



iowa total care™



Stakeholder Advisory Board

December 6, 2023

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.

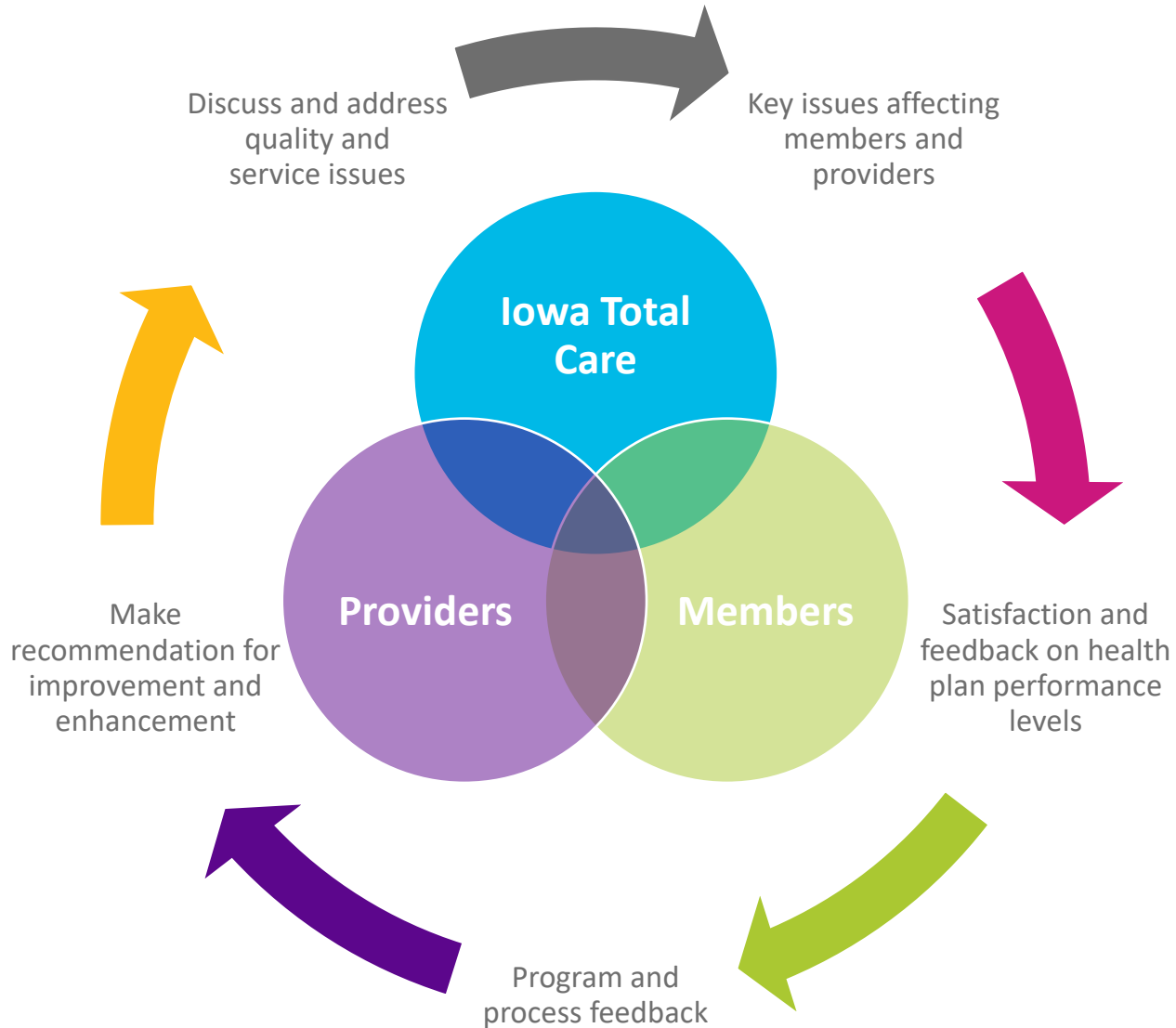
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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



Housekeeping Items

- Our technology now allows us to capture your name and attendance when you log into the meeting.
- To reduce background noise, please mute yourself.
- Please save your questions until the end of the presentation.
- The slides will be available on our website.

Welcome to the
Iowa Total Care
Stakeholder Advisory Board

Agenda

- Welcome
- Charter Review
- Iowa Medicaid Town Halls
- You Said, We Did
- 2023 ITC on the Go
- Survey Question
- ITC Focus – Mental Health
- Health Equity, Social Determinants of Health (SDOH), and Z-Codes
- Resource & Housing
- Open Discussion
- Closing and Future Meetings

Charter Review



Iowa Medicaid Town Halls



Iowa Medicaid holds monthly virtual town hall meetings with providers and members to:

- Gather feedback on the current state of the program.
- Ways to improve the program.
- Share information on current and future program projects and improvements.

Schedule:

- Second Thursday of the month (members only).
- Fourth Thursday of the month (providers and members).

Upcoming Meetings*:

- Thursday, December 7, 2023 – Member Town Hall.
- Thursday, December 21, 2023 (tentative) – Member & Provider Town Hall.

How do I sign up?

- [Iowa Medicaid Town Halls](#)
(hhs.iowa.gov/ime/about/advisory-groups/townhall)
- Need help? Contact Iowa Medicaid Member Services at **1-800-338-8366**.

These are virtual meetings, but there is a call-in option for those unable to stream live video.

*Future regularly scheduled meetings will be posted on the website and is updated by Iowa Medicaid.

You Said, We Did: Provider Education Forum

- First provider summit held September 20 in Ottumwa.
- 65+ providers in attendance.
- Iowa Total Care presentations on Z-codes, community presence, product expansion, care management and more.
- Exhibit tables including Access2Care, Dental Managed Care Organizations & Imaging Vendor.
- Open forum discussion.



Ottumwa-Area Provider Summit

September 20, 2023

Bridge View Center
102 Church St.
Ottumwa, IA 52501


Doors open
9 a.m.

Presentations
9:30 – 11:30 a.m.

Lunch
11:30 a.m. – 12:30 p.m.

Exhibits
11:30 a.m. – 2 p.m.

You Said, We Did: Hy-Vee – New My Health Pays® Vendor




Health pays at **HyVee**.

IOWA TOTAL CARE MEMBERS:
You can now use your My Health Pays® rewards at your local Hy-Vee stores!

- Hy-Vee Grocery Stores
- Hy-Vee HealthMarket Rx
- Dollar Fresh Markets

Learn more to earn more.
Visit IowaTotalCare.com/MyHealthPays

 iowa total care.

- **NEW!** Purchase everyday items with your My Health Pays card at all Hy-Vee:
 - Grocery stores.
 - HealthMarket Rx.
 - Dollar Fresh Markets.
- Launched December 2023.
- Hy-Vee has partnership with Iowa Total Care only – no other Iowa managed care organization.
- Iowa Total Care first Centene health plan to offer a new regional My Health Pays vendor.

ITC on the Go



NAMIWalks

- Lead sponsor.
- 160+ Iowa Total Care staff participated – largest walk group.

“NAMI Iowa and Iowa Total Care share the mission to support Iowans facing mental health barriers. We applaud and support their important work in our communities and are proud to partner on this critically important event,” said Mitch Wasden, plan president and CEO, Iowa Total Care.

To learn more about NAMI Iowa, visit namiiowa.org.
To find local resources near you, visit iowatotalcare.findhelp.com.

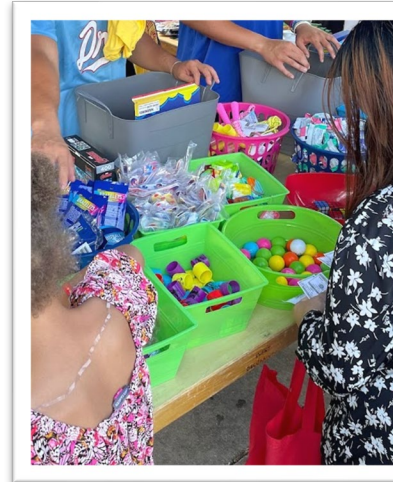


ITC on the Go



Education Support

- Back-to-school events & donations (8): **\$3,500.**
 - Plus pencils, rulers, and volunteer hours.
- 100 Libraries in Iowa: **\$50,000.**
- DMACC Scholarships (25): **\$8,750.**



ITC on the Go



- **2023**
 - Four locations.
 - 44,540 pieces fresh, free produce.
 - Peppers, potatoes, bananas, apples, and pears.
 - Produce value: \$18,000.
 - 2,000+ attendees.
 - 50+ community partners.
 - 230+ staff volunteer hours.
- **2024**
 - Eight locations.
 - Layer in Quality initiatives.

GREEN TO GO

Brought to you by: **iowa total care.**

**In partnership with
Siouxland Community Health Center Celebration
“Rock the Center” Event**

YOU'RE INVITED!

Date: Tuesday, August 8, 2023
Time: 4 p.m. - 6 p.m.
Place: Siouxland Community Health Center
1021 Nebraska St, Sioux City, IA 51105

**BE WELL
EAT WELL**
Be Well. Eat Well.
An Iowa Total Care initiative

JOIN US FOR:

- Helpful information on community & health resources—and more!
- Tips from a Hy-Vee dietician and free recipes!
- Fresh, free produce (while supply lasts)!

Partner organization: **Siouxland Community Health**
an iowahealthcenter

Produce provided by: **HyVee**

ITC on the Go



ITC on the Go



Volunteerism

1,300+ employee hours donated year-to-date.



Survey Questions

Iowa Total Care Focus: Mental Health

Discharge Planning

Transitions of Care Team (TOC) consists of nurses and behavioral health staff that find members that are moving from a hospital setting, back into the community.

- Help schedule appointments.
- Provide transportation assistance.
- Find support that will help members get well and stay well.
- Help with other physical and behavioral and social service needs.
- Help to find services in the community.
- Identify and address basic needs with services and supports.

Follow-up After Hospitalization or Emergency Room Visit for Mental Health

After a patient has been hospitalized for mental illness, it's important they see a mental health provider.

Importance of 7-day follow-up visit:

- To support the gains made during the hospitalization.
- To monitor prescribed medications.
- To monitor patient's response to all treatment.



Resources

Nurse Advice Line

- Medical professionals (nurses) are available 24/7 to answer calls regarding your medical questions or concerns.
- Examples of when to call the Nurse Advice Line:
 - Feeling ill or caring for a sick child.
 - Help knowing if you should see your Primary Care Provider.
 - Answers to questions about your health.

Crisis Line

- For mental health or substance use crisis (that is not life threatening), Crisis Support Line is available 24/7.
- Examples of when to call the Crisis Line:
 - Feeling very sad, hopelessness, stressed, worried, or bothered by thoughts.
 - Thinking about hurting yourself or others.
 - Worried about the mental health or substance use of your child.

The Care Management team reviews the calls and follows up as needed. To speak to a care manager, call 1-833-404-1061 (TTY: 711).

Care Management for Members

Choose Tomorrow™: A Suicide Prevention Program

- Early identification is critical for suicide prevention.
 - We can identify members more likely to be at risk before a crisis occurs.
- Trained staff engage the member respectfully while ensuring safety.
- A Safety Plan is created by the member with the staff's help.

HALO: Health Assistance, Linkage, and Outreach

- Program to identify and prevent members at risk of developing a substance use disorder.
- Treat members who are abusing substances to avoid prevent them from getting worse.

Behavioral Health Medication Management

Know Your Medications

Ask questions before starting a new medication

- **Why** do I need this medication?
- **How** should I take this medication?
- What are some **possible side effects** of this medication?
- What do I do if I **miss a dose** of this medication?
- **What** happens if I don't feel better?



Tips for Sticking to Your Medications

- Take your medications **exactly how they are prescribed** or following the plan you and your health care provider have discussed.
- Pair your medications with something you do **everyday**.
- Use a **pill box** to keep medications together and easily see if you missed a dose.
- Take medications at the **same time** daily, set an alarm on your phone.
- Enroll in your pharmacies **automatic refill** program.
- Try to use the **same pharmacy** for all your medications.

Remembering these things can help set yourself up for success!

Behavioral Health Medication Management

Things to Remember about Your Behavioral Health Medications:

- Drugs and alcohol can have negative effects on these type of medications.
- As your stress level rises, you may need to have your dose of medication increased by your doctor.
- These types of medications can take weeks to work, try to be patient.
- Monitor for side effects.
- When starting a new medication, let your friends and family know so they can look for adverse (negative) effects. They will most likely notice a positive change before you will.

We cover many different types of behavioral health services that can help with issues you may be facing. You can call a behavioral health provider for an appointment. You can get help finding a behavioral health provider by:

- Calling Member Services at **1-833-404-1061 (TTY: 711)**.
- Calling our 24/7 Nurse Advice Line at **1-833-404-1061 (TTY: 711)**.
- Calling the National Crisis Lifeline at **988**.

Transportation

Non-Emergency Medical Transportation (NEMT) can provide transportation to healthcare appointments, trips to the pharmacy, or to locations to apply for public assistance for eligible members. (Restrictions do apply.)

- Eligible members include Iowa Health Link Members and Iowa Health & Wellness Members deemed medically exempt.
- NEMT can also provide eligible members with an unlimited monthly bus pass or with mileage reimbursement.
- The type of transport vehicle is based on the member's current medical condition and needs.
- Members, their authorized representative, and providers can request transportation.
- If member has any special needs or accommodations, please make note of it at the time the transportation is requested.

If you are experiencing an emergency, please contact 911.

Transportation

Three options for scheduling NEMT:

- Access2Care: **1-877-271-4819**
- Access2Care's **Mobile App**
 - Available on [App Store](#) (apps.apple.com/us/app/access2care/id1463891336) or [Google Play](#) (play.google.com/store/search?q=access2care&c=apps).
- Where's My Ride: **1-844-521-9948**
- Iowa Total Care Member Services- 1-833-404-1061

Transportation needs to be requested no later than **48 hours** prior to appointment time.

Urgent trips and mileage reimbursement can be requested same day.

When scheduling, please have the following information ready:

- Member name.
- Member date of birth.
- Member ID.
- Member address/phone.
- Date/time of appointment.
- Address/phone of appointment.
- Name of provider/facility.
- Round trip.
- Pick-up address (if different from physical).
- Additional information (special accommodations/additional stops or passengers).

Visit the [transportation page](#) for more information.

(iowatotalcare.com/members/medicaid/benefits-services/transportation)

Behavioral Health ECHO Survey (BH ECHO)

BH ECHO Survey

- Survey on mental health and behavioral health services.
- Once a year during summer.
- Group of randomly selected ITC members receive survey in mail.

Survey Questions

- Rating of counseling or treatment.
- Getting treatment quickly.
- Access to treatment and information from health plan.
- Office wait time.
- Informed about patient rights.

Why Is the BH ECHO Survey Important?

- Helps Iowa Total Care to improve member experience with mental health, behavioral health, and/or substance abuse services.

Consumer Assessment of Health Providers and Systems (CAHPS®)

CAHPS Survey

- Survey on experience with health plan and health care providers.
- Once a year during spring.
- Group of randomly selected ITC members receive survey in mail.

Survey Questions

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

Why Is the CAHPS Survey Important?

- Helps Iowa Total Care to improve member experience with us and with health care providers.

CAHPS & BH ECHO

Member Resources

- Website:
 - [Member.iowatotalcare.com](https://www.member.iowatotalcare.com) - See health information online, find a doctor or specialist.
 - [Find a Provider tool](https://www.iowatotalcare.com/members/medicaid/find-a-doctor) – Find providers in-network and near you.
(iowatotalcare.com/members/medicaid/find-a-doctor)
- Mobile App:
 - Access your healthcare information, claims, ID cards and more online.
 - Find it in the [App Store](https://apps.apple.com/us/app/iowa-total-care/id1469087645) (apps.apple.com/us/app/iowa-total-care/id1469087645) or [Google Play](https://play.google.com/store/apps/details?id=com.centene.iatotalcare&hl=en_US&gl=US) (play.google.com/store/apps/details?id=com.centene.iatotalcare&hl=en_US&gl=US).
- 24/7 Nurse Advice Line (1-833-404-1061):
 - Nurses available for urgent needs (not emergency).
 - Can help find care if needed.

Provider Resources

- We are in lookback period for CAHPS & BH ECHO.
- [CAHPS Resource Guide](https://www.iowatotalcare.com/providers/quality-improvement/cahps—corner) (iowatotalcare.com/providers/quality-improvement/cahps—corner).
- [BH ECHO training](https://www.iowatotalcare.com/providers/provider-training) (iowatotalcare.com/providers/provider-training).

Health Equity

Social Determinants of Health

Social Determinants of Health Overview

Social determinants of health (SDOH) are the conditions in the environments where people are born, live, learn, work, play, worship, and age that affect a wide range of health, functioning, and quality-of-life outcomes and risks.

- **238,290** Iowans are facing hunger (\approx **8%** of state population).
 - Of these, **68,999 are children.**¹
- Current Iowa high school dropout rate: **3.4%**.²
- Iowa's unemployment rate is currently **2.9%**.³
- Iowans spend more than **30%** of income on housing costs.⁸
- An estimated **49.5%** of adolescents (ages 13-18) have a mental disorder.⁵

Health Equity Overview

Health equity is the attainment of the highest possible level of health for all people.⁶

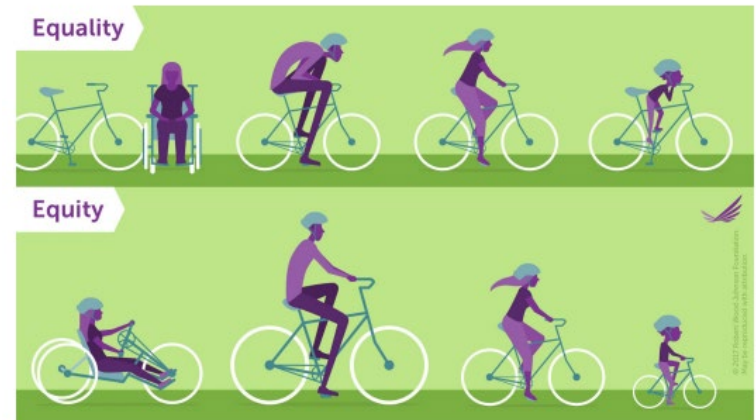
Achieving health equity requires valuing everyone equally with focused and ongoing societal efforts to address:

- avoidable inequalities,
- historical and contemporary injustices,
- social determinants of health, and
- to eliminate disparities in health and healthcare.

Health equity means that everyone has a fair and just opportunity to be as healthy as possible.⁶

This requires removing obstacles to health such as:

- poverty, discrimination, and their consequences,
 - including powerlessness and lack of access to good jobs with fair pay, quality education and housing, safe environments, and healthcare.

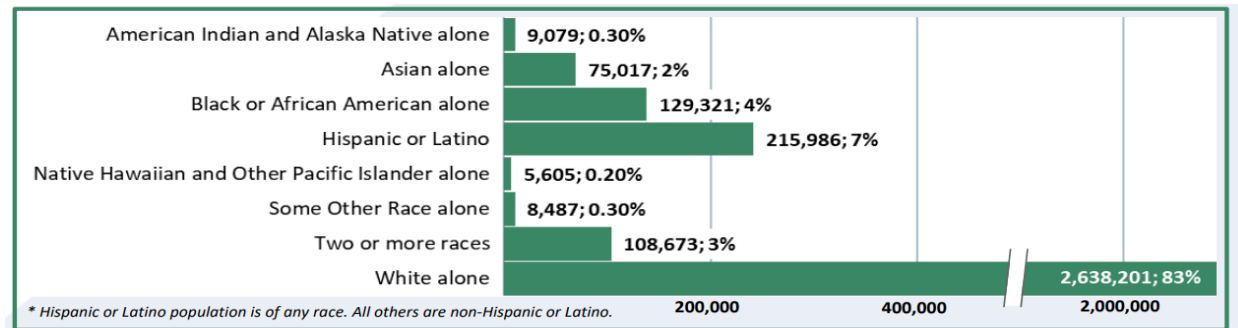


Health Equity Overview

What population has the most health disparities?⁷

- Racial and ethnic minority groups.
- People with lower socioeconomic status (SES).
- Underserved rural communities.

Iowa Statistics: Population by Race & Ethnicity – 2020⁴



Iowa Statistics: Population by Age – 2020⁴

Age Group	Estimate	Percent
0 to 5 years	233,211	7%
6 to 11 years	241,674	8%
12 to 17 years	250,674	8%
18 to 24 years	313,856	10%
25 to 34 years	398,796	13%
35 to 44 years	390,589	12%
45 to 54 years	357,591	11%
55 to 64 years	411,034	13%
65+ years	566,136	18%

Iowa Statistics:

- Access to primary care and dental care providers has **decreased by 3% and 8%** respectively since 2016. **38.9%** of lowans live in non-metro areas.
- **3%** of the population reported speaking English “less than very well”, which is a potential barrier to getting the services they need.⁴
- lowans with incomes less than \$25,000 were **> 3.5** times more likely to experience frequent mental distress.
- Black lowans have the highest mortality rate in **10 of the 12** major causes of death (heart disease, stroke, cancer, etc.)
- In Iowa: preterm delivery rate for American Indian/Alaskan Natives is **12.7%**⁹.

SDOH Z-Code Overview

Z-codes are a set of ICD-10-CM codes used as a tool to identify a range of issues related – but not limited to:

- Education and literacy.
- Employment.
- Housing.
- Ability to obtain adequate amounts of food or safe drinking water.
- Occupational exposure to toxic agents, dust, or radiation.

Z-codes can be used in any health setting. By screening patients with Z-codes:

- It will help identify areas where a patient has an SDOH barrier.
- Help to connect your patients with resources.
- Using codes associated with these conditions allow healthcare professionals and Iowa Total Care to collect data and identify solutions that more closely align with patients' needs.

Iowa Total Care Resource Team

The Resource Team assists members by providing solutions to their Social Determinants of Health (SDOH). Housing and general resources are the most common SDOH the team can help with.

Help with housing issues, such as:

- Facing eviction or foreclosure.
- Financial insecurity.
- Relocation.
- High-priced rent.
- Inadequate housing.
- Tenant/landlord Issues.
- Accessibility Issues.
- Housing solutions/options.

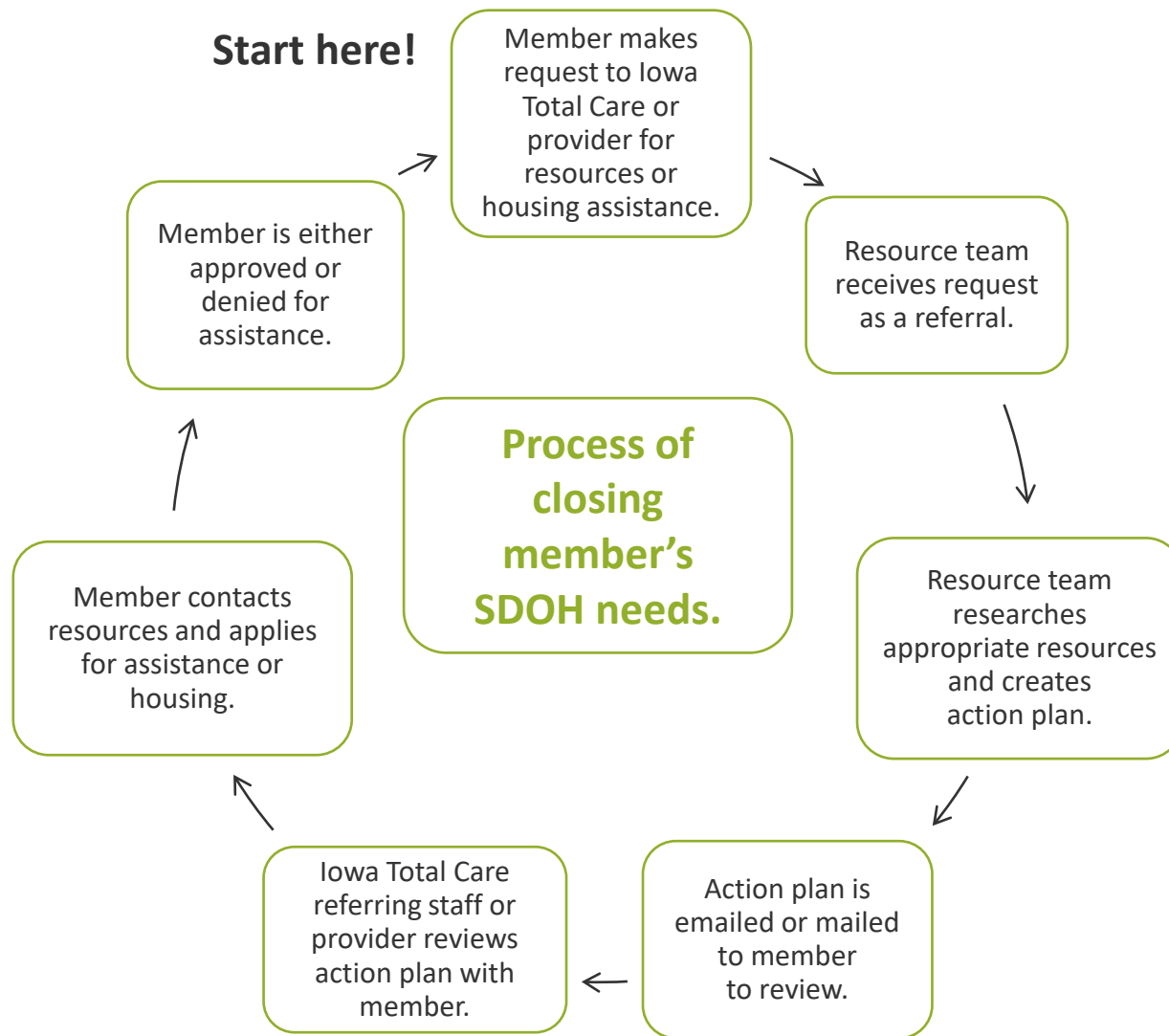
Finding resources, such as:

- Food pantries.
- Rent assistance.
- Utility bill assistance.
- Baby/infant supplies.
- Clothing.
- Home furnishings.
- Transportation.
- And more.

Iowa Total Care Resource Team

1. The resource team utilizes iowatotalcare.findhelp.com, Google searches, existing resource directories, and multiple housing/rental websites to locate resources and housing options and solutions for members.
 - This can include determining if a member has unused My Health Pays[®] reward dollars which can be used for food, clothing, application fees, utilities, and more.
 - If a member is eligible for any reward dollars those items are also included.
2. The resources are gathered and put into an action plan for each member.
 - For housing options and solutions, the team includes “considerations” and “recommendations” that are specific for each member.
 - Essentially is a step-by-step plan for the member to take to obtain housing.
 - The action plan is emailed or mailed to the member.
3. The resource team follows up with the member 45 days after the action plan was sent to the member.
 - Inquire about outcome (success) of the resources provided.
 - Want to know if member got assistance and/or obtained housing.
 - Resource team tracks the outcomes.

To request assistance with SDOH, members and providers can call Iowa Total Care: **1-833-404-1061 (TTY: 711)** or email a resource specialist: **Housing_ITC@IowaTotalCare.com**.



Number of action plans completed YTD: 481*
 Number of confirmed successful (closed loop) SDOH YTD: 222 (46%)

Open Discussion

Agenda Recap

- Charter Review
- Iowa Medicaid Town Halls
- You Said, We Did
- 2023 ITC on the Go
- Iowa Total Care Focus – Mental Health
- Health Equity, Social Determinants of Health (SDOH), and Z-Codes
- Resource & Housing
- Open Discussion

Meeting Details

- Upcoming Meeting Dates:

<p>March 6, 2024</p> <ul style="list-style-type: none">• Maternal Health	<p>June 5, 2024</p> <ul style="list-style-type: none">• Child Wellness
<p>September 4, 2024</p> <ul style="list-style-type: none">• Agenda To Be Determined	<p>December 4, 2024</p> <ul style="list-style-type: none">• Agenda To Be Determined

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