



iowa total care™



Stakeholder Advisory Board

September 7, 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.

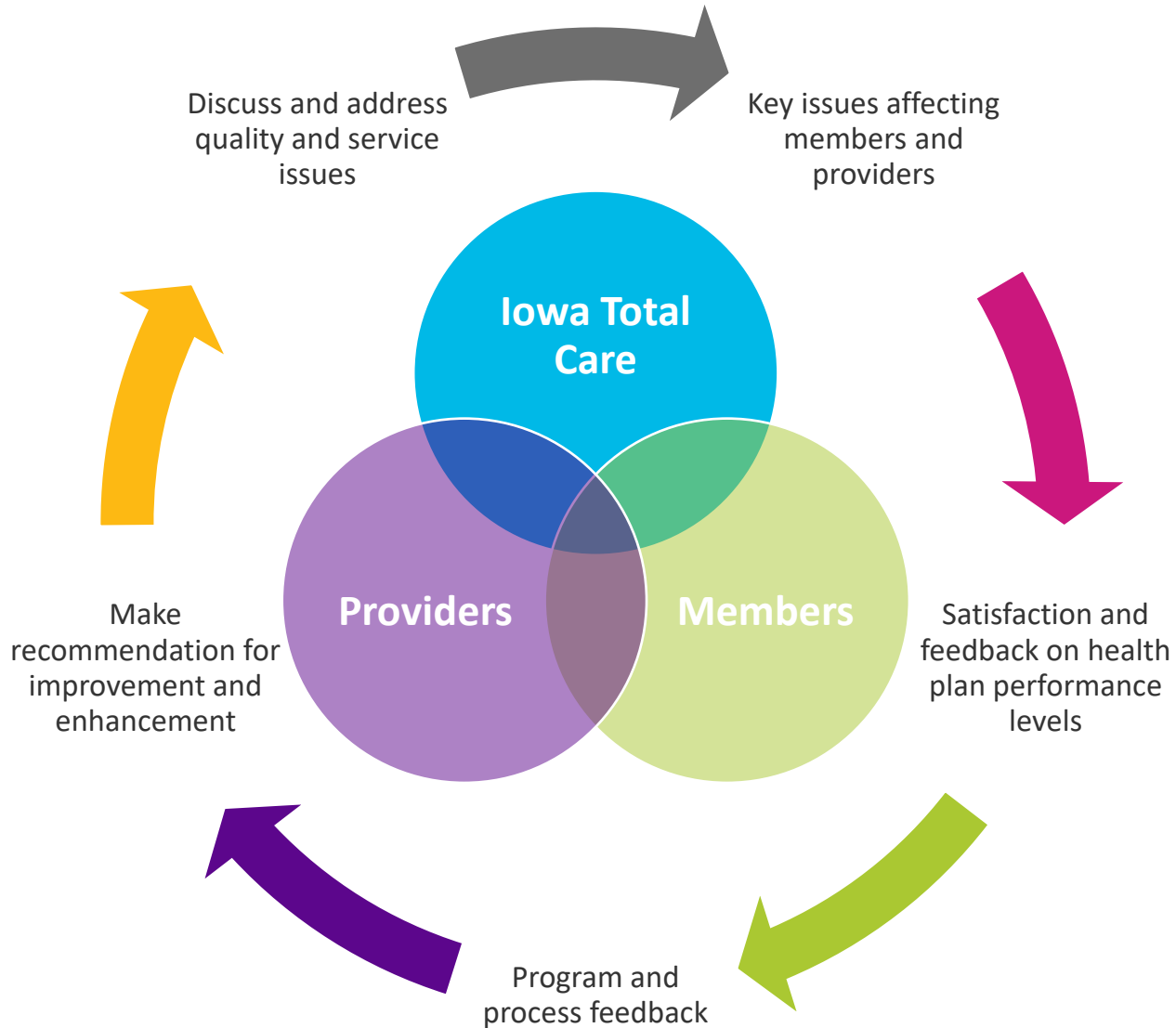
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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.
- We will pause between presenters to answer any questions.
- The slides will be available on our website.

Welcome to the
Iowa Total Care
Stakeholder Advisory Board

Agenda

- Welcome
- 2023 ITC on the Go
- Survey Questions
- ITC Focus – Adult Care & Screenings
- Health Equity – Language Access
- Message from the CEO
- Open Discussion
- Closing and Future Meetings

ITC on the Go



Eating Healthy with Iowa Total Care

Check out the latest cooking videos on the [Be Well. Eat Well](https://www.iowatotalcare.com/bewelleatwell) webpage.

([iowatotalcare.com/bewelleatwell](https://www.iowatotalcare.com/bewelleatwell))

- 20-Minute Pasta.
- Pineapple & Bean Quesadilla.
- Cinnamon GORP Trail Mix.

Watch for free and/or download the recipe PDF.

ITC on the Go



Green To Go

Created to help address food insecurity across Iowa.

Cedar Rapids Community Health Fair: June 24, 2023

- 726 attendees.
- 9,000 pieces of produce distributed.
- Eight community organizations showcased.
- 10 volunteers.

Sioux City Rock the Center Event: August 8, 2023

- 511 attendees.
- 9,000 pieces of produce distributed.
- Nine volunteers.

Next Event

- Corning, IA: September 19, 2023.
- In partnership with Taylor County Health Department.

The flyer is titled "GREEN TO GO" in large, bold, green letters. Below the title, it says "Brought to you by: iowa total care." with the ITC logo. The main text reads "In partnership with Siouxland Community Health Center Celebration 'Rock the Center' Event". A green oval contains the text "YOU'RE INVITED!" followed by event details: "Date: Tuesday, August 8, 2023", "Time: 4 p.m. - 6 p.m.", and "Place: Siouxland Community Health Center, 1021 Nebraska St., Sioux City, IA 51105". Below this is a circular logo with "BE WELL. EAT WELL." and "Be Well. Eat Well. An Iowa Total Care Initiative." To the right, under "JOIN US FOR:", are three icons: a hand holding a leaf, a clipboard with a checklist, and a basket of produce. The text next to these icons describes the activities: "Helpful information on community & health resources—and more!", "Tips from a Hy-Vee dietician and free recipes!", and "Fresh, free produce (while supply lasts)!". At the bottom, it lists "Partner organization: Siouxland Community Health an Iowa Health Center" and "Produce provided by: HyVee." with the HyVee logo.

ITC on the Go



Volunteerism

At the center of Iowa Total Care's purpose is our commitment to addressing the needs of the communities we serve.

764 hours donated year-to-date.

- Central Iowa Shelter & Services (CISS).
- Easterseals Iowa.
- Cards for Kids.
- DMARC's Meals from the Market.
- Hygiene Drive.



Iowa Total Care Literacy Program



An Iowa Total Care initiative that promotes early childhood literacy through educational resources and statewide partnerships. Access educational tools and discover community organizations that help support literacy in Iowa's youth! Check out our [Iowa Total Care Literacy Program Brochure \(PDF\)](#) to learn more.

Doc's Kids Club

- Free to kids 10 and younger who live in Iowa.
- New member welcome kit.
- Monthly e-newsletter.

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 which means you can visit a 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 45
- Women’s health screenings
 - ✓ Mammogram
 - ✓ Pap Test



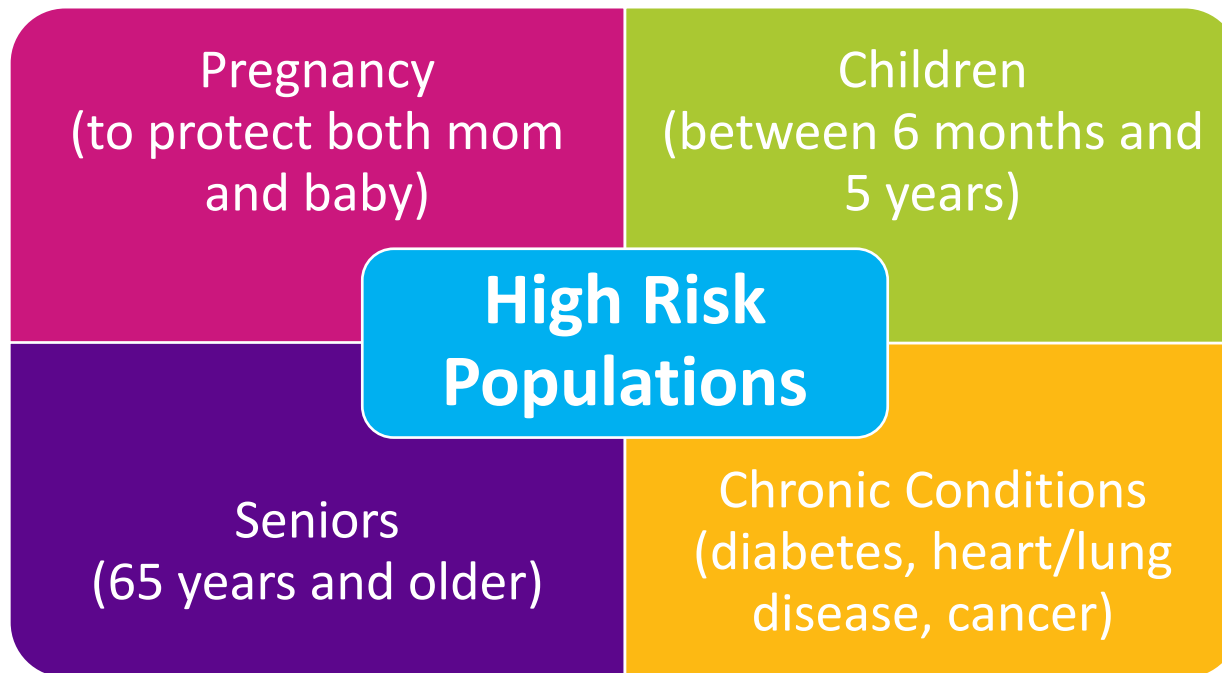
The form is titled "Office Visit Worksheet" and includes logos for Iowa Total Care, Iowa Health Link, and Hawki. It is divided into three main sections: "COMPLETE THIS SECTION BEFORE YOUR APPOINTMENT", "FILL THIS OUT DURING YOUR APPOINTMENT", and "FOLLOW UP AFTER YOUR APPOINTMENT". The first section includes a table for listing current medications with columns for "I am currently taking these medications/supplements", "Dose", and "Time of day taken". The second section contains various questions and prompts for the patient to discuss with their doctor, such as "Have there been any changes in your family since your last visit?" and "Prescriptions from your doctor:". The third section includes fields for "Next appointment is" and "Call back on this date for test results". At the bottom, there is a disclaimer in both English and Spanish regarding federal civil rights laws.

To learn more, visit the [Annual Well Visits](https://www.iowatotalcare.com/members/medicaid/health-wellness/annual-wellness-visits) webpage.

([iowatotalcare.com/members/medicaid/health-wellness/annual-wellness-visits](https://www.iowatotalcare.com/members/medicaid/health-wellness/annual-wellness-visits))

Influenza – The “Flu”

- 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.
- You must get a flu shot every year.
- The flu virus is always changing so flu vaccines are changed each year - plus your protection gets weaker over time.
- Some people 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 **My Health Pays[®]** reward for you and your family by getting a flu shot by April 30.

Hypertension – High Blood Pressure

What is blood pressure?

The pressure of blood pushing against the walls of your arteries. Arteries carry blood from your heart to other parts of your body.

If your blood pressure is higher than normal, you have high blood pressure.

There are no obvious symptoms. Some call it the “Silent Killer.”

A normal blood pressure is considered less than 120/80.

It can cause a **heart attack, stroke, eye problems, and kidney damage.**

Hypertension – High Blood Pressure

How do I know what my blood pressure is?

- Make an appointment with your doctor to have your blood pressure checked.
- It's simple and painless!

What can I do to prevent or manage high blood pressure?

- Exercise.
- Quit smoking.
- Eat a healthy diet (limit salt and alcohol).
- Keep a healthy weight.
- Manage stress.
- Take medications your doctor prescribes for you.



If your blood pressure is over 120/80, follow up with your doctor.

Chronic Obstructive Pulmonary Disease (COPD) vs. Asthma

COPD is a group of diseases that causes tubes that carry air in and out of your lungs (airways) to become blocked or collapse.

Causes:

- #1 cause - cigarette smoking.
- Exposure to air pollution.
- Respiratory infections.

Asthma also affects the airways in your lungs. It makes them become inflamed and narrowed.

The muscles tighten around the airways and makes it hard for air to pass through them.

Causes:

- Often starts in childhood.
- Allergens (pollen, dust mites, mold).
- Exposure to cigarette smoke.
- Severe lung infection.

Chronic Obstructive Pulmonary Disease (COPD) vs. Asthma

Many of the symptoms of and treatment for COPD and asthma are the same.

Most Common Symptoms

- Frequent coughing.
- A whistling noise, especially when breathing in or out (wheezing).
- Chest tightness.
- Trouble breathing.
- Shortness of breath during activities.
- Feeling tired/low energy during activities.

Treatment

- Quit smoking.
- Avoid air pollutants at home and work.
- Pulmonary rehabilitation.
 - ✓ Teaches you ways to improve your everyday quality of life.
- Take medication.
- Oxygen if you have COPD.

Self-Care Tips

- Stop smoking.
- Prevent lung infections.
 - Ask your doctor about getting the flu, COVID-19 and pneumonia vaccinations.
- Do your breathing exercises.

Diabetes

What is diabetes?

- A chronic (long-lasting) health condition that affects how your body turns food into energy.
- Your body breaks down most of the food you eat into sugar (glucose) and releases it into your bloodstream.
- An organ in your body, the pancreas, releases insulin when your blood sugar goes up.
- With diabetes, your body doesn't make enough insulin or can't use it as well as it should.
- Over time, that can cause serious health problems:
 - ✓ Heart disease.
 - ✓ Vision loss.
 - ✓ Kidney disease.
 - ✓ Amputation of toes and other parts.

Diabetes

There isn't a cure yet for diabetes, but losing weight, eating healthy food, and being active can really help. Other things you can do to help:

Take medicine as prescribed.

Check your blood sugar.

Make and keep health care appointments.

Join a diabetes education service to learn how to manage your diabetes.

Iowa Total Care Resources

If you are struggling or need help with any health problems, Iowa Total Care wants to help. We offer:

- **Care management services**
 - ✓ Providers can call 1-833-404-1061 to speak to a member of our integrated care team to refer a member for services.
- **Resources on IowaTotalCare.com**
 - ✓ Health & Wellness Topics
 - Krames Health Library
 - How to stop smoking
 - Call the Iowa Total Care Tobacco-Free QuitLine:
 - > 1-800-QUIT-NOW (1-800-784-8669)
 - > TTY/TDD: 877-777-6534
 - > TTY: 888-229-2182
 - ✓ Care coordination
 - Free services for conditions such as asthma, diabetes, COPD, high-risk pregnancy and more! Call 1-833-404-1061.

Benefit Highlight: *my*healthpays® 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 date of birth.
- 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 information:

- [Iowa Total Care's My Health Pays webpage](http://iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program)
(iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program)



Benefit Highlight: *my*healthpays® REWARDS

START EARNING TODAY!

\$30 For Completing Initial Health Risk Screening. **Must complete within 90 days of initial enrollment.**

★ **\$30** Annual Health Risk Screening. **Must complete yearly after being an Iowa Total Care member for 9 months.** Once per enrollment year.

\$20 Notification of Pregnancy Form. **Must complete within first trimester.**

\$15 Notification of Pregnancy Form. **Must complete within second trimester.**

\$40 First Trimester Prenatal Visit. **Must complete appointment with a provider within first 12 weeks of pregnancy.**

\$20 Postpartum Doctor Visit. **1–12 weeks after delivery.**

★ **\$20** Annual Breast Cancer Screening. **Females ages 40–74.** Once per calendar year.

★ **\$15** Diabetes Care HbA1c Test. **Ages 18–75 with diagnoses of diabetes.** May earn 2 times per calendar year.

★ **\$15** Diabetes Care Retinopathy Screening/ Dilated Eye Exam. **Ages 18–75 with diagnoses of diabetes.** Must be completed with eye doctor. Once per calendar year.

\$30 Tobacco Cessation Coaching. **Enroll with Iowa Quitline and complete all 5 coaching sessions.** Once per calendar year.

\$30 Tobacco Cessation Quit Aid. **Must fill a prescription for one quit aid such as nicotine gum, lozenges or patches.** Once per calendar year.

\$25 Stakeholder Advisory Board (SAB) Meeting. **SAB meetings are held four times per year/once per quarter with Iowa Total Care.** May earn reward four times per calendar year, by attending each meeting.

\$20 Infant Well Care Visit. **Must complete all six visits with assigned Primary Care Provider (PCP).** 2-, 4-, 6-, 9-, 12- and 15-month infant well care visits.

\$20 Early Child Well Care Visit. **Ages 15–30 months.** Must complete two visits with Primary Care Provider (PCP) during this age range to earn one reward.

\$20 Annual Child Well Care Visit. **Ages 3–20.** Once per year.

★ **\$20** Annual Adult Well Care Visit. **Ages 21 and up.** Once per year.

★ **\$10** Annual Flu Vaccine. **Ages 18 and up.** Once per flu season. September-April.

For questions about rewards impacting Medicaid eligibility or client participation, please contact your Medicaid Income Maintenance Worker.

Health Equity

Language Access Services (LAS)

New Online Language Access Services Request Forms:

- [Member form](#) (Located on Member Handbook/Forms/Resources page.)
- [Provider form](#) (Located on Provider Resources page; it has also been added as a “New Resource Available” on the provider home page).

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 Forms.

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

Message from the CEO

Open Discussion

Meeting Details

- Upcoming meeting dates:

December 6, 2023 <ul style="list-style-type: none">• Mental Health	March 6, 2024 <ul style="list-style-type: none">• Maternal Health
June 5, 2024 <ul style="list-style-type: none">• Child Wellness	September 4, 2024 <ul style="list-style-type: none">• Agenda being finalized

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