



iowa total care[™]



Stakeholder Advisory Board

September 7, 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.

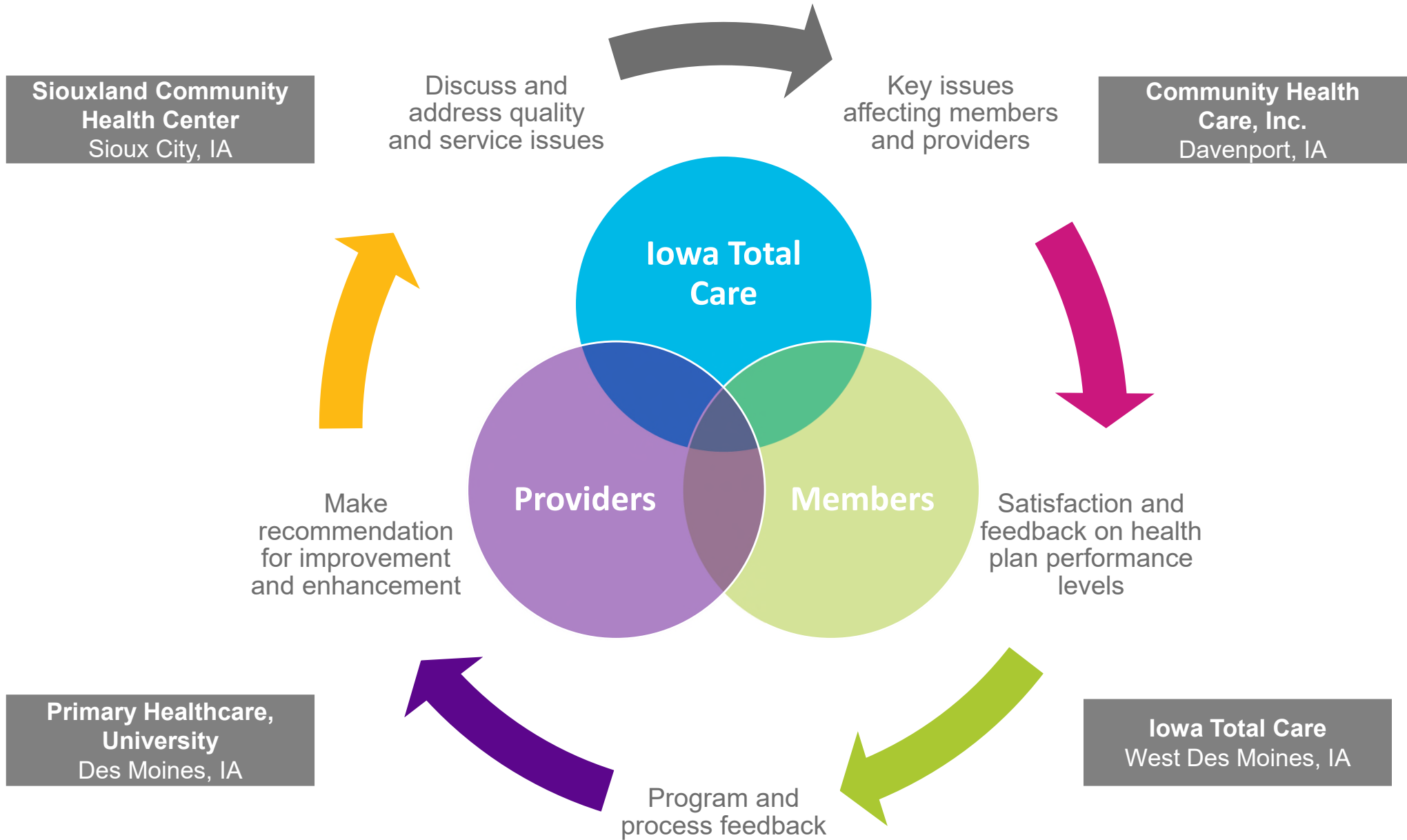
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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
- 2022 ITC on the Go
 - Community Newsletters – Marketing
- Survey Questions
- ITC Focus – Adult Preventative Care & Screenings
 - Influenza Vaccination/Flu Season – Paul Mulhausen, MD
 - Breast Cancer – Kim Terrell
 - Colorectal Cancer Screening – Kim Terrell
 - Medication Management Including Statin Therapy – Emily Rogers
 - My Health Pays - Brittany
- Health Equity – Kay Tannatt and Olga Esparza
- Open Discussion
- Closing and Future Meetings

ITC ON The GO



Iowa Total Care Member Newsletter Gets A Refresh!

- [Iowa Total Care Member Newsletter](#) website link
- Resource Information
- Helpful Quick Links
- Much More – check it out!

ITC ON The GO



“We very much appreciate the support from Iowa Total Care! Our Osceola Head Start is off for the summer so we will be sharing this program with families when we return to classrooms. I will keep you updated. Thanks so much!”

Lori Ferris
Program Director,
SCICAP Head Start/EHS
Osceola



Iowa Total Care Literacy Program

Promotes early childhood literacy through educational resources and statewide partnerships. We're making a difference in Iowa with our literacy initiatives:

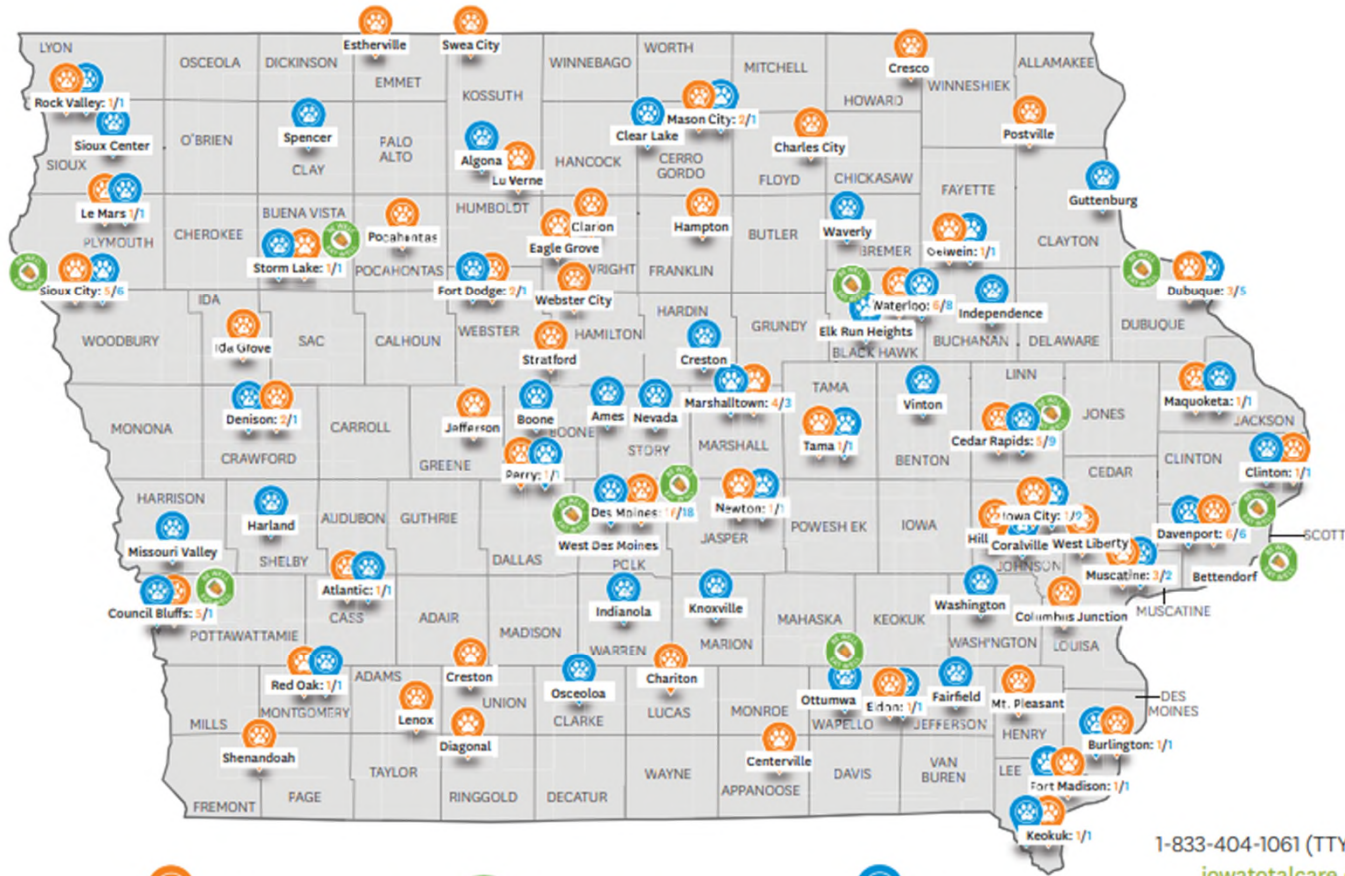
- ☐ Literacy Activity Tool Kit included
 - \$500 Amazon Gift Card for library resources
 - Flash Cards
 - Super Reader Posters
 - Iowa Total Care Education Material
 - And so much more!




“We’d like to thank Iowa Total Care for choosing [NICA Head Start](#) to be part of 100 Head Start in Iowa, a literacy program being gifted to only 100 schools across the state. By being chosen for this program, [NICA Head Start](#) has been awarded \$500 and a literacy toolkit to support our kids literacy advancement.”


Paulette Webb
NICA Head Start/Early Head Start
Family Advocate
Mason City






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

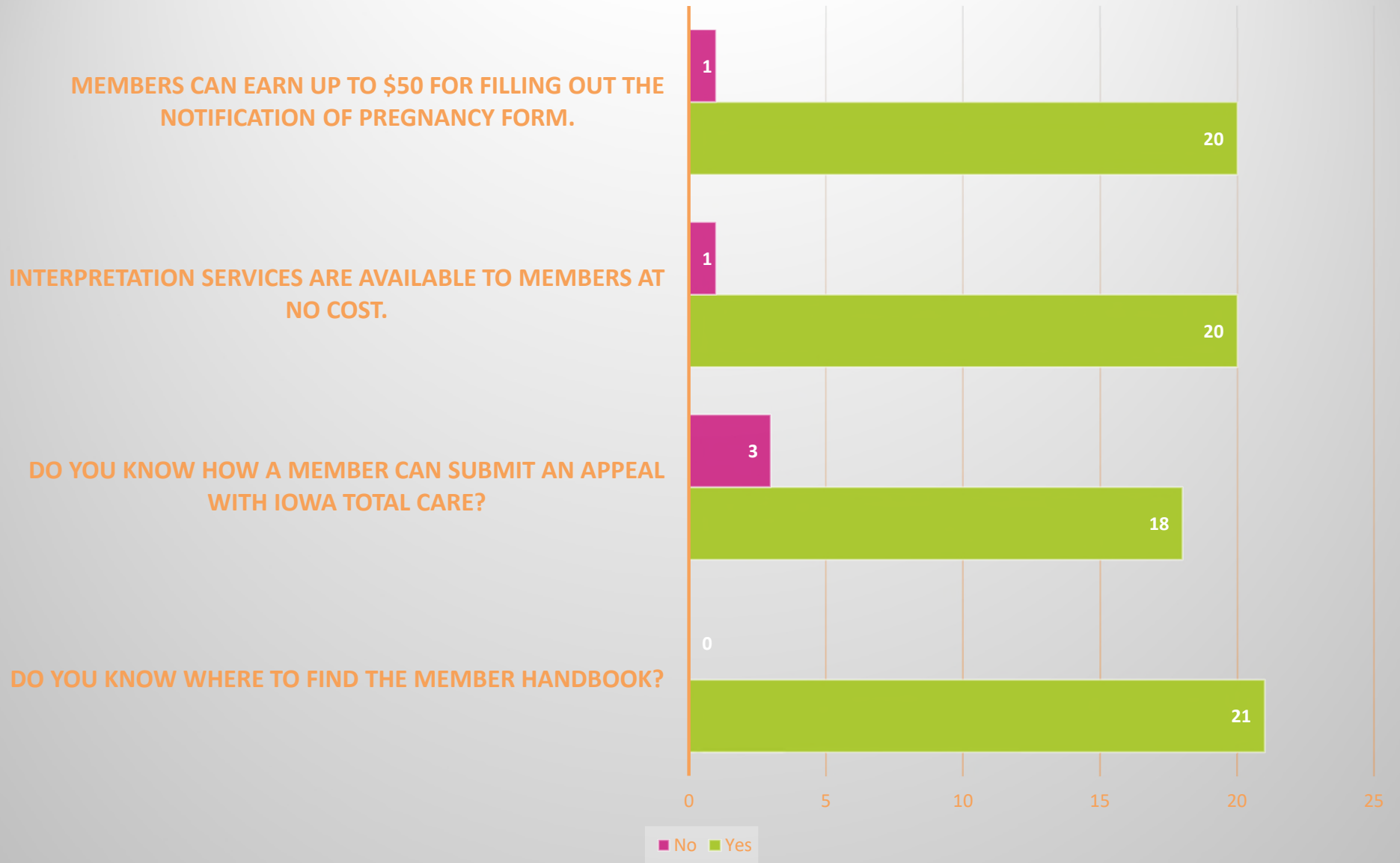
 100 Schools in Iowa Participant

 Be Well. Eat Well. Community Garden Partner

 100 Head Starts in Iowa Participant

Survey Questions

June Survey Questions



ITC Focus

Adult Preventative Care and Screenings

Adult Preventative Care

Your health is important and Iowa Total Care wants to help you get the most out of your visit to your primary care provider (PCP). Preventative care visits are covered by Iowa Total Care. This means visiting your doctor for a regular check-up, rather than waiting until you are sick.

Iowa Total Care covers an annual physical for adults.

- One time during the calendar year – No need to wait 365 + 1 days



Regular screening tests and check-ups are good ways to take control of your health.

Screenings that your doctor could recommend include:

- ✓ Cholesterol
- ✓ Blood Pressure
- ✓ Diabetes
- ✓ Colorectal Cancer – members should have their first exam at age 50
- ✓ Women’s Health Screenings
 - ✓ Mammogram
 - ✓ Pap Test

Office Visit Worksheet Iowa Total Care | Iowa Health Link | Hawki

COMPLETE THIS SECTION BEFORE YOUR APPOINTMENT
 If you need more room, use a separate piece of paper and bring it with you.
 List all medications you are currently taking, including over-the-counter medications and supplements.

I am currently taking these medications/supplements:	Dose:	Time of day taken:

I have these questions/concerns:

Have there been any changes in your family since your last visit?
 Move Job change Marital status (marriage, separation or divorce)
 Death in the family Other (describe): _____

FILL THIS OUT DURING YOUR APPOINTMENT
Topics to discuss with your doctor!
Everyone: Ask about when to get a flu shot in the fall.
 Find out about any tests or screenings for blood sugar and cholesterol.
 Tell the doctor if you have trouble sleeping or if you feel down.
 Let the doctor know if you are experiencing any side effects from medications you are currently taking.
Smokers: Consider talking about quitting and programs available.
Women: Ask about a well-woman exam, family planning and breast cancer screening.
Men: Ask about a prostate exam and family planning.

Prescriptions from your doctor:
 Drug: _____ Dose: _____
 Instructions: _____

Referrals from your doctor:
 Lab: _____ Specialist: _____
 Imaging: _____

Notes from your doctor visit:

FOLLOW UP AFTER YOUR APPOINTMENT
 Next appointment is: _____ Next annual wellness visit is: _____
 Call back on this date for test results: _____
 Pick up these prescriptions: _____

1-888-424-1041 | 1776 701 | IowaTotalCare.com

Iowa Total Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. | Iowa Total Care cumple con las leyes federales de derechos civiles aplicables y no discrimina en base a la raza, el color, el país de origen, la edad, la discapacidad o el sexo.

<https://www.iowatotalcare.com/members/medicaid/health-wellness/annual-wellness-visits/adult-well-visit.html>

INFLUENZA “The Flu”

What is Influenza?

- A contagious (spreads easily) respiratory illness caused by a virus occurring most commonly from September through March.
- Every year, millions of people get sick from the flu.

How can I protect myself from the flu?

- **Get a Flu shot!!!! It is the first and most important step in protecting against flu viruses.**

Will the flu shot give me the flu?

- No - the vaccine is made from either inactive flu virus or none at all. Some people may experience a sore arm for 1-2 days after the injection.

Why do I need to get it every year?

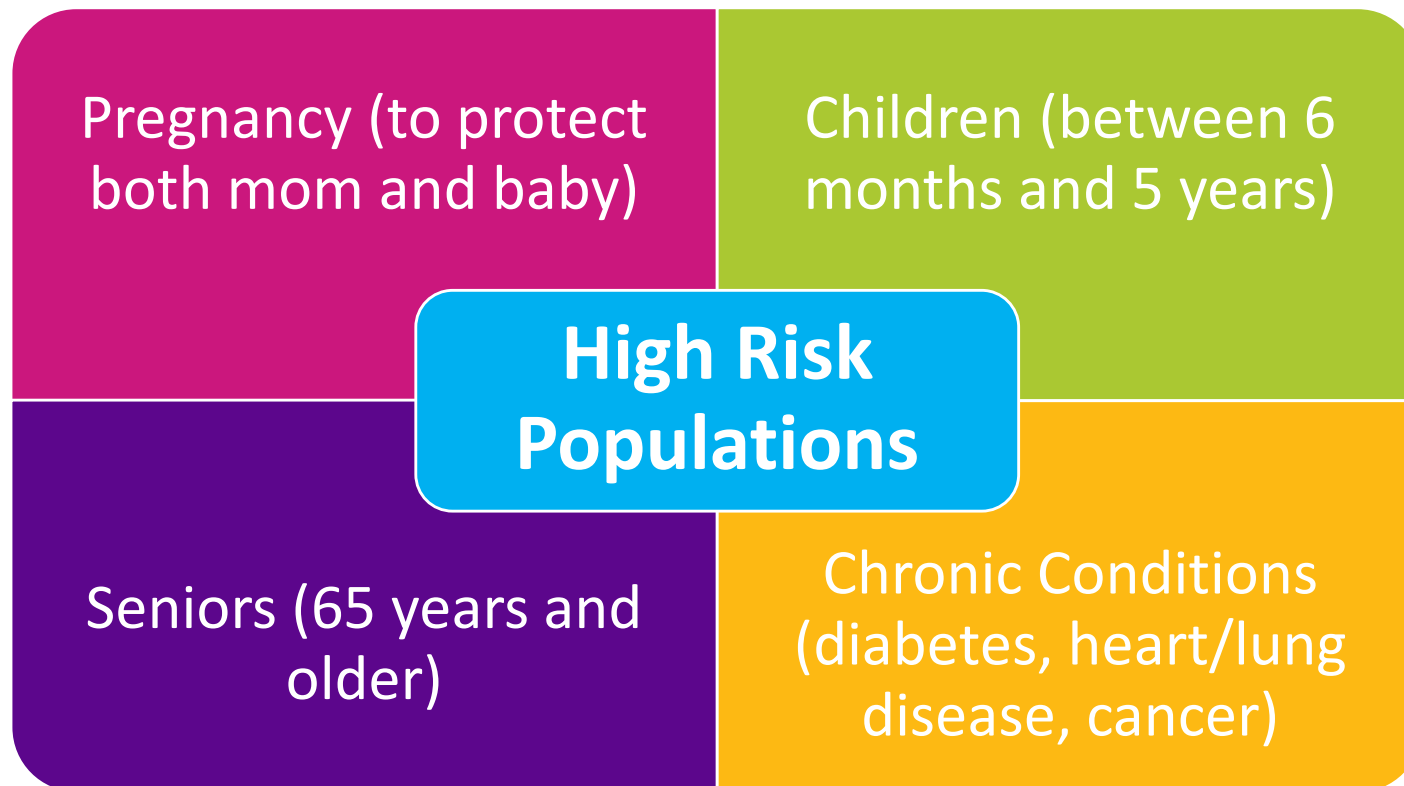
- The flu virus is always changing so flu vaccines are changed each year - plus your protection gets weaker over time.

If I get a flu shot, do I still need to get a COVID shot?

- Yes. The influenza virus is different from the COVID virus.

FLUVENTION®

- ✎ A program designed by the health plan to reduce the risk of getting influenza-like illnesses by increasing the overall vaccination rates – the number of people who get the flu shot.
- ✎ The outreach campaign consists of texts, emails, Proactive Outreach Manager (POM) calls and on-hold messaging call-outs.
- ✎ The program runs annually. This year it will begin mid-October through March 30.
- ✎ Specifically focuses on members who are high risk or most likely to get very ill:





GET YOURSELF AND YOUR FAMILY VACCINATED!

A yearly flu vaccine is the first and most important step in protecting against flu viruses.

Everyone 6 months or older should get an annual flu vaccine. Protect Yourself. Protect Your Family. Get Vaccinated. #FightFlu

STOP THE SPREAD

Take everyday preventive actions to help stop the spread of flu viruses!

Avoid close contact with sick people, avoid touching your eyes, nose, and mouth, cover your coughs and sneezes, wash your hands often (with soap and water).

ASK YOUR DOCTOR ABOUT FLU ANTIVIRALS

Take antiviral drugs if your doctor prescribes them!

Antiviral drugs can be used to treat flu illness and can make illness milder and shorten the time you are sick.

Where can I get a flu shot?

- ✎ Find a doctor, health center or pharmacy near you. Your school or workplace may also offer the flu shot.
 - ✎ It is available at no cost to eligible members.
 - ✎ You may earn a **MyHealthPays**[®] reward for you and your family by getting a flu shot by April 30.

October is Breast Cancer Month

Each year in the United States, about 264,000 cases of breast cancer are diagnosed in women and about 2,400 in men.

What is Breast Cancer

- A disease in which malignant (cancer) cells form in the tissues of the breast.
- It is the second most common cancer among women in the United States.* (second to skin cancer)

Risk Factors*

- Different factors increase the risk of breast cancer including:
 - Older age
 - Inherited risk of breast cancer
 - Dense breast tissue
 - Early menstruation
 - Obesity
 - Drinking alcohol

Screening for Breast Cancer

- Tests are used to screen for different types of cancer when a person does not have symptoms.
- Mammography is the most common screening test for breast cancer.
 - A mammogram is a picture of the inside of the breast.
 - Mammography may find tumors that are too small to feel.

For a complete list of risk factors or additional information see www.cancer.org

October is Breast Cancer Month

What Can I Do to Reduce My Risk of Breast Cancer?

- Keep a healthy weight.
- Exercise regularly.
- Don't drink alcohol, or limit alcoholic drinks.
- Get Routine Mammograms
 - Women 50 to 74 years old are recommended to get a mammogram every two years.
 - Women who are 40 to 49 years old should talk to their doctor about when to start mammograms.

How do I get a Mammogram?

- Discuss with Your Doctor and they can help schedule your appointment
- Care For Yourself Program
 - Offered through the Iowa Department of Public Health
 - Dedicated to making sure people have access and able to get to cancer screenings.

How much does it cost?

- Your Iowa Total Care plan provides breast cancer screening at no cost to you
- With My Health Pays members can earn rewards for completing a Breast Cancer screening
 - **\$20** once per calendar year (Females ages 40-74)

Additional Resources

- Visit iowatotalcare.com for information on Breast Cancer, My Health Pays, transportation and places to get a mammogram **OR** contact Iowa Total Care at Member Services: **1-833-404-1061 (TTY: 711)**

Colorectal Cancer Screening

- Colorectal Cancer
 - A disease in which cells in the colon or rectum grow out of control.
 - Sometimes called colon cancer, for short.
 - Polyps are abnormal growths that sometimes form in the colon or rectum.
 - Polyps may turn into cancer.
- Regular Cancer Screening should start at the age of 45, or earlier if your doctor thinks you have a higher risk.
- It is the best way to prevent colorectal cancer and of finding it early.





There are different types of screening tests for colorectal cancer:

- Stool Test
- Flexible Sigmoidoscopy
- Colonoscopy
- CT Colonography

Talk to your Doctor about which tests you might need and the screening schedule that's right for you.

It's a good idea to also talk about risk factors, such as:

- Lifestyle behaviors
 - Tobacco use
 - Overweight
 - Diet low in fruits and vegetables
- Personal or Family history of colon cancer or polyps

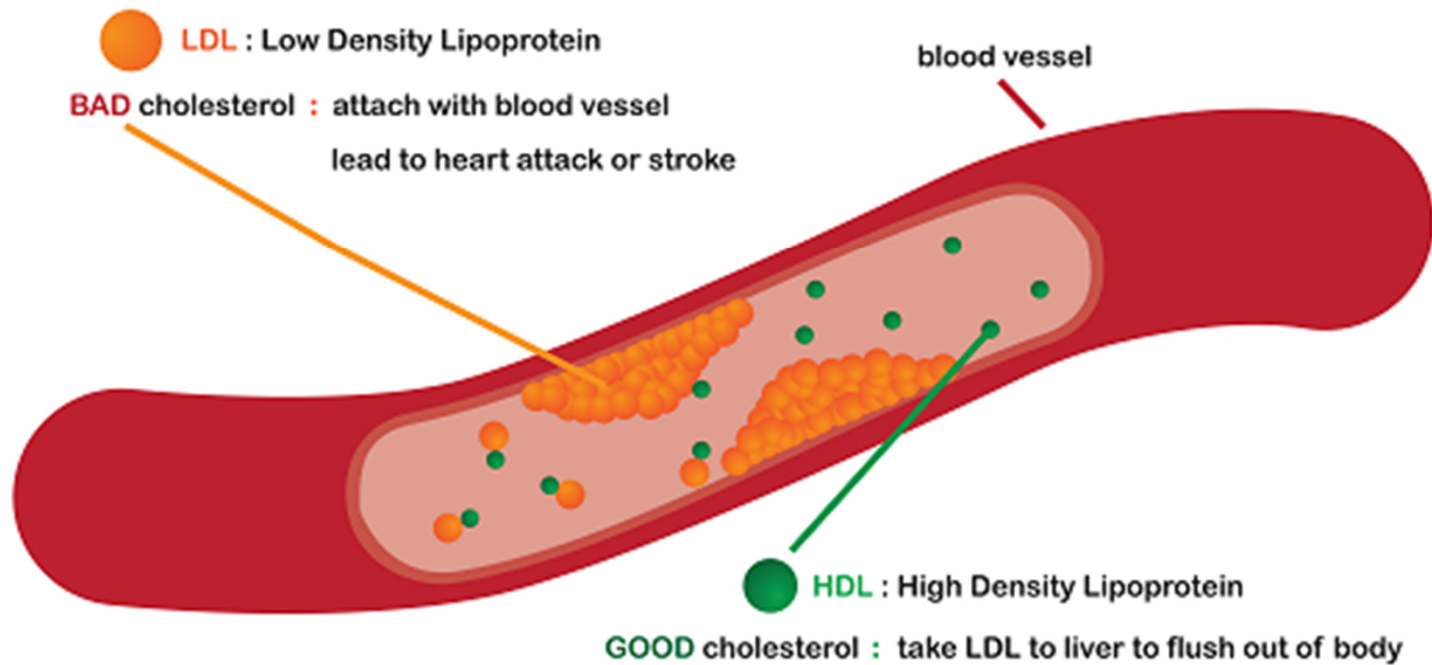
These may put you or your loved one at higher risk.



Medication Management: Focus on Statins

SCIENCE ● ● ●

GOOD and BAD CHOLESTEROL in blood



credit: BigBearCamera/shutterstock.com

Medication Management: Focus on Statins



- Taking your medications as prescribed is an important part of staying healthy.
- Some medications, like statins, are what are called *maintenance* medications. That means that you have to keep taking them in order for them to do their part to keep you healthy.
- Statins work by blocking the “factory” that builds “bad” (low density, or LDL) cholesterol at night while you sleep, and puts it out into your bloodstream. By taking it regularly, you can lower your levels of LDL cholesterol.
- Along with a healthy diet and exercise, lowering your LDL cholesterol can help you avoid having a heart attack or a stroke.
- Several different statin drugs are covered as part of the Iowa Medicaid pharmacy benefit.
- Do not take a statin if you are pregnant. Talk with your doctor first about what is best for your health and your baby.

Benefit Highlight:

myhealthpays[®] REWARDS

What is it?

- › Rewards program for members to encourage Preventative Care

How to Earn:

- › Complete healthy activities like a yearly wellness exam, annual screenings, tests and other ways to protect your health

How to Activate:

- › Call 1-888-514-6841.
- › Provide the 16-digit card number and your 4-digit birth year.
- › Choose a 4-digit PIN.

Where to Spend Rewards:

- › Walmart/Sam's club for everyday items (In Store)
- › Household Utilities/Phone Bills (cell phone or home phone)
- › Public Transportation or Rideshare (Card cannot be used for gasoline)

Additional Questions:

- › <https://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html>



Health Equity

Language Access Services (LAS)

New Online Language Access Services Request Forms:

[Link to member form](#) (link located on Member Handbook/Forms/Resources page)

[Link to provider form](#) (link located on Provider Resources page; it has also been added as a “New Resource Available” on the provider home page) OR visit the Iowa Total Care website: iowatotalcare.com

Interpreter Services for Members and Providers:

Iowa Total Care knows it is hard to find interpreters for languages that are very uncommon.

To address these challenges, Iowa Total Care has added an additional resource for OPI (telephone), VRI (video) and OSI (in-person) interpretation.

Members and Providers can request interpreter services free of charge by contacting Iowa Total Care Member Services at 1-833-404-1061 (TTY: 711) OR completing the above online Member and Provider Language Access Services Request Form

*Email concerns and questions regarding interpretation and translation to:
C&L@iowatotalcare.com

Open Discussion

Meeting Details

- Upcoming Meeting Dates:

December 7, 2022	March 1, 2023
June 7, 2023 <ul style="list-style-type: none">• Agenda being finalized	September 6, 2023 <ul style="list-style-type: none">• Agenda being finalized

- Phone Number: **1-833-404-1061 (TTY: 711)**