 FEDERAL BUILDING
8 SOUTH 6TH STREET
COUNCIL BLUFFS, IA 51501-4204
(712) 322-7103

United States Senate

CHARLES E. GRASSLEY
PRESIDENT PRO TEMPORE EMERITUS
WASHINGTON, DC 20510-1501

October 15, 2021

Dr. Craig Stevens

[REDACTED]
Ankeny, IA 50023-3072

Dear Dr. Stevens,

Thank you for contacting my office regarding your request for assistance. I am sorry to hear about the loss of your daughter. I will be thinking about you and your family during this difficult time.

Based upon the information you have provided, I would encourage you to contact the State of Iowa, Office of Ombudsman for review of your concerns. The Office of the Ombudsman can investigate complaints involving the administrative actions of most state and local government agencies and serves as impartial fact-finders that can determine, among other things, whether an agency's actions are contrary to law, unfair, or unreasonable. Please find below the contact information for the Office of the Ombudsman.

Office of Ombudsman
Ola Babcock Miller Building
1112 East Grand Avenue
Des Moines, Iowa 50319
515-281-3592 or 888-426-6283
Fax: 515-242-6007

In addition, you may want to file a complaint with the Office of Inspector General for the U.S. Department of Health and Human Services. You can file a complaint by going to <https://oig.hhs.gov/fraud/report-fraud/> or by calling 1-800-447-8477. You may also want to contact Liz Matney, the Director at the Iowa Medicaid Enterprise, at ematney@dhs.state.ia.us regarding your daughter's experience with Amerigroup.

I hope that this information proves to be helpful to you. Please feel free to contact my office at 515-288-1145 if I may be of further service.

Please keep in touch.

Sincerely,



Chuck Grassley
United States Senator

Committee Assignments:

AGRICULTURE
BUDGET
FINANCE

CO-CHAIRMAN,
CAUCUS ON
INTERNATIONAL NARCOTICS CONTROL

RANKING MEMBER,
JUDICIARY