



iowa total care™



Stakeholder Advisory Board

December 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.

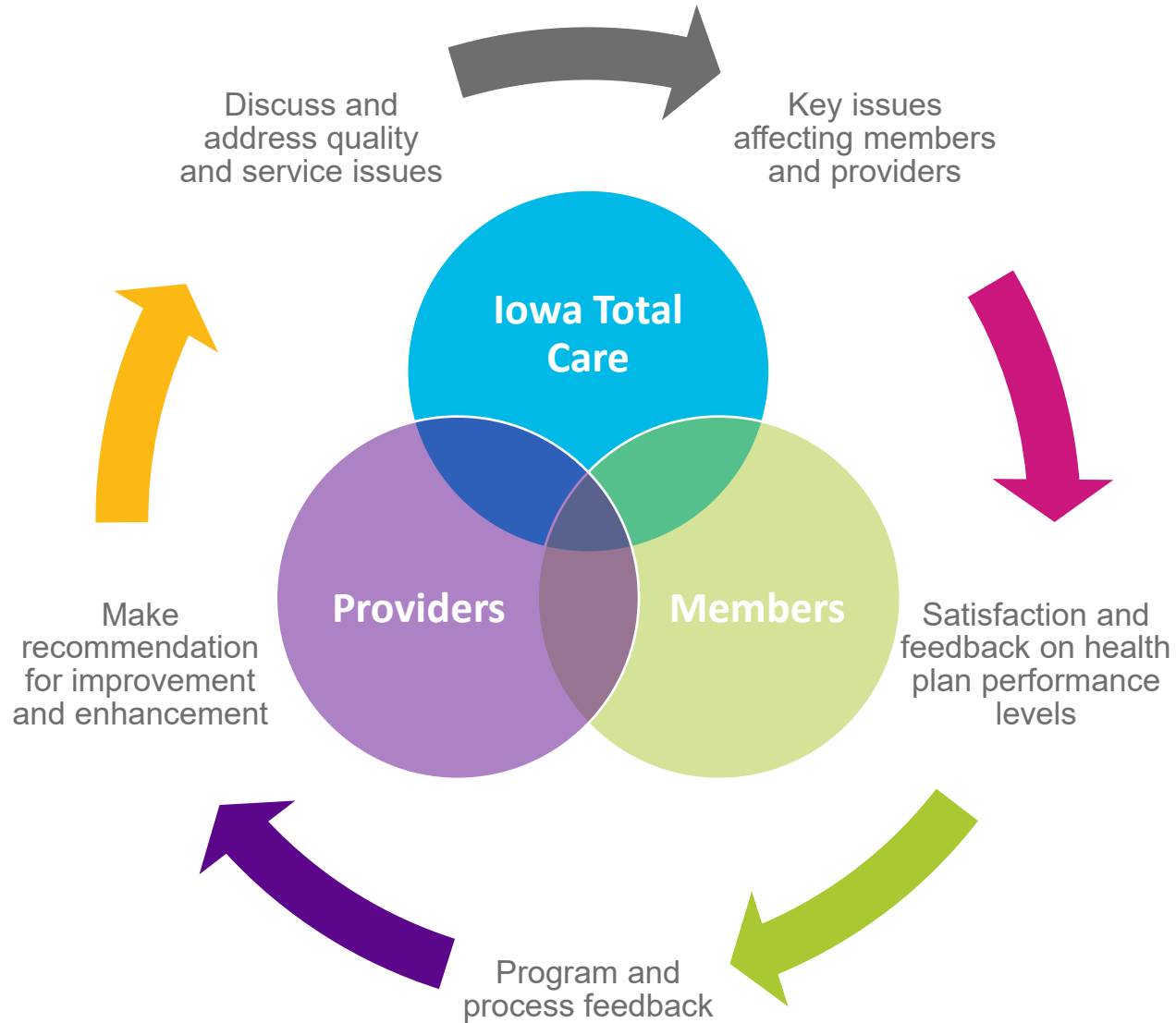
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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.

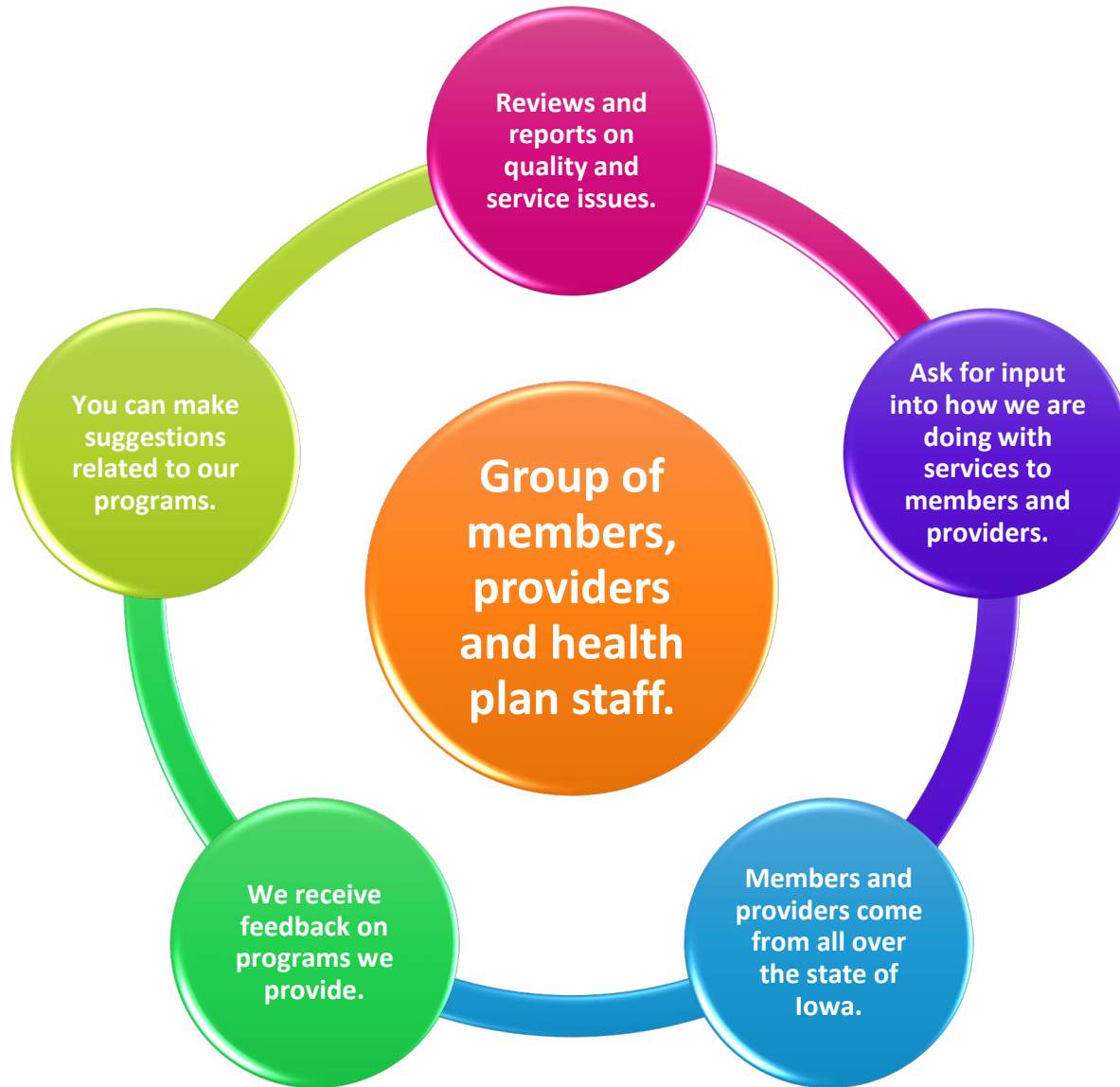
SAB Purpose



Agenda

- Welcome – Introductions
- You Said, We Did
- 2022 ITC on the Go
- Survey Questions
- ITC Focus – Mental Health
- Housing/Resource Specialists
- Health Equity
- Message From CEO
- Open Discussion
- Closing and Future Meetings

Iowa Total Care Charter Review



You Said, We Did

Where can I find Stakeholder Advisory Board meeting information and presentations?

Meeting presentations and agendas are now posted on our Stakeholder Advisory Board website page. This page also includes a section on the meeting purpose and how members can sign-up to join.

Member Resources 

- Welcome Members
- Member Handbook, Manuals and Forms 
- Advance Directives
- Grievances and Appeals
- Stakeholder Advisory Board**
- Member Rights and Responsibilities

Meeting Information

Agendas	Presentations
Topics to be discussed:	2022
<ul style="list-style-type: none">● December 7, 2022: Behavioral Health, Nurse Line, Housing and Resource Assistance, Health Equity● September 7, 2022: Adult Preventative Care and Screenings, My Health Pays Rewards Program, Language Access Services● June 1, 2022: Maternal Health, Dental, Appeals and Grievances, Member Handbook, Health Equity● March 2, 2022: Smoking Cessation, Child and Adult Well Visit and Immunizations	<ul style="list-style-type: none">● September (PDF)● June (PDF)● March (PDF)
	2021
	<ul style="list-style-type: none">● December (PDF)

You Said, We Did

Why doesn't Iowa Total Care have a mobile application (app) for transportation services?

Iowa Total Care is working with our transportation vendor, Access2Care, to introduce a mobile app. Members will be able to request services using the mobile app. Scheduled launch date is January 1, 2023. We will continue working with our vendor to make more improvements to the app.

ITC Website Information

<https://www.iowatotalcare.com/members/medicaid/benefits-services/transportation.html>





FOR MEMBERS | FOR PROVIDERS | ABOUT US | CONTACT US

MEDICAID PLAN

- Login
- Find a Provider
- Frequently Asked Questions
- How to Enroll
- Benefits and Services
- Member Resources
- Pregnancy Resources
- Health & Wellness Topics
- Helpful Links
- How to Renew
- Be Well. Eat Well.

Be Well. Eat Well.

An Iowa Total Care initiative that promotes healthy living through healthy eating. Find out how to you get fresh produce, how to cook with seasonal vegetables, locate community resources and more. Check out our [Be Well. Eat Well. Flyer \(PDF\)](#) to get started.

Community Gardens

Community gardens help provide for families all across Iowa. They support communities through increased access to fresh food and other health benefits. Getting involved at your local garden is a great way to take care of your community and your health.

Find a community garden near you using our [Community Garden Guide \(PDF\)](#).

Kids Korner

Kids can join Doc's Kids Club to learn all about healthy eating. Doc's Kids Club is a free educational program that provides kid-friendly recipes, activities and healthy tips every month. Members will even receive kids full of fun and creative items in the mail each season!

Visit our [Doc's Kids Club page](#) to sign up for FREE!

Eating Healthy With Iowa Total Care

Cook to improve your health and the health of your family! Schedule one-on-one meetings with a Hy-Vee dietician, learn easy shopping tips, join Hy-Vee's 10-week nutrition program and sign the kiddos up for children's cooking classes. Discover it all in the [Hy-Vee Cooking Class Guide \(PDF\)](#).

Iowa Total Care has partnered with Hy-Vee to create virtual cooking classes, just for you! There will be new videos and recipes each season.

Cooking On a Budget Class Roasted Summer Veggies Video Recipe (PDF)	Diabetes-Friendly Cooking Class Oatmeal Peanut Butter Pancakes Video Recipe (PDF)	Kid-Friendly Cooking Class Breakfast Banana Splits Video Recipe (PDF)
Tuna Lettuce Wraps Video Recipe (PDF)	Greek Yogurt Egg Salad Video Recipe (PDF)	English Muffin Pepperoni Pizzas Video Recipe (PDF)
Crockpot Italian Soup Video Recipe (PDF)	Sheet Pan Dinner Video Recipe (PDF)	Cupid's Fruit Arrows & Dip Video Recipe (PDF)

Want to try easy recipes at home?

- Find recipes perfect for your budget at the [Spend Smart, Eat Smart® website](#).
- Kid-friendly recipes can be found in our [Centennial Cookbook \(PDF\)](#).

Try these seasonal recipes from the U.S. Department of Agriculture:

- [Spring recipes](#)
- [Summer recipes](#)
- [Fall recipes](#)
- [Winter recipes](#)

Be Well. Eat Well. Food Resources

- Community Gardens
- Easy, delicious, budget-friendly recipes
- 211

ITC ON THE GO



24/7 Connections To Your Health!

- Sign up for the Member Portal and Phone App
- Member website home page, including links and sign-up information

ITC ON THE GO



ITC in the Community

- Easterseals Iowa Corporate Volunteer of the Year Award winner
- NAMI Iowa Walk Supporter
- Latino Heritage Festival
- Back 2 School Bash
- Community Baby Showers

Survey Questions

September Survey Question

Members can contact Iowa Total Care by email through their online account on our website.



True – 37



False - 0

ITC Focus: Mental Health

Mental Health Stats

- **1 in 5 U.S.** adults live with some form of mental illness each year
 - 46% received treatment in 2020
- **1 in 6 U.S.** youth aged 6 to 17 experience a mental health disorder each year
 - 51% received treatment in 2016
- Persons with depression have a 40% higher risk of developing cardiovascular and metabolic diseases than the general public.
 - Mental illness and substance use disorders are involved in 1 out of every 8 emergency room visits by a U.S. adult (estimated 12 million visits)
 - Mood disorders are the most common cause of being hospitalized for all people in the U.S. under age 45 (after removing pregnancy and birth)
- During the first seven days post-discharge, patients are at greater risk for being re-admitted
- The risk of self-harm is high within the first three weeks post-discharge

Source: National Alliance of Mental Illness

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.



Member Benefits

Members will earn \$30 in reward dollars for the My Health Pays[®] program if they complete a 7-day follow-up visit with a behavioral health provider.

Members can use these rewards at Walmart to purchase everyday items*. The My Health Pays[®] rewards can also be used to help members pay for:

- Utilities
- Telecommunications
- Education

My Health Pays[®] reward dollars are added to member rewards card after we process the claim for the 7-day follow-up visit.



*Card may not be used to buy alcohol, tobacco, or firearms products.

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

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 & Outreach

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

Transitions of Care (TOC)

ITC team that supports patients who leave (are discharged) from the hospital to their home.

Supports both ITC members and providers.

Transition of care can be for physical or mental health.

Team's goal is to make the discharge process as smooth as possible.

Benefits of working with the TOC team:

- Free resource for ITC members
- Help schedule visits to your provider(s)
- Help find providers for needed services
- Help you understand your healthcare benefits
- Provide education on health conditions & medications and how to manage them
- Make referrals to providers for individual, group and family counseling sessions

Did you know?
Approximately 500 discharges happen every
month that the team contacts.

Babylon

Offers 24/7 access to medical care at no cost to members.

Convenient way for Iowa Total Care members to receive services from a doctor.

Doctors can assist with:

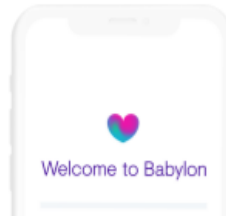
- Medical Advice
- Prescriptions
- Referrals to doctors who focus on a specific area of medicine
- Your feelings & well-being
- Anxiety and Depression
- Therapy

Download the app and get started in minutes.



Download the app

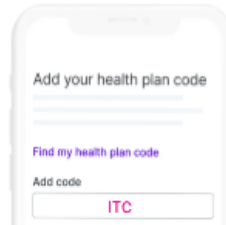
Search **Babylon** in the App Store or on Google Play, or scan the QR code to the left.



Register yourself

Enter your personal information.

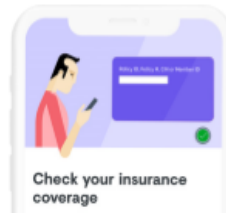
Note: If you are a parent or guardian setting up an account for a child under 18, register first and add the child to your account. You do not have to be covered by Iowa Total Care to register.



Add code ITC

When prompted for your health plan code enter: **ITC**

Your health plan code will give you access Babylon video appointments at no cost to you.



Check your insurance

Enter the Member ID number: **### ####**

Translation services are available. Just tap **Request a Translator** when booking your appointment.

Nurse Line & Crisis Line

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
- Call toll-free 1-833-404-1061 (TTY: 711)
- The Care Management Team reviews the calls into the Nurse Advice Line and follows up as needed regarding these calls.

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
- Call toll-free 1-833-404-1061 (TTY: 711)
- The Care Management Team reviews the calls into the Crisis Line and follows up as needed regarding these calls.

Resource and Housing Management Specialists

The Housing & Resource Team assists members by locating resources and options to address **specific Social Determinant of Health (SDoH)** needs of our members.

The team addresses a portion of the overall Social Determinants of Health wheel while other departments address other areas.

Specific SDoHs are:

- Housing
- Food
- Utilities
- Transportation
- Clothing



These are the most basic human needs.

Resource and Housing Management Specialists

The Resource and Housing Specialists help members find local resources.

Help with housing issues, such as:

- Facing eviction or foreclosure
- Financial Burden
- Relocation
- High-priced Rent
- Inadequate Housing
- Tenant/landlord Issues
- Accessibility Issues

Finding resources, such as:

- Food pantries
- Utilities
- Baby/Infant Supplies
- Clothing
- Home furnishings
- Transportation
- And more

Questions?

Call Iowa Total Care: 1-833-404-1061 (TTY: 711)

Email a Housing and Resource Specialist at

ITC_Resource_Referral@IowaTotalCare.com

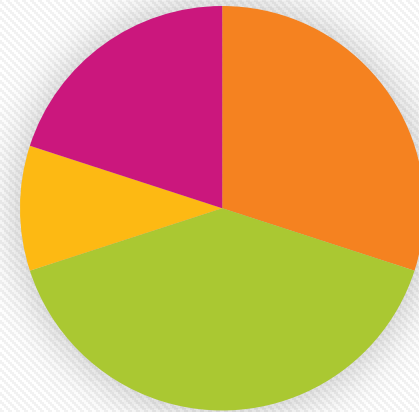
Housing_ITC@IowaTotalCare.com

Resource and Housing Management Specialists

Total Housing Referrals



Reason for Resource Referral



- Food Assistance
- Utility Assistance
- Transportation
- Child Assistance

Top Counties:
 Polk
 Linn
 Pottawattamie
 Scott

Health Equity

Health Equity and Behavioral Health

Health equity means increasing the chances for everyone to live their healthiest life possible, no matter who they are, where they live, or how much money they make.

Health equity is possible when EVERYONE has a chance to thrive WITHOUT barriers to:

- Race
- Ethnicity
- Religion
- Age
- Gender
- Sexual Orientation
- Social Class
- Socioeconomic Status



What can community leaders and providers do to ensure health equity?

- Provide equal and easily understood quality of care
- Provide services that address different cultural beliefs and practices.
- Communicate with members in their preferred language.

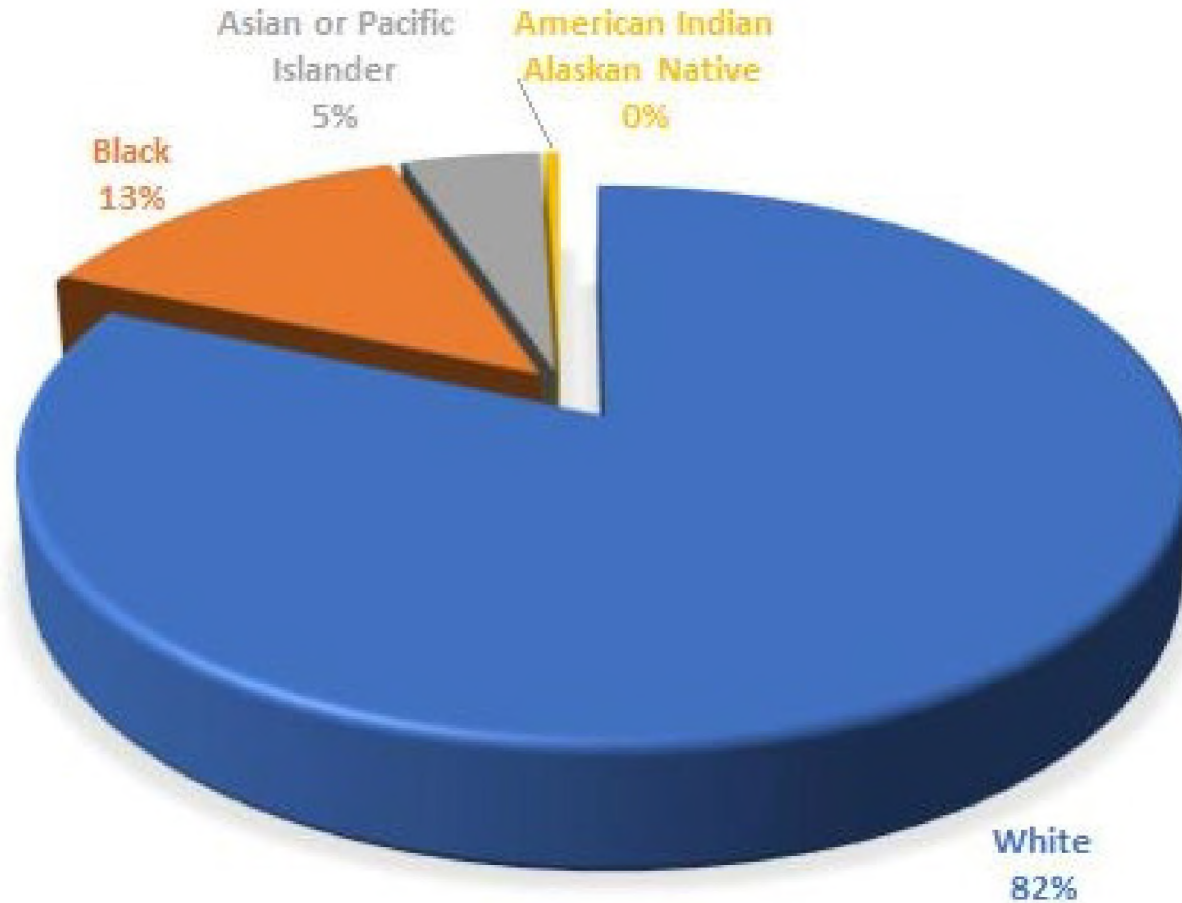
Health Equity and Health Literacy Resources

National Standards for Culturally and Linguistically Appropriate Services (CLAS)

<https://thinkculturalhealth.hhs.gov/clas>

DID YOU KNOW?

IOWA TOTAL CARE MEMBER ENROLLMENT BY RACE JANUARY 2022



Message from the CEO

Open Discussion

Meeting Details

- Upcoming Meeting Dates:

<p>December 7, 2022</p> <ul style="list-style-type: none">• Mental Health	<p>March 1, 2023</p> <ul style="list-style-type: none">• Maternal Health
<p>June 7, 2023</p> <ul style="list-style-type: none">• Child Wellness	<p>September 6, 2023</p> <ul style="list-style-type: none">• Agenda being finalized

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