



**iowa total care™**



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## Stakeholder Advisory Board

12/01/2021

*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.

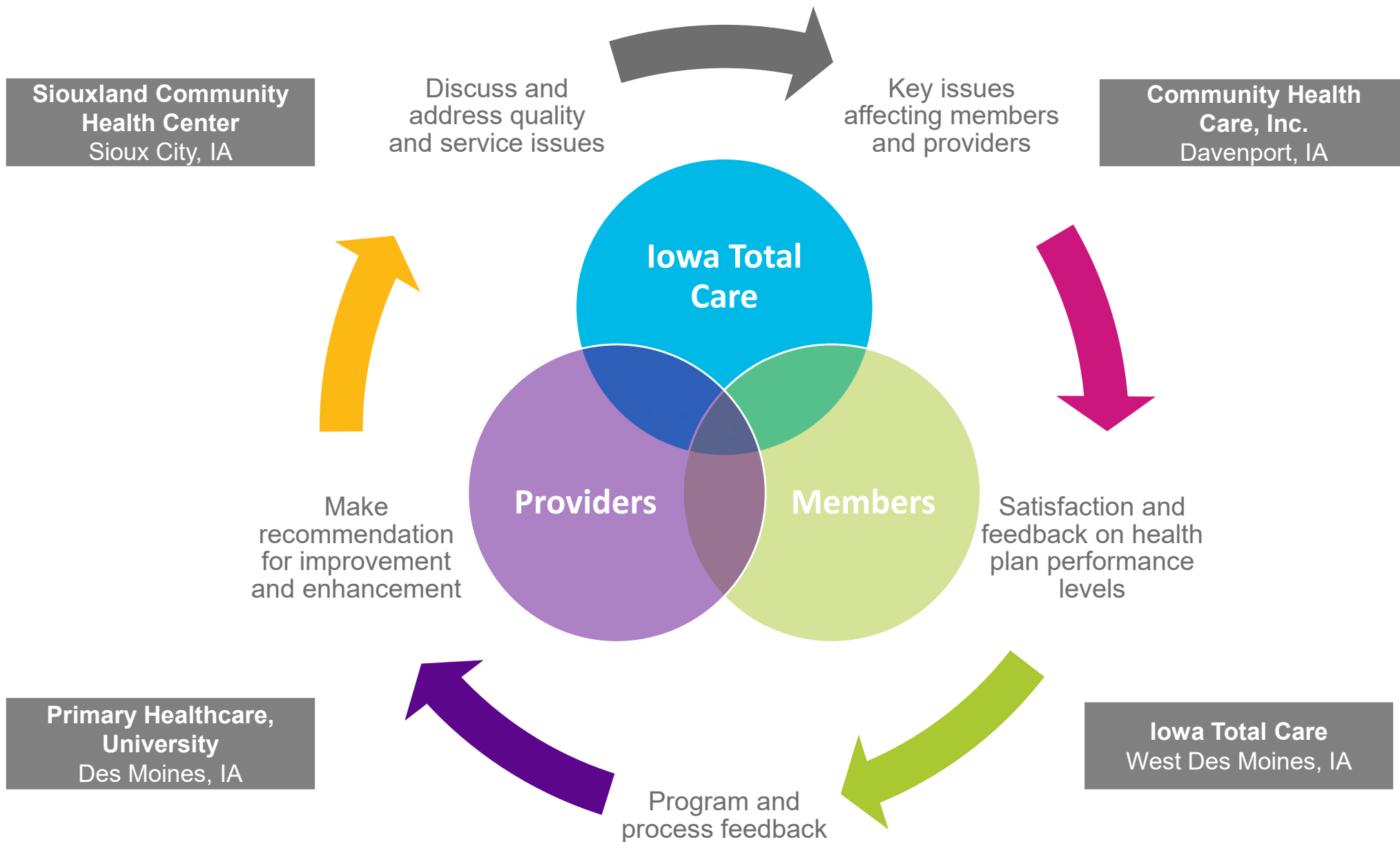
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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

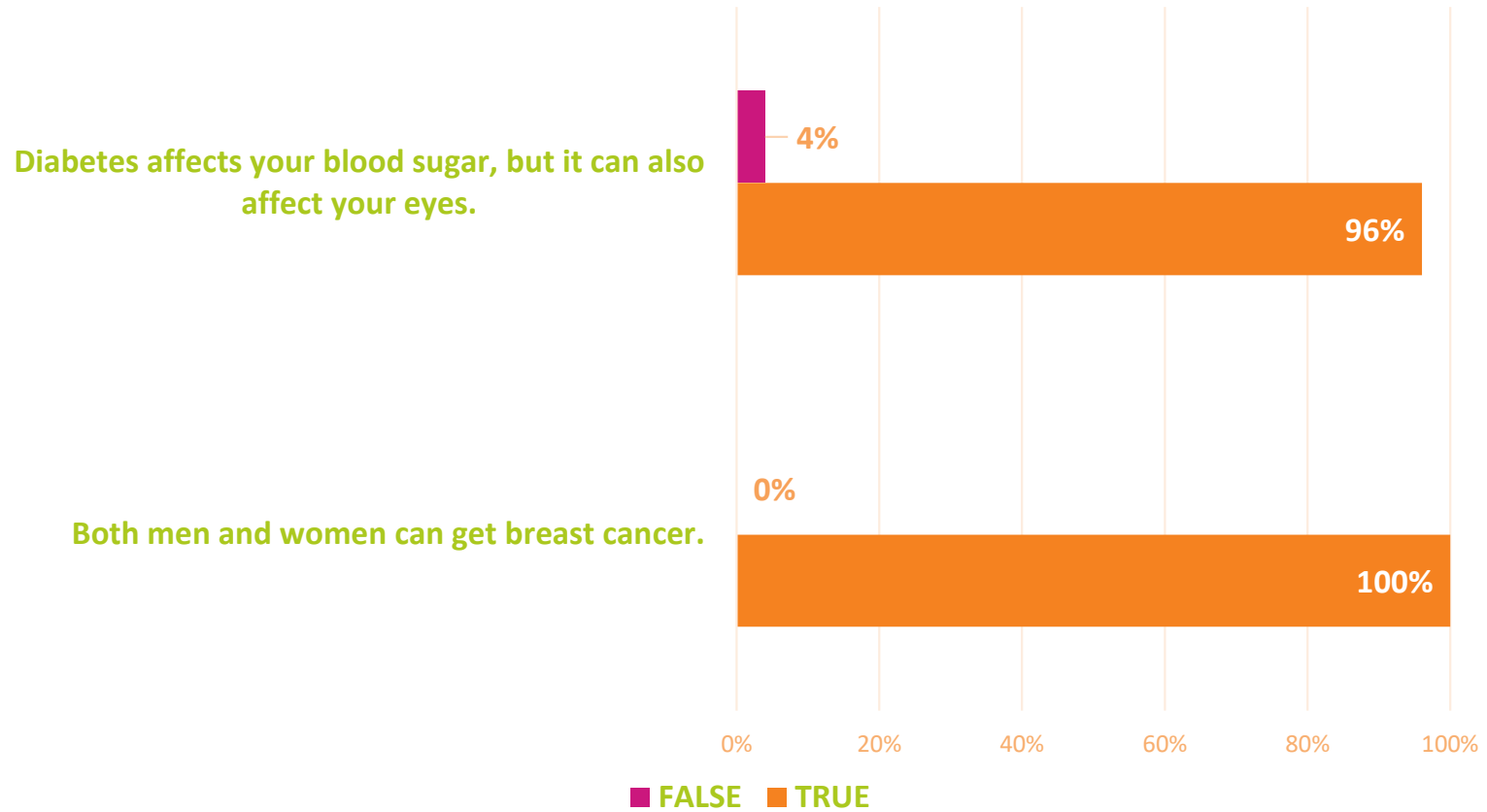


# Agenda

- Welcome – Introductions / Survey Question
- Follow-Up Items
- 2021 ITC on the Go
- ITC Service Spotlight – Babylon & Telehealth
- ITC Focus – Case Management, Consumer Assessment of Health Providers and Systems, Health Homes, myStrength
- What We Do – Employment & Support Specialists, Resource Specialists and Member Connections Community Health Worker Program
- Open Discussion
- Closing and Future Meetings

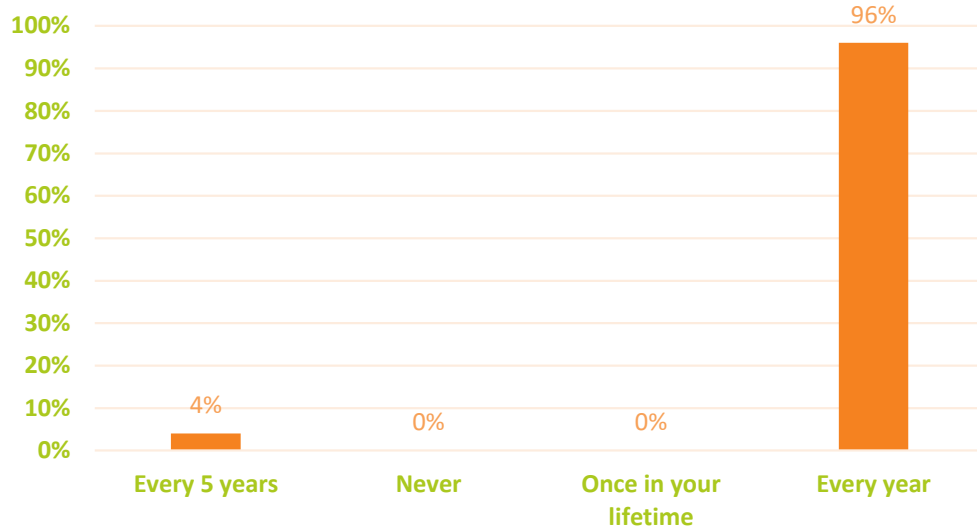
# Follow-Up Items

## September Survey Questions

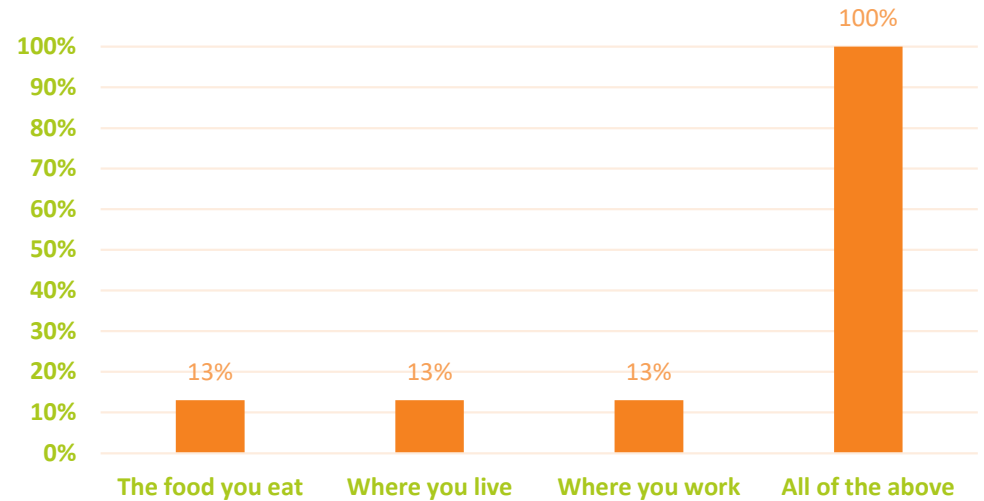


# Follow-Up Items

## Flu shots are recommended:



## Which of the following could affect your health?



# ITC ON THE GO



## Brochure Stands – Another Way to Connect!

### Brochure stand includes:

- Posters promoting benefits
- Holds materials, including brochures and flyers
- Available at no cost** to provider offices and community groups



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# ITC Services Spotlight

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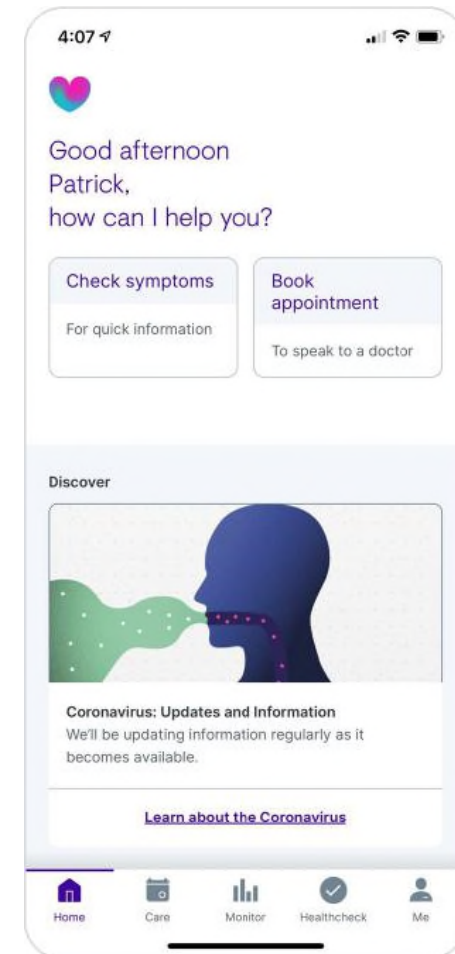


# Babylon + Iowa Total Care

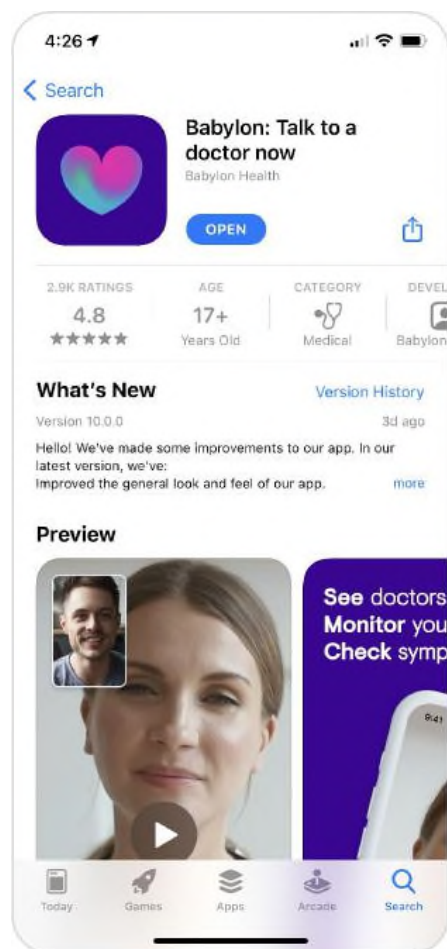
## Babylon for Iowa Total Care Members



We have partnered with Babylon Health to give **24/7 access** to medical care at no cost to Iowa Total Care members. Talk with a doctor about non-emergency issues. Get medical advice and referrals too.



## Members can sign up for Babylon and access services in 3 easy steps



- 1 Search for 'Babylon' via the App Store or Google Play. Look out for our heart logo!
- 2 Download the App and sign up for Babylon using an email address.
- 3 Fill in the required details to sign up, and when the App asks for a membership code, enter:

**ITC**

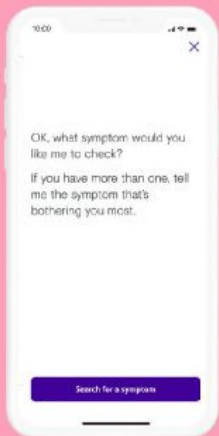
*The user must be 18 to complete this step. If a parent or guardian is trying to set up an account for a child under 18, they must register first and then add the child under the account. They do not have to be covered by health plan to register.*

# Overview of Babylon Services available for Iowa Total Care Members




**Digital Health Suite**

**Decide**



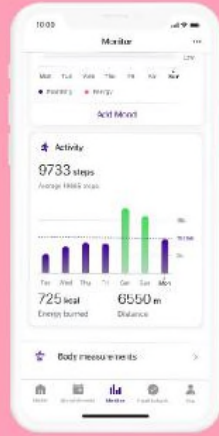
**Symptom Checker**

**Check**



**Healthcheck**

**Monitor**



**Care Monitor**

**Virtual Care Coordinate & Consult**



**24/7 Medical Care**

**7:00 a.m. – 7:00 p.m. Behavioral Health services (adult /child therapy; adult psych)**

**Post Care Referrals and Rx**



## Babylon works closely with providers on the ground in Iowa



Providers can refer members to Babylon for after hours or for when they are unavailable. Help members download the app or send them to our Babylon support line: **1-800-475-6168**.



**24/7 access** to services for members (esp. during hours when their providers is unavailable; avoid ER visits)



Visit summaries via fax / EMR that **share information** about the care provided



**Support** from Babylon team for appointment booking, referrals, and post care follow-up.

**babylon**

**24/7 Healthcare,**  
right from your  
phone.

**Register today.**

Talk to a doctor 24/7.

Check your symptoms quickly and easily.

Speak to a therapist,  
Monday - Friday 7a.m. to 7p.m.

Use Babylon to get  
24/7 health information  
and doctor appointments.

**Download the Babylon app  
and get started today!**

GET IT ON  
Google Play

Download on the  
App Store

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# ITC Focus

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# Care Management

**Iowa Total Care's Care Management teams are available to assist members that may need more help with health and social needs.** Our team includes nurses and social workers to help our members. They are called Care Managers.

Taking care of health and social needs earlier rather than later can help prevent problems. We have Care Managers available Monday through Friday, from 8:00 a.m. to 5:00 p.m CT to answer questions and help with member healthcare needs.

**These are examples of types of conditions that you can refer to our care management team:**

- Adults or children with serious or complex medical needs
- Social issues (social isolation, hunger, housing, domestic violence)
- Asthma
- Diabetes
- High blood pressure
- Heart problems
- COPD

## **Follow-Up After Hospitalization**

- Assesses adults and children 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm.
- We also have a team that helps people that have been in the hospital for mental health problems.

# Consumer Assessment of Health Providers and Systems (CAHPS)

- **Getting care quickly**
- **Rating of personal doctor and/or specialist**
- **Rating of health plan**

## Member Tools

- ITC secure member portal: see health information online, find a doctor or specialist.
- Online provider search: Find a doctor, etc. who takes Iowa Total Care insurance.
- 24/7 Nurse Advice Line: RNs available for urgent needs (not emergency), can help find care if needed

## Provider Tools

- Secure provider portal, CAHPS provider resource guide
- Lookback period time for CAHPS (lookback period for CAHPS is 6 months prior)



# Health Homes

## Who are we?

- We are part of the Long Term Services & Supports (LTSS) department within ITC. We partner with providers who provide Integrated Health Home (IHH) and Chronic Condition Health Homes (CCHH) services.
- A Health Home works to help people with more than one serious health problem and may be at risk for more. These can include drug abuse, mental health problems and heart disease.
- We work together with other healthcare providers who care for people in the Health Home.

## What do we do?

- Provide education and resources to health home providers
- Work with members and providers on waiver programs
- Ensure members are getting the routine care they need, such as follow-up after hospitalization and routine doctor visits

- **A free online tool that offers resources and support on emotional and physical challenges**
  - Overcome burdens we face with our emotions
  - Tools to improve our mood
  - Tips on managing chronic pain
  - Find help for stress, anxiety and more.
- It is **safe, secure and personalized** just for you.
- Providers and clinical staff can create an account to:
  - Refer members
  - Get access to evidence-based tools on mental health and well-being
- Sign up at [mystrength.com](https://mystrength.com) or from the Iowa Total Care website: [www.iowatotalcare.com](https://www.iowatotalcare.com)

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# What We Do

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# Employment & Support Specialists

## Who are we?

Our team helps members with disabilities (of working age) gain employment with room for advancement.

## What do we do?

- Provide employment resources and trainings
- Educate our Case Managers on job resources for members
- Develop employment/job trainings
- Work with external partners

## Benefits for members

- Increased income
- A chance to be more self-sufficient
- Community involvement

## Where do I get more information? Who can I contact?

Contact your Community Based Case Manager. You may also call Member Services. Ask to speak with a member of our Employment Team:  
1-833-404-1061 (TTY: 711).

# Resource & Housing Management Specialists

The Resource Team provides help locating resources to meet the **Social Determinant of Health (SDoH)** needs of members.



# Resource & Housing Management Specialists

The Resource Specialist will provide **SDoH** resources in your member's community:

- Utilities
- Clothing
- Baby supplies
- Financial assistance
- And more!

## Questions?

Email a Resource Specialist:

[ITC\\_Resource\\_Referral@IowaTotalCare.com](mailto:ITC_Resource_Referral@IowaTotalCare.com)

The Housing Management Specialist assists members who are:

- At risk for homelessness
- With tenant/landlord Issues
- With inadequate housing
- Experiencing rent burden
- And more!

## Questions?

Email a Housing Specialist:

[Housing\\_ITC@IowaTotalCare.com](mailto:Housing_ITC@IowaTotalCare.com)

# Member Connections

## Who We Are

We are the “boots on the ground”! We are member-facing and work within the communities where we live.

- Home visits
- Hospital visits
- Community events

## What We Do

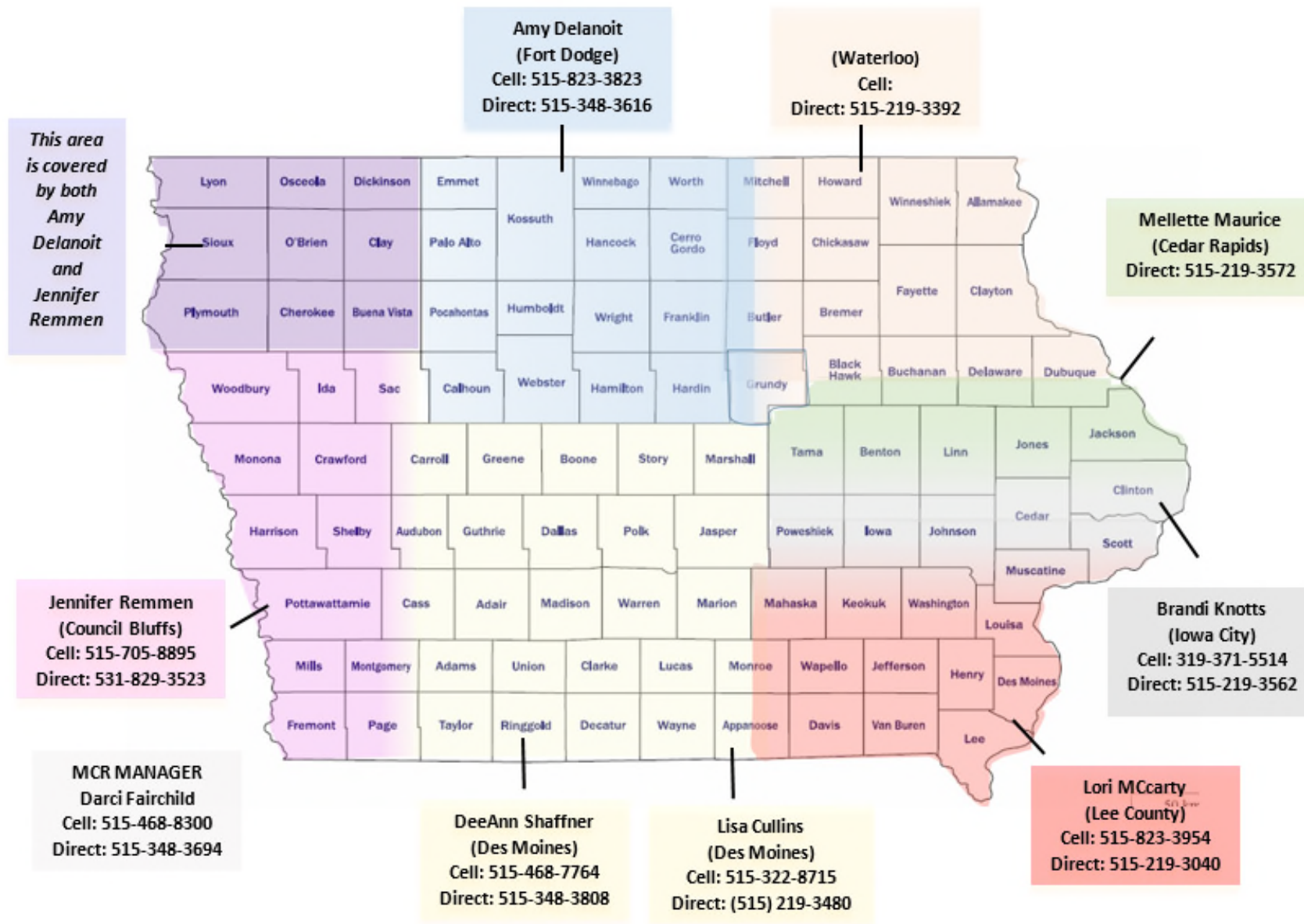
We provide interactions with our members to bridge their healthcare gaps. We assist and empower our members to call their care team so they can make informed decisions.

## How Does This Help Me/How Does This Work?

Healthcare can be challenging to navigate but is a vital aspect of our lives. We find out the whys and help peel back the layers to find out why someone is making certain choices about their healthcare.

Our focus is member-centered. The solution is developed by the member, and we give the support they need.

# Member Connections





# Member Connections

## Events:

- Baby Showers: Host showers in Waterloo, Des Moines and Cedar Rapids
  - Assist Start Smart for Baby by delivering donated items from Mary's Helping Hands to expectant mothers all around Iowa
- School Events: Host a back-to-school event in Lee County
- Donated notebooks, pencils, crayons, pens, activity books and ITC bags
- Assist Marketing with Events:
  - Des Moines University back-to-school physical event
  - Young Parent Network resource fair in Cedar Rapids
  - Back-to-school fair in Council Bluffs

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# Open Discussion

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# Meeting Details

- Upcoming Meeting Dates:

<p><b>March 2, 2022</b></p> <ul style="list-style-type: none"> <li>ITC Service Spotlight Healthy Celebrations Days</li> <li>ITC ON THE GO: Update on Community Activities &amp; Outreach</li> <li>Focus:           <ul style="list-style-type: none"> <li>Health Screenings: Adult &amp; Child Immunizations</li> <li>Quitline</li> <li>Heart Disease: Blood Pressure Screening</li> <li>Weight Watchers</li> </ul> </li> <li>What We Do: Message from CEO</li> </ul>	<p><b>June 1, 2022</b></p> <ul style="list-style-type: none"> <li>ITC Service Spotlight: Start Smart for Baby</li> <li>ITC ON THE GO: Update on Community Activities &amp; Outreach</li> <li>Focus:           <ul style="list-style-type: none"> <li>Pregnancy: PPC, Vitamins, Baby Blues</li> <li>Start Smart for Baby: Breast Pumps &amp; Notice of Pregnancy</li> <li>Member Handbook: Rights &amp; Responsibilities and Appeals &amp; Grievances</li> </ul> </li> <li>What We Do: Cultural Competency &amp; Linguistics</li> </ul>
<p><b>September 7, 2022</b></p> <ul style="list-style-type: none"> <li>Agenda being finalized</li> </ul>	<p><b>December 7, 2022</b></p> <ul style="list-style-type: none"> <li>Agenda being finalized</li> </ul>

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