



iowa total care™



Stakeholder Advisory Board

March 6, 2024

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.

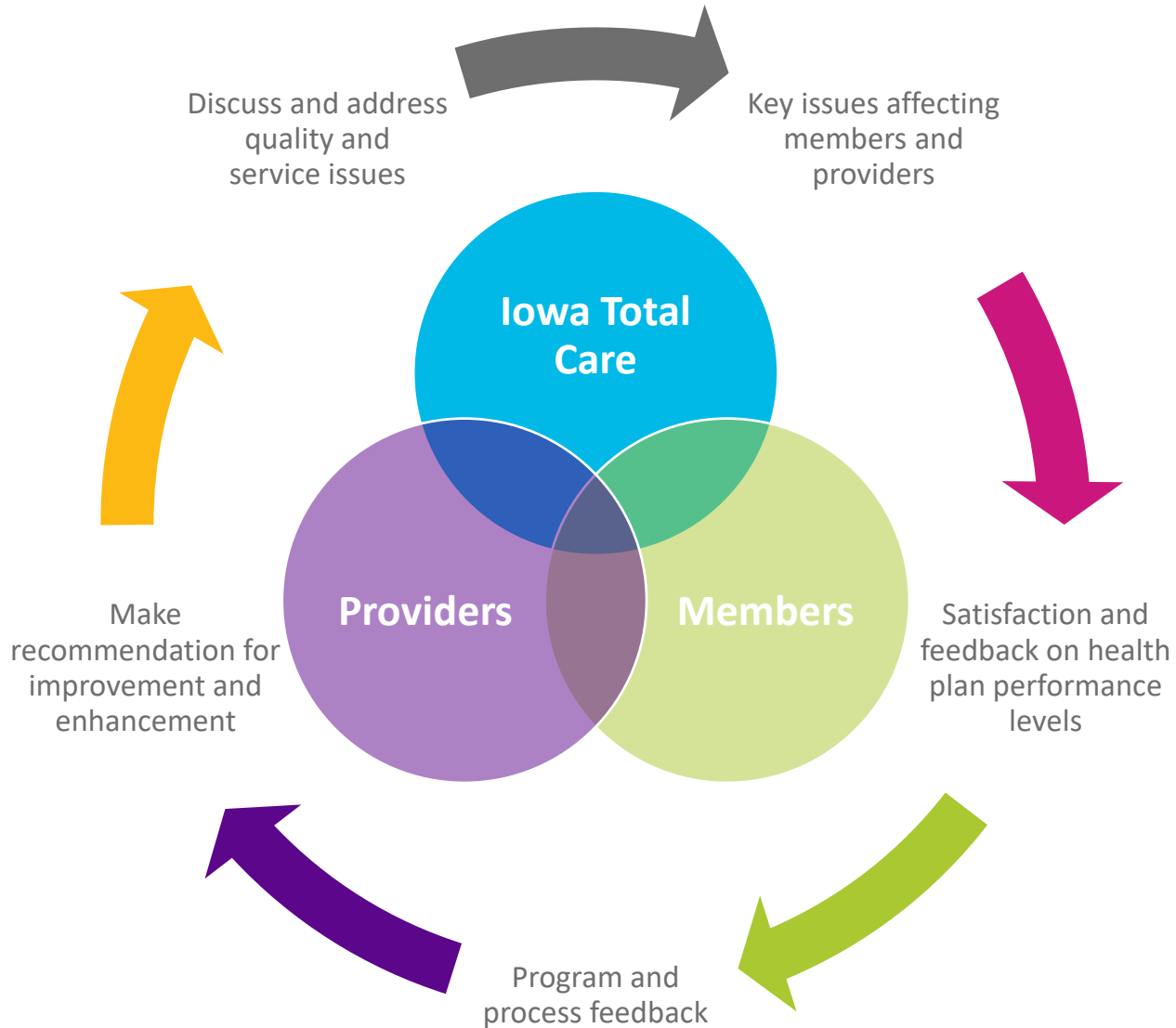
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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

Welcome to the
Iowa Total Care
Stakeholder
Advisory Board

- 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.
- Have you moved or changed phone numbers?
Be sure to update Iowa Total Care by calling
1-833-404-1061 (TTY: 711).

As a reminder, the upcoming slides include information we hope will be valuable to our stakeholders. Our stakeholders are members, providers (doctors, nurse practitioners, physician assistants), and members of our communities.

Agenda

- Welcome
- Iowa Medicaid Town Halls
- You Said, We Did
- 2024 ITC on the Go
- ITC Focus – Maternal Health
- Health Equity and Social Determinants of Health (SDOH)
- Open Discussion
- Survey Question
- Closing and Future Meetings

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:

- First Thursday of the month (members only).
- Third Thursday of the month (providers and members).

Upcoming Meetings*:

- Thursday, March 7, 4 - 5 p.m., Member Town Hall.
- Thursday, March 21, 4 - 6 p.m., Member & Provider Town Hall.

How do I sign up?

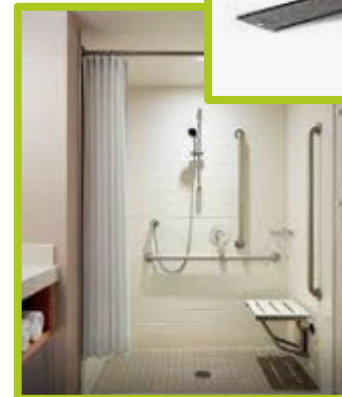
- [Iowa Medicaid Town Halls](#)
(hhs.iowa.gov/programs/welcome-iowa-medicaid/public-meetings/town-halls)
- Need help? Contact Iowa Medicaid Member Services at **1-800-338-8366**.

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: Better Access to Home & Vehicle Modification

- Accessing Home and Vehicle Modification through the Consumer Choices Option program allows access to more providers, not just providers who are Medicaid approved.
- Condensed the paperwork to speed up the payment process.
- Members can hire contractors they know. They can also work with volunteers and the waiver will pay for the supplies.



You Said, We Did

Long-Term Services And Supports (LTSS) Training

- An Overview Of Trauma-Informed Care When Working With Older Adults* +
- Behavior Management 101/102* +
- Cultural Competency* +
- Culturally Competent Care For The LGBT Older Adult Community* +
- De-Escalation Techniques* +
- Depression In The Elderly* +
- Stress Management For Caregivers* +
- Substance Use Disorders: An Overview For Health Care Professionals* +
- The Keys Of Fall Prevention* +
- Understanding The Basics Of Dementia* +

**Earn
CEUs!**

**Free training for
all stakeholders**

Behavioral Health Training

- Adult Mental Health First Aid* +
- Adverse Childhood Event (ACE)* +
- Mental Health First Aid For Youth* +
- Screening Brief Intervention And Referral To Treatment (SBIRT)* +
- Clinical Topics In BH: Bipolar & Related Disorder* +
- Clinical Topics In BH: Depressive Disorders* +
- Clinical Topics In BH: Schizophrenia & Other Psychotic Disorders* +
- Behavioral Health Screenings Tools For Providers* +
- Integrated Health Care* +

2024 Green to Go Locations



* While supplies last

<p>Date: Saturday, April 20, 2024 Time: 11 a.m. – 2 p.m.* Place: Valley West Mall 1551 Valley W Dr, West Des Moines Partner: EveryStep’s Baby Bloom Community Baby Shower</p>	<p>Date: Saturday, June 29, 2024 Time: 11 a.m. – 1 p.m.* Place: Green Square Park, Cedar Rapids Partner: Tanager’s Imagination Square event</p>
<p>Date: Saturday, April 27, 2024 Time: 10 a.m. – Noon* Place: Union Park 715 Guthrie Ave, Des Moines Partner: Des Moines Public Library’s Day of the Child event</p>	<p>Date: Thursday, August 8, 2024 Time: 4 p.m. – 6 p.m.* Place: Siouxland Community Health Center 1021 Nebraska St, Sioux City Partner: Siouxland Community Health Center’s Rock the Center</p>
<p>Date: Saturday, May 11, 2024 Time: 11 a.m. – 1 p.m.* Place: Fort Dodge, Address TBD Partner: Webster County Public Health’s Maternal Health Fair</p>	<p>Date: Sunday, August 18, 2024 Time: 2 p.m. – 5 p.m.* Place: John R. Grubb 1611 11th Street, Des Moines Partner: Back 2 School Iowa’s Back 2 School Bash</p>

2024 Green to Go Enhancements



- Fresh, free produce.
- Long grain brown rice.
- Kid-friendly, shelf-stable pre-packed food bags (*new*).
- Baby items (*new*).
- Health-related resources.
- Recipes.
- And so much more!



Iowa Total Care Literacy Program Update



- **2024 100 Program - Providers**
 - Featuring Susie’s Big Day – Iowa Total Care’s new big emotions children’s book.
 - If you’d like to participate, please reach out to your Provider Relations representative.
- **Doc’s Kids Club**
 - Free to kids 10 and younger who live in Iowa.
 - New member welcome kit.
 - E-newsletter.
 - To sign up – Visit IowaTotalCare.com or scan the QR Code.



Iowa Total Care Focus: Maternal Health

Maternal Health Facts

In 2021, preterm birth affected about 1 out of every 10 infants born in the United States. 1 in 12 infants born at low birth weight can experience severe health and developmental difficulties and may have long-term health problems, including:

Developmental
Delays

Chronic
Respiratory
Problems

Vision
Impairment

Hearing
Impairment

Higher Risk for
Infant Mortality

The risk of maternal and infant mortality and pregnancy-related complications can be reduced by increasing access to quality care. Early identification of pregnant members and their risk factors is the key to better birth outcomes.

Iowa Total Care is committed to improving maternal and infant health. The Start Smart for Your Baby® (SSFB) program incorporates the concepts of care management, care coordination, disease management, and health education to improve the health of mothers and their newborns.

Source: March of Dimes. (Last updated January 2022). 2023 March of Dimes Report Card for Iowa. March of Dimes Peristats. <https://www.marchofdimes.org/peristats/reports/iowa/report-card>

Our Goal

Iowa Total Care is committed to developing strong partnerships with our providers, community programs, and leaders to decrease barriers to prenatal/postpartum healthcare. Iowa Total Care is committed to improving maternal and neonatal health and birth outcomes by:

- Identifying social determinants of health (SDOH) and barriers to care for facilities and providers.
- Increasing awareness of Iowa Total Care's **Start Smart for Your Baby** program with members, providers, and community leaders.
- Increasing number of pregnant members with prenatal visit in the first 12 weeks.
- Increasing member and provider Notification of Pregnancy (NOP) form submissions as early as possible in pregnancy.
- Increasing awareness of access to care resources available to members.

Start Smart for Your Baby® (SSFB)

The SSFB program promotes education and communication between pregnant members and our case managers to ensure healthy pregnancies and healthy babies through their first year of life.

Babies admitted to the Neonatal Intensive Care Unit (NICU) are assessed and, if needed, assigned to a care manager who specializes in NICU babies.

Identification & Stratification

- Early identification and assessment of risk factors.
- Risk stratification identifying impacted and at-risk members.

Management

- Development of a plan of care.
- Active care coordination.
- Link to services and support.

Evaluation

- Ongoing monitoring and revision of the plan of care.
- Continuity of care, follow-up, documentation, and measurement.

For additional Start Smart for Your Baby program information, visit the [Value-Added Services webpage](http://iowatotalcare.com/members/medicaid/benefits-services/value-adds.html) (iowatotalcare.com/members/medicaid/benefits-services/value-adds.html).

Notification of Pregnancy (NOP) Form

The NOP form identifies pregnant members and their risk factors as early in pregnancy as possible. Receipt of an NOP form automatically enrolls a pregnant member in the Start Smart for Your Baby program.

Need to submit a NOP form?

- Use the [Provider Portal](http://provider.iowatotalcare.com) (provider.iowatotalcare.com) or
- Fax the NOP form (located on the [Manuals, Forms and Resources webpage](#)) to 1-833-257-8323. (iowatotalcare.com/providers/resources/forms-resources.html).

NOP Form

- Submit at the first appointment.
 - Please contact the Iowa HHS Income Maintenance Customer Service Center at 1-877-347-5678 to report this change for Iowa Medicaid. When you call, please provide them with confirmed due date.
 - Reporting member's pregnancy within the first 12 weeks of pregnancy meets the HEDIS® measure.
 - HEDIS® Measure:
 - **Timeliness of Prenatal Care:** percentage of deliveries that received a prenatal care visit in the first trimester, on or before the enrollment start date or within 42 days of enrollment in the organization.

Early identification of pregnant members and their risk factors is the key to better birth outcomes.

Identifying high-risk pregnant members and intervening early can lead to better birth outcomes.

Members who have a completed pregnancy the NOP are three times more likely to be compliant with prenatal care.

Pregnancy Risk Factors

- The submission of the Notification of Pregnancy form allows us to identify members that may be at risk for adverse maternal or neonate birth outcomes.
- We will then send you a report with identified high-risk members and their status in case management.

Medical Risk Factors

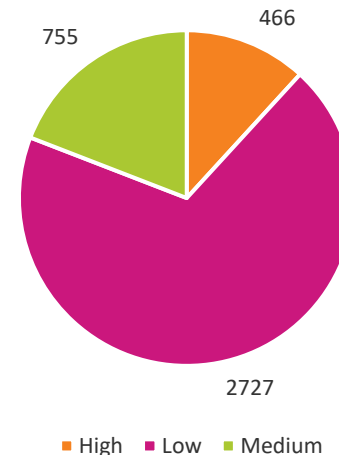
- Multiple gestation.
- Chronic medical conditions.
- Sexually transmitted infections.

Social Risk Factors

- Lack of food or housing.
- Interpersonal violence.
- Transportation issues.

- Stratification of Risk
 - High – outreach weekly throughout pregnancy.
 - Mod – outreach bi-monthly throughout pregnancy.
 - Low – outreach each trimester.

NOP Risk Stratification



Source: Iowa Total Care SSB Microstrategy report 656

Prenatal & Postpartum – What Do They Mean?

Having a healthy *pregnancy* is one of the best ways to promote a healthy *birth*.

What does **prenatal** mean?

- Before birth; during or related to pregnancy.
- Starting prenatal care as soon as you are pregnant increases your chances of having a healthy baby.

Go
Before
You
Show!

Mom's health matters too!

What does **postpartum** mean?

- The time immediately after the birth of a baby and typically lasts six weeks after birth.
- While your baby needs a lot of attention and care after it is born, so does Mom! Your body has undergone a lot of changes, so it is important to follow up with your provider during this postpartum period.

Postpartum Visit

- Complete postpartum visit within 7 – 84 days post-delivery.
 - HEDIS® Measure:
 - **Postpartum Care:** percentage of deliveries that had a postpartum visit on or between 7 and 84 days after delivery.
- Complete a mental health screening.
- Family planning.
 - Promoting optimal birth spacing improves the member's health for a better birth outcome with the next baby.

Iowa Total Care's Start Smart for Your Baby care team:

- Outreaches to every (active) SSFB postpartum member.
 - Completes wellness survey (includes a depression screening).
 - Answers any questions for member.
 - Provides resources and referral information.
 - Encourages member to complete their postpartum visit and their baby's wellness check.

Baby Blues: Postpartum Depression

Signs of postpartum depression:

- Crying a lot.
- Withdrawal from family/friends.
- Loss of interest in activities.
- Weight loss.
- Feelings of guilt.

Postpartum depression can be treated with great results.

How to get help:

- Talk with your doctor.
- Call the National Suicide Prevention line at **988**.

Your Feelings as a New Parent

After delivery, many parents get a mild form of depression called "baby blues." You may be moody, irritable, and anxious. These feelings are usually temporary and resolve within 2 weeks. If you are feeling down one day and better the next, this is totally normal. You may feel like you should be happy after having a baby. Give yourself a break! This is a challenging time. There is nothing wrong with feeling emotional. Your body and your life are going through a lot of changes.

SIGNS OF POSTPARTUM DEPRESSION

Sometimes, feelings of sadness are severe and don't go away on their own. If you feel sad or worried more often than not, you might have postpartum depression. Below are some common signs of postpartum depression:

- Crying a lot.
- Withdrawal from family and friends.
- Loss of interest or pleasure in activities you used to enjoy.
- Weight loss.
- Feelings of worthlessness or guilt.
- Thoughts of death or suicide. **If you have these thoughts, call for help right away.**

If you answer yes to either of the following questions, you could have depression:

- During the past month, have you often been bothered by feeling down, depressed, or hopeless?
- During the past month, have you often had little interest or pleasure in doing things?

If you are having these feelings, reach out for help from your doctor, a friend, or your partner. There is support available to you. You can find our resources page in the back of this book.



HOW TO GET HELP

Postpartum depression can be treated with great results. There is help.

- If you are thinking of harming yourself or others, call 911 or the National Suicide Prevention Lifeline at **1-800-273-TALK (8255)** for help right away.
- Complete the Patient Health Questionnaire on your health plan member portal.
- Talk to your doctor about possible medications you can take to help lift the feelings.
- Many people find talking to a counselor can help. If you don't feel comfortable talking to a counselor, talk to a friend, a family member, or another parent you trust.

Prenatal Coding

- Iowa Total Care is now offering a \$50 provider coding incentive to providers for an initial prenatal visit!
- Timely prenatal care plays a vital role in the health of mothers and their babies. Early and adequate prenatal care helps reduce the risk of complications that may otherwise be found late in pregnancy causing adverse outcomes.
- To receive the incentive, claims must be submitted with the appropriate CPT® Category II code identifying the initial prenatal visit.
 - Visit must be within the first trimester.
 - CPT®-II Code 0500F: Initial Prenatal Care Visit
 - CPT®-II Code 0501F: Prenatal flow sheet documented in medical record
- The codes close the Timeliness of Prenatal Care (TOPC) Quality HEDIS® measure set.
- Eliminates the need for medical record requests for TOPC.

Start Smart for Your Baby Resources (Patti)

Care manager capabilities / supports / benefits:



Facilitate
Transportation



Doula Services
through Pilot
Program



Blood Pressure
Cuff for
Qualified Members



Workforce
Development
Referral



Enrolled in Local
WIC Program



Care
Management
Enrollment



My Health Pays
Prenatal and
Postpartum



Smoking
Cessation
Program



“Mom’s
Meals” Trials



Breast Pump
Benefit



Educate on
Postpartum Support

Health Risk Assessment (HRA) for Newborns

- Health Risk Assessment or Health Risk Screening is a tool Iowa Total Care uses to help members, including newborns, to identify and understand their health risks and monitor their health over time.
- HRA for newborns include questions about:
 - Birth history.
 - Health and safety.
 - Social concerns.
 - Physical health .
 - Behavioral health.
- HRA for newborns helps to set a baseline or starting point for member's healthful journey.
- Completed HRA may qualify member for a \$30 My Health Pays® reward.

Complete the health risk screening in one of three ways:


Online:

- Visit iowatotalcare.com, click “For Members” and then “log in”.
- Select “Let Us Know” Tab on the left.
- Complete the Health Information Form.

Over the Phone:

- Call us at 1-833-856-7666 Monday – Friday: 8:00 a.m. to 7:00 p.m.

On the Mobile App:

- Download the Iowa Total Care Mobile App.
- Click on the Main Menu in the upper left corner  and select “My Health”.
- Select and complete the Health Information Form.

My Health Pays[®] Rewards

Healthy activities eligible for rewards include:

- **First Trimester Prenatal Visit**
 - Must complete within first 12 weeks of pregnancy.
 - Reward: \$40.
- **Notification of Pregnancy Form**
 - Must complete within first trimester for \$20 or in the second trimester for \$15.
 - Reward: Up to \$20.
- **Postpartum Doctor Visit**
 - 1-12 weeks after delivery.
 - Reward: \$20.

How can members use My Health Pays Rewards?

Members can earn rewards at Walmart and Hy-Vee to purchase everyday items*. My Health Pays rewards can also be used to help members pay for:

- Childcare services.
- Education.
- Rent.
- Transportation.
- Telecommunications.
- Utilities.

*Rewards may not be used to buy alcohol, tobacco, firearms products, lottery tickets, gift cards, or for cash.

For additional healthy activities that are eligible for rewards, visit the [My Health Pays Rewards webpage](https://iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html) (iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html).

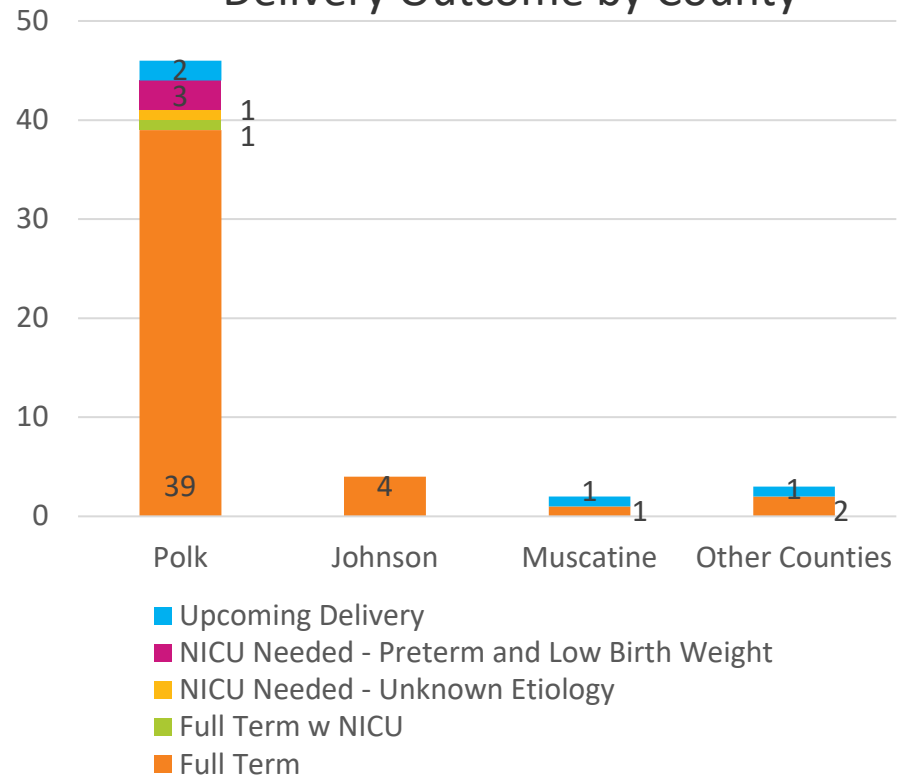
Doula Program

Purpose: To improve birth outcomes through doula support in Polk, Johnson, and Muscatine counties with prenatal visits, labor and delivery support, and postpartum visits via The Doula Network.

56 active members have participated in the program.

- The pilot launched in October 2022.
- The final delivery is scheduled for April 2024.
- We are finalizing 2024 details to expand doula support to **Black Hawk, Scott, and Woodbury** counties.

Delivery Outcome by County



Doula Program, *continued*

Prenatal Support

- 56 members received at least one supported prenatal visit.
- 32 members received all three prenatal visits.

Delivery Details

- 51 members have delivered.
- 4 members currently receiving prenatal care have upcoming deliveries.
- 35 of the 51 opted for labor and delivery support of a doula.

Postpartum Support

- 40 Members received at least 1 supported postpartum visit.
- 34 out of the 35 members who received delivery support, also received postpartum.

Health Equity

Social Determinants of Health

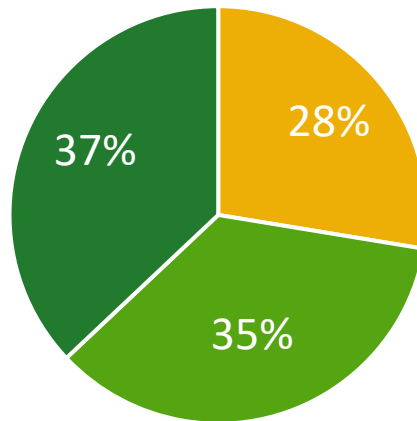


Social Determinants of Health (SDOH): Disparities and Contributors

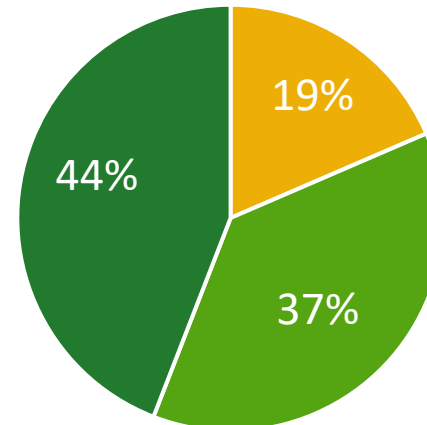
The 2019 March of Dimes survey identified **three** main barriers of women aged 15 – 44 that delivered a baby and was admitted to a neonatal intensive care unit (NICU) included:

- Uninsured ■
- Inadequate prenatal care ■
- Poverty ■

United States

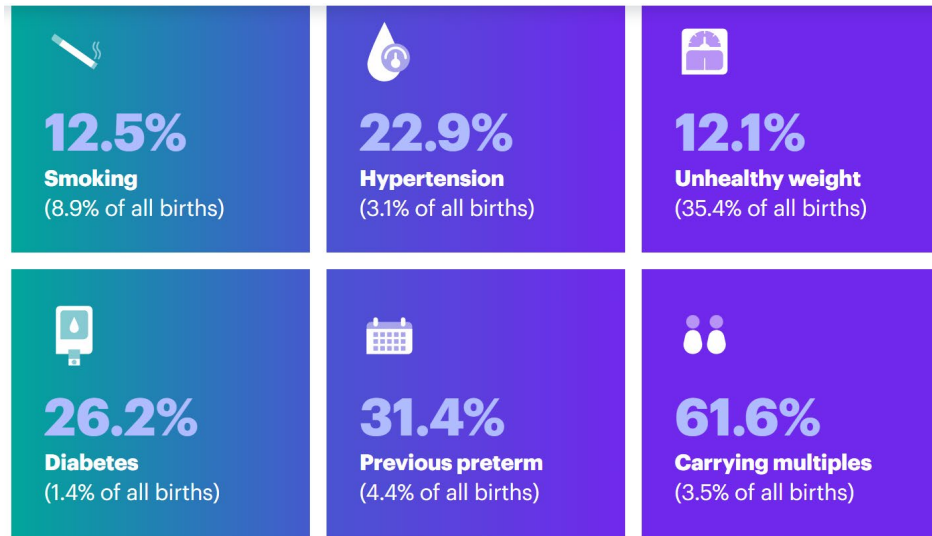


Iowa



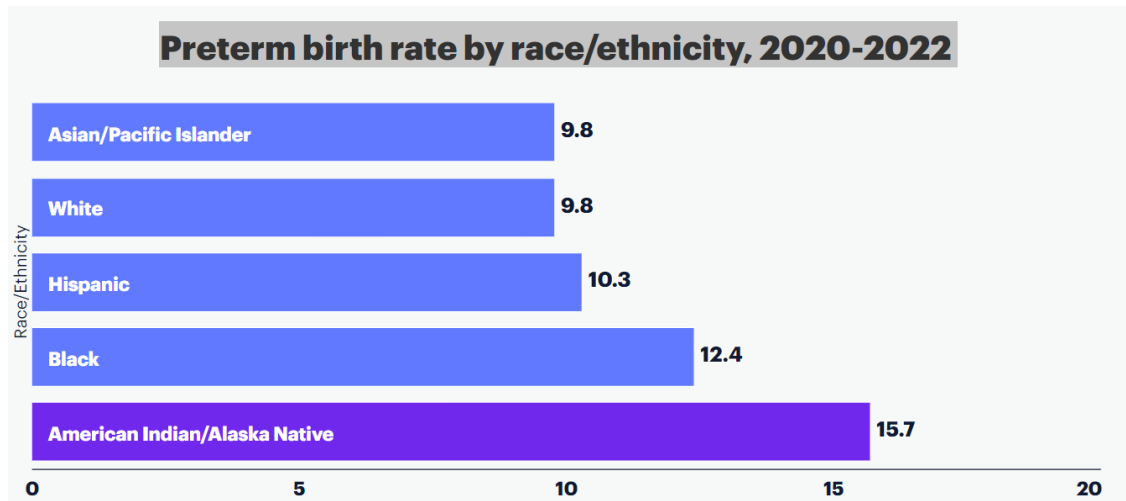
Source: March of Dimes. (Last updated January 2022). 2023 March of Dimes Report Card for Iowa. March of Dimes Peristats. <https://www.marchofdimes.org/peristats/reports/iowa/report-card>

Pre-existing Risk Factors That Contribute to Pre-term Births in the United States



Obesity is higher among Blacks (47%) and Hispanics (46.9%) and Diabetes among Blacks (19.6%) and Hispanics (21.5%) was more prevalent than White (13%) and Asian (14%)

Source: <https://www.marchofdimes.org/peristats/reports/iowa/report-card>



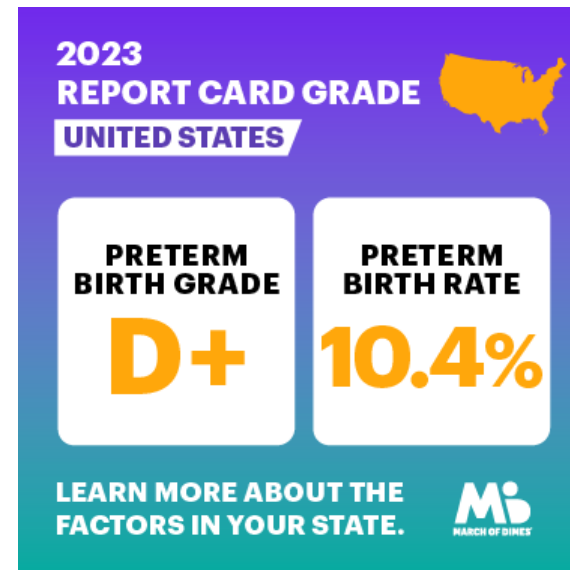
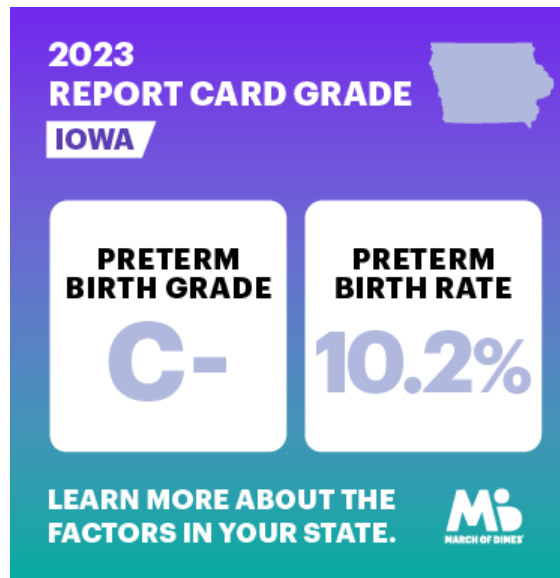
Iowa Rates

Pre-term Birth Rates

During 2019-2021 (average) in the United States, preterm birth rates were highest for:

- Black (14.4%),
- American Indian/Alaska Natives (11.8%)
- Hispanics (10.0%)
- Whites (9.3%)
- Asian/Pacific Islanders (9.0%)

The preterm birth rate in Iowa was 10.2% in 2022. This is the highest percentage in the previous 10 years, with the 9.0% being the lowest in the same timeframe.



Source: www.marchofdimes.org/peristats/reports/iowa/report-card

Open Discussion

Agenda Recap

- Welcome
- Iowa Medicaid Town Halls
- You Said, We Did
- 2024 ITC on the Go
- ITC Focus – Maternal Health
- Health Equity and Social Determinants of Health (SDOH)
- Open Discussion
- Survey Question
- Closing and Future Meetings

Survey Questions

True or False: Pregnant members who want to stop smoking or using tobacco can sign up for coaching sessions for help quitting at no cost.

The answer is true.

All Iowa Total Care members can call the Iowa Total Care Tobacco-Free Quitline for help with quitting smoking or using tobacco. Coaching services are available to all members at no additional cost.

One of the best ways to improve your health and wellness is to stop smoking or using tobacco. Quitting can help pregnant members protect themselves and their baby from health problems too.

If you're ready to stop smoking, then you can call the ITC Tobacco-Free Quitline at 1-800-QUIT-NOW (1-800-784-8669).

Meeting Details

- Upcoming Meeting Dates:

<p>June 5, 2024</p> <ul style="list-style-type: none">• Child Wellness	<p>September 4, 2024</p> <ul style="list-style-type: none">• Adult Preventative and Chronic Care Wellness
<p>December 4, 2024</p> <ul style="list-style-type: none">• Agenda To Be Determined	<p>March 5, 2025</p> <ul style="list-style-type: none">• Agenda To Be Determined

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