



iowa total care™



Stakeholder Advisory Board

June 1, 2022

Why we're in business

OUR PURPOSE

Transforming the health of the community, one person at a time

What we do

OUR MISSION

Better health outcomes at lower costs

What we represent

OUR PILLARS



Focus on the Individual



Whole Health



Active Local Involvement

What drives our activity

OUR BELIEFS

We believe healthier individuals create more vibrant families and communities.

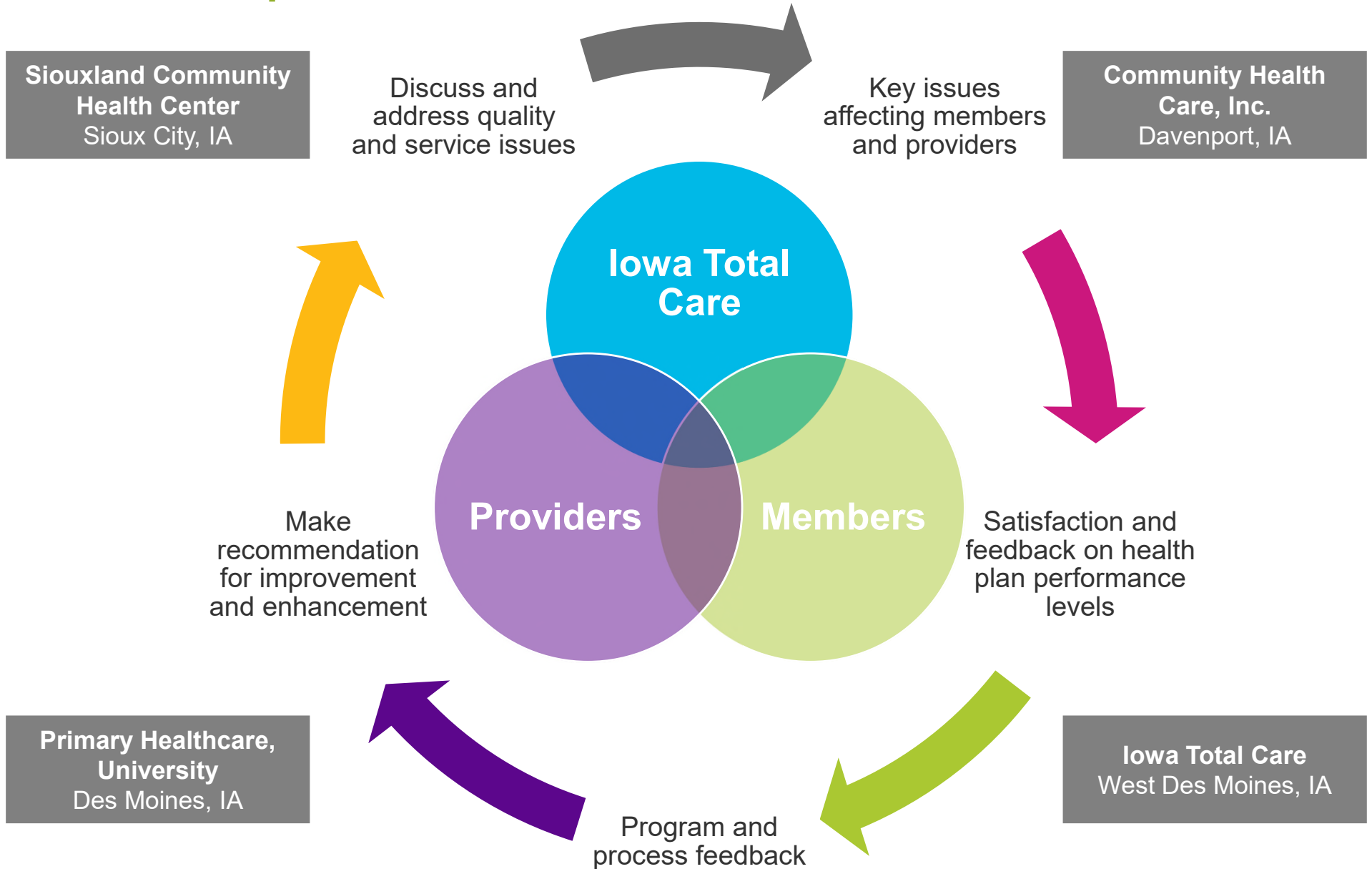
We believe treating people with kindness, respect and dignity empowers healthy decisions.

We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well.

We believe in treating the whole person, not just the physical body.

We believe local partnerships enable meaningful, accessible healthcare.

SAB Purpose



Agenda

- Welcome: Introductions & Survey Question
- Follow-Up Items
- 2022 ITC on the Go: Website Upgrades, Community Impact Report
- ITC Service Spotlight – Start Smart for Your Baby[®]
- Survey Questions
- ITC Focus:
 - Maternal Health/Pregnancy
 - Member Handbook
 - Dental Health
- What We Do: Culture & Linguistics
- Open Discussion
- Closing and Future Meetings

Follow-Up Items

March Survey Results

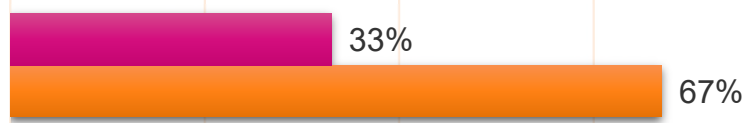
If I saw my doctor for a cold or illness, I don't need to get a yearly physical.



If you had COVID, you don't need to get the COVID vaccination.



Children under age 2 should have an eye screening during their physicals.



If you answered yes to question 2, were you able to find what you were looking for?



In the last 6 months, have you visited ITC's website to find information about your benefits?



Did you know ITC has a program to help people reduce or stop using tobacco products?



0% 20% 40% 60% 80% 100%

■ FALSE ■ TRUE

ITC on the Go

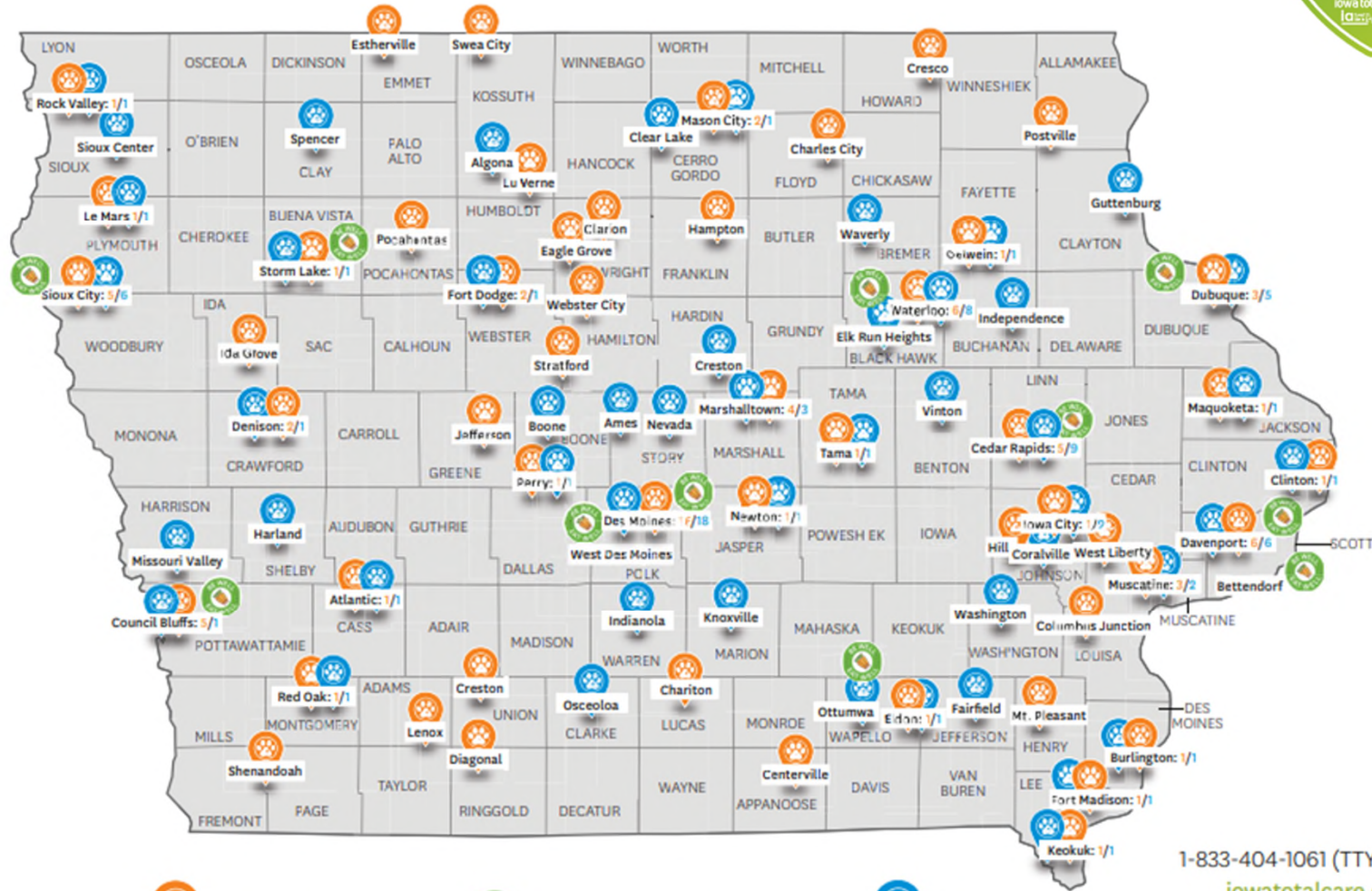


- [Web page](#)
- Free Hy-Vee cooking classes
- Statewide food pantry partnerships
- Statewide community garden partners



- *New* [web page](#)
- Doc's Kids Club
- 100 Head Starts in Iowa
- Sesame Street in Communities partnership

ITC on the Go



1-833-404-1061 (TTY 711)
lowatotalcare.com

100 Schools in Iowa Participant

Be Well. Eat Well. Community Garden Partner

100 Head Starts in Iowa Participant

ITC Services Spotlight

What is Start Smart for Your Baby®?

- Members enrolled in the Start Smart for Your Baby Program receive prenatal and postpartum care from an obstetrical nurse, a NICU nurse, or a social worker familiar with care of the pregnant woman and newborns.
- All pregnant members are called by a care manager to identify any needs they may have. Depending on the need, they may be contacted:
 - Every week
 - Twice a month
 - Monthly
- Care managers are assigned to pregnant members and can help:
 - Find a doctor if they don't have one
 - Apply for programs like WIC (Women, Infants & Children) and SNAP (Supplemental Nutrition Assistance Program)
 - Find transportation and supplies such as:
 - Diapers
 - Car seats
 - Formula
 - Baby clothes
 - Cribs
 - Find housing

Did you know there are approximately 450 babies delivered every month?

Notification of Pregnancy (NOP) Incentives

Incentives are based on timely submissions of Notification of Pregnancy (NOP) form to Iowa Total Care. The questions help to identify high-risk members. The sooner we are notified of the pregnancy, the sooner we can begin to help our members choose healthy behaviors throughout their pregnancy.

For Providers:

Early Notification	0-12 weeks gestation	\$100 incentive if filled out completely \$50 incentive if filled out partially
Mid Notification	13-28 weeks gestation	\$25 incentive

For Members:

1 st Trimester	0-12 weeks gestation	\$50 incentive
2 nd Trimester	13-28 weeks gestation	\$25 incentive
After Delivery	Postpartum doctor visit	\$20 incentive
Infant Well-Care Visits	Complete all 6 visits with assigned PCP (at ages 2, 4, 6, 9, 12 and 15 months)	\$20 incentive



Double Electric Breast Pump

- Convenient single or double pumping capability
- 9 adjustable suction levels for custom, uniform suction
- Lightweight, portable design



Breast Pump Value Add

- Breast Pump value add went live in July 2021
- Medline is our vendor
- Partnered visits by Medline and Start Smart for Your Baby Manager to WIC offices for presentation and training on breast pumps
- 3 ways to order:
 - Online: athome.medline.com/en/iowatotalcare
 - Call Medline: 1-833-881-1425
 - Call ITC Member Services: 1-833-404-1061 (TTY: 711)
- On average, 180–190 of breast pumps sent out monthly
- Members are very appreciative!

Survey Questions

Survey Questions

1. Yes or No?

Do you know where to find the member handbook?

2. Yes or No?

Do you know how a member can submit an appeal with Iowa Total Care?

3. True or False?

Interpretation services are available to members at no cost.

4. True or False?

Members can earn up to \$50 for filling out the Notification of Pregnancy Form.

ITC Focus: Maternal Health & Pregnancy

Prenatal (Pregnancy) Care: 1st Trimester & NOP

Having a healthy *pregnancy* is one of the best ways to promote a healthy *birth*.



You increase your chances of having a healthy baby when you start prenatal care as soon as you are pregnant.

- Your baby's organs start to form in your first trimester—your first three months.
- Most birth defects happen in the first three months of pregnancy.
- It is important to get prenatal screening tests that help detect problems early.

Regular visits also help your unborn baby.

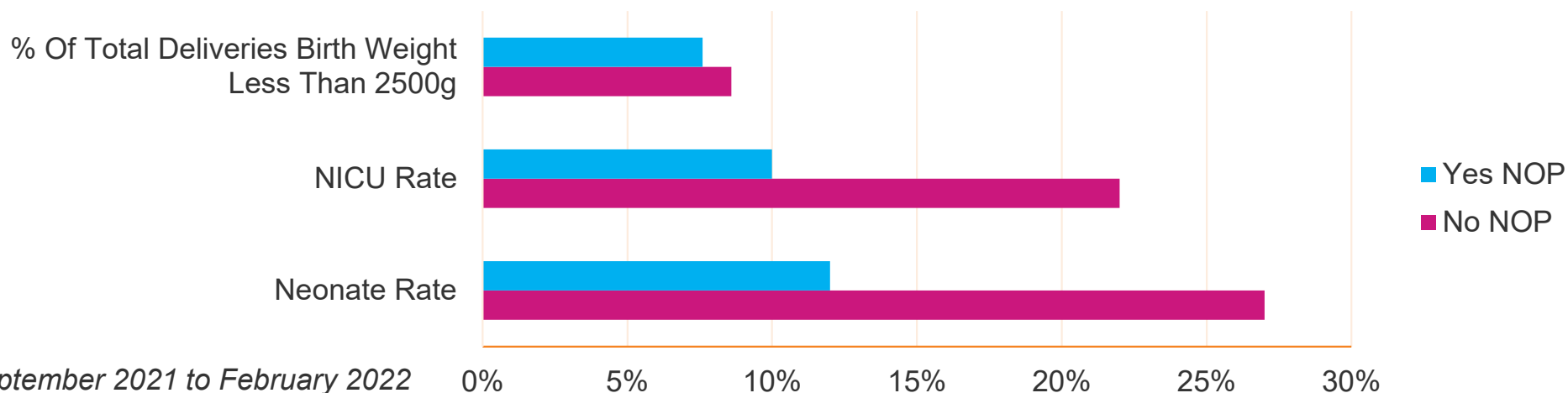
- May reduce their risks for complications at birth like being born too early or too small.
- Your provider can help you with resources to stop smoking, drugs and alcohol.
- Learn what medications and supplements can and can't be taken while pregnant.

Prenatal (Pregnancy) Care: 1st Trimester & NOP

Notification of Pregnancy Form (NOP)

- Goal is to notify Iowa Total Care in the first trimester (first 12 weeks of pregnancy) that a woman is pregnant.
- The NOP Form allows us to find out about risk factors that may cause problems with the pregnancy:
 - Pregnant with twins
 - Social Determinants of Health (such as lack of housing, food, transportation, childcare issues)
 - Severe morning sickness
- Enrolls members into the Start Smart for Your Baby program.

NOP Submissions*



*September 2021 to February 2022

We want to identify pregnancies as early as possible to protect the health of the mother and the baby. This graph helps to show that it works!

Prenatal Vitamins/Medications During Pregnancy

When you are pregnant, you and baby will have increased need for:

- folic acid,
- iron,
- calcium,
- and other nutrients.

Taking a prenatal multivitamin while you are pregnant can help make sure baby gets what they need, and you stay healthy.

Some over-the-counter medicines are considered safe to use during pregnancy, but not all.

If you experience constipation or nausea, be sure to talk with your doctor before taking an over-the-counter medicine.

Below is a list of prenatal vitamins currently on the Iowa Medicaid preferred drug list.

GENERAL PRENATALS	
<input type="checkbox"/> Trinatal Rx 1 NDC: 13811-0007-10 PRENATAL VIT27, CALCIUM/IRON/FA	<input type="checkbox"/> Prenatal Vitamins plus Low Iron NDC: 39328-0106-10 VITAMINS WITH FERROUS FUM 27MG AND FA 1MG
<input type="checkbox"/> M-Natal Plus Iron NDC: 58657-0170-01 PRENATAL VITAMIN, IRON 27MG, FA	<input type="checkbox"/> Niva-Plus NDC: 75834-0050-01 PRENATAL VITAMIN, IRON 27MG, FA
<input type="checkbox"/> Prenatal Vitamins Plus NDC: 63044-01510-01 PRENATAL VITAMIN, IRON 27MG, FA	<input type="checkbox"/> PreTAB tablet NDC: 69543-0259-10 NDC: 76439-0259-10 PRENATAL VITAMIN, IRON 29MG, FA 1MG
<input type="checkbox"/> Westab Plus NDC: 69367-0267-01 PRENATAL VITAMIN, IRON 27MG, FA	<input type="checkbox"/> PNV Tabs 29-1 NDC: 69543-0267-90 NDC: 76439-0267-90 PRENATAL VITAMIN, IRON 29MG, FA 1MG
<input type="checkbox"/> PrePlus tablet NDC: 69543-0258-10 PRENATAL VITAMIN, IRON 27MG, FA	
<input type="checkbox"/> VP-PNV-DHA capsule NDC: 69543-0258-10 PRENATAL VITAMIN, IRON 28MG, FA	
CHEWABLES	WITH DOCUSATE
<input type="checkbox"/> Se-Natal 19 with Iron NDC: 13925-0117-01	<input type="checkbox"/> TriNatal GT NDC: 13811-0614-90
	<input type="checkbox"/> Se-Natal 19 (**Requires PA) NDC: 13925-0116-01

Medications During Pregnancy

If you are taking regular prescription medications before you become pregnant, talk to your doctor about whether to make changes.

3 things to discuss:

1. All medicines you take, including over-the-counter medicines, supplements, and vitamins.
2. Best ways to keep your health condition(s) under control.
3. Your goals for managing your health condition(s) during pregnancy.

Some medicines are used to prevent pre-term labor.

- One medicine, Makena, is covered when given in a doctor's office, but is not covered to pick up at a pharmacy.
- Another medicine, progesterone, can be prescribed as a vaginal suppository.

Baby Blues: Postpartum Depression

Signs of postpartum depression:

- Crying a lot
- Withdrawal from family/friends
- Loss of interest in activities
- Weight loss
- Feelings of guilt

Postpartum depression can be treated with great results.

How to get help:

- Talk with your doctor
- Call the National Suicide Prevention line at 1-800-279-TALK (8255)

Your Feelings as a New Parent

After delivery, many parents get a mild form of depression called "baby blues." You may be moody, irritable, and anxious. These feelings are usually temporary and resolve within 2 weeks. If you are feeling down one day and better the next, this is totally normal. You may feel like you should be happy after having a baby. Give yourself a break! This is a challenging time. There is nothing wrong with feeling emotional. Your body and your life are going through a lot of changes.

SIGNS OF POSTPARTUM DEPRESSION

Sometimes, feelings of sadness are severe and don't go away on their own. If you feel sad or worried more often than not, you might have postpartum depression. Below are some common signs of postpartum depression:

- Crying a lot.
- Withdrawal from family and friends.
- Loss of interest or pleasure in activities you used to enjoy.
- Weight loss.
- Feelings of worthlessness or guilt.
- Thoughts of death or suicide. **If you have these thoughts, call for help right away.**

If you answer yes to either of the following questions, you could have depression:

- During the past month, have you often been bothered by feeling down, depressed, or hopeless?
- During the past month, have you often had little interest or pleasure in doing things?

If you are having these feelings, reach out for help from your doctor, a friend, or your partner. There is support available to you. You can find our resources page in the back of this book.



HOW TO GET HELP

Postpartum depression can be treated with great results. There is help.

- If you are thinking of harming yourself or others, call 911 or the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** for help right away.
- Complete the Patient Health Questionnaire on your health plan member portal.
- Talk to your doctor about possible medications you can take to help lift the feelings.
- Many people find talking to a counselor can help. If you don't feel comfortable talking to a counselor, talk to a friend, a family member, or another parent you trust.

Start Smart for Your Baby® Pilot Doula Program

A doula is a professionally trained, trained, non-clinical role. They provide emotional support and education to pregnant women. They are also advocates for them. Doulas assist before, during and after birth.

Issue: Inequality in Maternal Healthcare

Today in the United States, mothers are dying at the highest rate in the developed world. The crisis is most severe for Black birthing parents. Black birthing parents experience higher rates of unneeded C-sections, NICU admissions and pre-term births. They also have lower birth weights and lower rates for postpartum care visits.

- Barriers to care
- Racism and discrimination
- Socioeconomic stressors

Solution/Goal

Provide Black birthing parents with culturally sensitive doula services. These will ease the issues of access and cultural barriers. It will also improve maternal and infant health outcomes.

Benefits of Doula Care

Reduction in:

- Use of medications for birth
- Intensive Care admissions
- Stress
- Use of vacuum or forceps
- Length of labor
- C-sections

Increase in:

- Length of gestation
- Birth weight
- Breastfeeding
- Satisfaction with birth

Start Smart for Your Baby[®] Pilot Doula Program

- Iowa Total Care has identified three counties—Polk, Johnson, and Muscatine — for the Pilot Doula Program.
- Beginning summer 2022, pregnant Black women living in these counties will be partnered with a doula if they desire.
- Pilot doula program will serve a total of 60 pregnant women.

ITC Focus: Member Handbook

Rights & Responsibilities

The Member Handbook is a detailed guide to Iowa Total Care and your healthcare benefits.

- It explains your rights,
- your benefits, and
- your responsibilities as a member of Iowa Total Care.

Where can I find the Member Handbook?

- [Iowa Total Care website](#)
- To request a paper copy, you can call Member Services:
1-833-404-1061 (TTY: 711)

Grievances & Appeals

Grievance: An expression of dissatisfaction about any matter other than an adverse benefit determination.

Member Appeal: A request to review an adverse benefit determination to deny, limit, reduce or terminate a service.

Grievances and Appeals can be filed over the phone by calling Member Services. They can also be submitted in writing by fax, e-mail, or mailed to ITC.

Phone: 1-833-404-1061

Fax: 1-833-809-3868

E-mail: AppealsGrievances@iowatotalcare.com

Mail: Iowa Total Care
1080 Jordan Creek Parkway, Suite 100S
Attn: G&A
West Des Moines, IA 50266

ITC Focus: Dental Health

Dental Health



Oral (mouth) health is essential to your general health and well-being.

Poor mouth care can lead to:

- | | |
|---|---|
| <ul style="list-style-type: none">• Cavities• Gum disease• Tooth loss | <ul style="list-style-type: none">• Heart disease• Oral infections• Weight loss |
|---|---|

Protect your smile and your health by:

1. Brush your teeth twice a day with fluoride toothpaste.
2. Floss regularly.
3. Visit your dentist for checkups and cleaning at least once a year.
4. Eat a well-balanced diet.
5. Quit smoking. Smoking can lead to gum disease.



Who provides dental coverage?

Iowa Medicaid provides dental care under two plans:

- **Delta Dental**
- **MCNA Dental**

Members can choose either plan.

Both offer the same benefits, including:

- Exams
- Fillings
- Crowns

Questions? Contact Iowa Medicaid Member Services at **1-800-338-8366**.



Krames Health Library

Do you ever get home after going to the doctor and forget what something meant?

Do you wonder if your cold is the flu?

Want to know if you can cut a pill in half?

The Krames Health Library has over 4,000 topics related to health and medications at your fingertips.

At Iowa Total Care, we believe your well-being is top priority.

These resources can help!

Krames content was written with patients in mind. It covers:

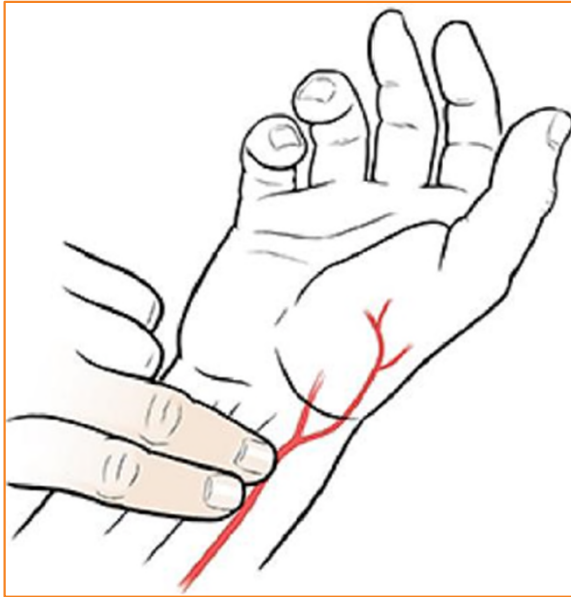
- Diseases and conditions
- Diagnosis and treatments
- Surgeries and procedures
- Wellness and safety

It includes health videos and easy to use tools, such as:

- BMI calculator (to see if you are at a normal weight)
- Cost of smoking calculator
- Quiz on diabetes to see what you know
- How to take your pulse

iowatotalcare.kramesonline.com

Krames Health Library



iowa total care.

ia health link

Hawki

How to Take Your Pulse

Taking your pulse is a way to measure your heart rate. When you take your pulse, you are feeling the force of blood as it's pumped from your heart into your body. You may be asked to take your pulse regularly. Or you may just need to take it when you exercise or when you feel something is wrong.

Step 1. Find your pulse

- With your first 2 fingers, press lightly on the inside of your wrist, just below the base of the thumb. You should not be pressing on a bone. Don't use your thumb.
- The beats you feel are your pulse. If you can't find your pulse, try moving your fingers slightly to a new spot.

Step 2. Take your pulse

- Count the beats you feel in your wrist as you watch the second hand on a clock. You may be told to count the beats for 30 seconds, then multiply that number by 2. Or you may be told to count for a full minute. Both methods should give you about the same result.
- The number you get is your pulse measurement. It's measured in beats per minute (bpm). A normal pulse when you are at rest is between 60 and 100 beats per minute. The beats should be regular (evenly spaced). If the beats are not regularly spaced, let your healthcare provider know.

Step 3. Write down the results

- Write down your pulse each time you take it. You may be asked to bring your results with you each time you visit the doctor.

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What We Do: Culture & Linguistics

Health Equity

What is health equity?

- Access to fair healthcare for ALL people!
- Making sure everyone has the chance to be as healthy as possible.

Iowa Total Care works with our members to remove barriers from receiving healthcare. These barriers can include transportation, discrimination and language.

Iowa Total Care provides interpretation services free of charge! This includes American Sign Language and real-time oral interpretation.

- [Language ID Poster](#)
- [Language Access Services & Guidelines Quick Reference Guide](#)

Learn more about our services on the Benefits Overview page of the Iowa Total Care website.

For assistance:

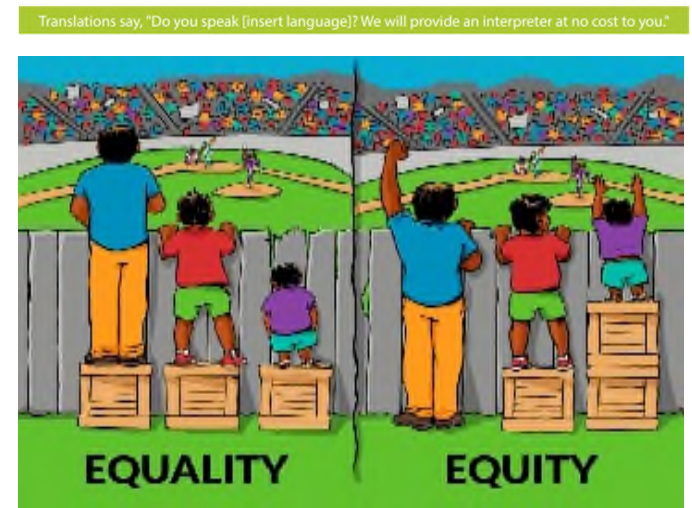
- Call Member Services at 1-833-404-1061 (TTY: 711)
- Contact C&L@iowatotalcare.com with questions
- Visit the Iowa Total Care website

[Benefits Overview Page](#) | iowatotalcare.com

INTERPRETERS AVAILABLE

You have access to interpretation services 24/7 at no cost to you.
What is your language?

<p><i>Amharic</i> አማርኛ ቋንቋ ላይ ለተገኘው አገልግሎት ለተገኘው አገልግሎት ለተገኘው አገልግሎት</p>	<p>您讲普通话吗？我们将免费为您提供翻译。</p>	<p><i>Mandarin</i> 中文</p>
<p><i>Arabic</i> هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا من دون أي تكلفة عليك.</p>	<p>के तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंका लागि मुक्त व्यक्तित्वगत खर्च बिना एकजना दोभाषे उपलब्ध गराउने छौं।</p>	<p><i>Nepali</i> नेपाली</p>
<p><i>Bengali</i> আপনি কি বাংলায় কথা বলেন? আমরা আপনাকে একজন মোহাষী (বিশেষজ্ঞ) এর ব্যয় ছাড়া আপনাকে বাস্তবসম্মতভাবে অর্থনৈতিক করতে পারি।</p>	<p>Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.</p>	<p><i>Polish</i> Polski</p>
<p><i>Brazil-Portuguese</i> Você fala português? Nós lhe forneceremos um intérprete, sem nenhum custo adicional.</p>	<p>ਕੀ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ? ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਬਿਨਾਂ ਕਿਸੇ ਟਿੱਠੀ ਲਾਗਤ ਦੇ ਇੱਕ ਦੁਬਾਸ਼ੀਆ ਉਪਲਬਧ ਕਰਵਾਂਗੇ।</p>	<p><i>Punjabi</i> ਪੰਜਾਬੀ</p>
<p><i>Burmese</i> သင် ပြောတာက ပြောပါသလား။ သင့်အတွက် အပြန်အလှန် ဖွင့်ပေးတဲ့ စကားပြောဆရာတွေ အဖွဲ့ကို အသုံးပြုပေးမယ်။</p>	<p>Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.</p>	<p><i>Russian</i> Русский</p>
<p><i>Cantonese</i> 你講唔講粵語？我哋將免費為你提供翻譯。</p>	<p>Maku hadashaa Af Soomaali? Waxaan kuu heli karnaa tujumaan oo bilaash kuu ah.</p>	<p><i>Somali</i> Af Soomaali</p>
<p><i>Farsi</i> فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.</p>	<p>¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.</p>	<p><i>Spanish</i> Español</p>
<p><i>French</i> Parlez-vous français ? Nous vous fournissons gratuitement un interprète.</p>	<p>Je, unazungumza Kiswahili? Tutakupa mkalimani bila malipo yoyote.</p>	<p><i>Swahili</i> Kiswahili</p>
<p><i>Haitian Creole</i> Eske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.</p>	<p>Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.</p>	<p><i>Vietnamese</i> Tiếng Việt</p>
<p><i>Korean</i> 한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.</p>		<p><i>American Sign Language (ASL)</i></p>



Open Discussion

Stakeholder Advisory Board (SAB) Meeting Details

- Upcoming Meeting Dates:

September 7, 2022	December 7, 2022
March 1, 2023	June 7, 2023

- [Online sign-up form](#) to attend SAB meetings
- Phone Number: **1-833-404-1061 (TTY: 711)**

Thank you!

Contact us:
1-833-404-1061 (TTY: 711)
