

WHOLE you



Quarter 1 2024



CAHPS Surveys

Member satisfaction surveys have been sent out to a group of randomly selected Iowa Total Care members. If you receive the survey, please fill it out and return it as soon as possible.

All Iowa Total Care member satisfaction surveys will be distributed and collected by Press Ganey.

Please note: this survey will not collect any personal or identifiable information. All survey responses are confidential.

New Member Handbook Now Available

Our new member handbook is now available online! In our handbook, you can find important information on benefits, our value-added services and so much more. Check it out on our [Manuals, Forms and Resources page](#).

Open Choice Mailing Period Has Begun



Iowa Medicaid will mail open choice materials in April and May. Members staying with their MCO don't need to do anything! For more information, get details on Open Choice from the [Iowa Department of Health and Human Services](#).

Get More from Your Plan, All at No Added Cost

We offer health insurance plans with value-added services that suit the needs of families and individuals throughout Iowa. We recently expanded our value-added services to bring more resources to you.

Our value-added services include:

- Support for new & expecting parents,
- More member benefits,
- Community-based care,
- My Health Pays® rewards,
- And more!

To learn more, visit the [Iowa Total Care Value-Added Services webpage](#).



Interstate Coordination Brings Member Home

An Iowa Total Care member had a motor vehicle accident out-of-state and needed treatment right away.

Because the member had an infection and blood clots requiring immediate care, they began treatment out-of-state.

The member's case manager made a plan to bring them back to Iowa. After leaving the out-of-state hospital, the plan worked, and the member came back home. Iowa Total Care made sure the member got local care by clearly communicating with other states.



Mental Health Support

Get the support you need with our mental health programs.

If you're struggling with mental health, you don't have to do it alone. We get you the care you need.

- **Call 988:** National Suicide & Crisis Lifeline.
- **Your Life Iowa:** Offered by the Iowa Department of Public Health, this program is available to all Iowans. It offers free, confidential support and connects you to resources meant to help you get your life back on track.
- **Get care from anywhere 24/7 with Telehealth:** As a member, you get 24/7 access to health care at no cost to you. Talk to a doctor anytime by phone, video or app. [Learn more.](#)
- **Iowa Total Care's Crisis Support Line:** Iowa Total Care has a FREE crisis support line for members to assist with depression, mental illness, substance use disorders and other behavioral health needs. Call 1-833-404-1061 (TTY: 711).
- **Suicide Awareness, Education and Prevention:** As a member, you get access to our behavioral and physical health services. [Learn more.](#)

For kid-friendly support, visit the Doc & Friends section on our [Doc's Kids Club page](#). Iowa Total Care members can also use the [Teladoc Mental Health app](#) to get help for stress, anxiety, chronic pain and more.



Nutrition Spotlight

Iowa Total Care has numerous resources to help you to be a healthy you. Everyone is their own unique individual and so are our diets.

Visit our [Be Well. Eat Well. page](#), where we have:

- Cooking classes with kid-friendly, budget-friendly and diabetes-friendly options.
- Healthy recipes perfect for all seasons.
- Locations of community gardens near you.
- And more!



Be Well. Eat Well. Cooking Classes

Visit our [Be Well. Eat Well. webpage](#) under "Cooking with Doc" to get started.

Health Equity



Did you know most doctor visits last between 15 and 20 minutes? To make sure you're able to communicate with your doctor during your visit, feel free to "Speak Up".

Here are a few TIPS:

- Write down a list of questions and concerns before your appointment.
- Consider bringing a close friend or family member with you.
- Feel free to take notes and ask the doctor if you need clarification.
- Ask questions.
- Learn how to access your online medical records using patient portal apps.
- If needed, ask for an interpreter in your preferred language.

Remember your health is important! Review these tips. Speak up and follow up as needed.

For further assistance or questions email: C&L@IowaTotalCare.com.



Pregnancy Resources

If you're pregnant, it's especially important to see a doctor in the first 12 weeks. Pregnant Iowa Total Care members can receive [My Health Pays® rewards](#) when they complete a notification of pregnancy form. Learn more on our [Pregnancy Resources page](#).

Other Resources



Find a Provider

At Iowa Total Care, we want to make it easy for you to find a doctor to match your health care needs.

Visit findaprovider.iowatotalcare.com to learn more!



My Health Pays® - Now at Hy-Vee!

Earn My Health Pays rewards when you complete healthy activities like a yearly wellness exam, annual screenings, tests and other ways to protect your health.

You can now use your My Health Pays card at your local Hy-Vee to purchase* everyday items.

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

*Members may not use their card to purchase alcohol, firearm products, lottery tickets, gift cards, or for cash.

[Log in to your member account](#) to check your current My Health Pays rewards balance.



Identify and Report Scams

Scams are common. Learn the warning signs and ways to avoid them! The Iowa Department of Health and Human Services (Iowa HHS) [offers a guide](#) to recognizing scams in e-mail, letters and on the phone.

If you think a call, letter or e-mail is not valid, call your provider or Iowa HHS Help Center at 1-855-889-7985.



Giving Back to the Community



Partnering with Iowa State University to Bring Produce to Families – February 2024

Last winter, Iowa Total Care announced continued support of Iowa Master Gardeners along with another Iowa State University program, Growing Together Iowa.

Growing Together Iowa unites community food pantries and Master Gardener volunteers to create custom gardens that supply fruits and vegetables throughout Iowa's growing season. The produce grown is harvested and donated to local food pantries.

Are you looking for a community garden? Find a community garden near you on our Be Well. Eat Well webpage.

Providing Free, Fresh Produce to Iowa Communities

Be Well. Eat Well. is an Iowa Total Care initiative that promotes healthy living through healthy eating. As a health plan, our goal is to make communities throughout Iowa healthier.

Finding access to affordable, healthy food can be hard. Green to Go, an event series where Iowa Total Care provides free, fresh produce for Iowa communities.

During our 2023 Green to Go events, we were able to serve the communities of Des Moines, Cedar Rapids, Sioux City and Corning. We were able to distribute many pieces of fresh, free produce including peppers, potatoes, bananas, apples, and pears.

This year, we are excited to expand our events. Along with free produce, we will also be providing free baby supplies! Check out our upcoming 2024 Green to Go event below:

Green to Go Community Heath Fair

Date: Saturday, May 11, 2024

Time: 11 a.m. – 1 p.m.

Location: Athletics For Education & Success

712 N 3rd St. NW

Fort Dodge, Iowa 50501

For additional resources on how members can access healthy food and save money while eating healthy, visit our Be Well. Eat Well webpage.

Quick Links



Mobile App

Perfect for members on the go! Access benefits and your member ID card—all from your smartphone. Download the Iowa Total Care app to begin.

Find it in the App Store or Google Play.



Member Portal

Access your healthcare information, claims, ID cards and more online.

Go to Member.IowaTotalCare.com.

Create a new account or sign in—it's free and easy!



Food Resources

Find healthy recipes, community gardens, and additional food resources.

Visit our Be Well. Eat Well. Page at IowaTotalCare.com to learn more!



Literacy Program

Access educational tools and discover community organizations that help support literacy in Iowa's youth!

Learn more about our literacy program on IowaTotalCare.com to get started!



Check Out Other Iowa Total Care Newsletters

Learn more about Iowa Total Care, find free tips for healthy living, and more.

Community Outreach Newsletter

Doc's Kids Club Newsletter

Teen Tips Newsletter

Courage on the Court February 2024



THANK YOU!



Presenting Sponsor



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We loved being a part of this year's Courage on the Court event hosted by Can Play. Can Play is an organization offering adaptive and recreational programs for children and adults who aren't able to go full-speed due to a physical, cognitive or emotional disability.

File a Grievance or Appeal

Is there anything you are unhappy with while getting services with Iowa Total Care? Let us know! Contact us and provide the date of occurrence, description of what happened and doctor or clinic name by call, email, fax or mail.

Call: 1-833-404-1061 (TTY: 711)
Email: appealsgrievances@iowatotalcare.com
Fax: 1-833-809-3868

Mail: Iowa Total Care Attn: Grievances
1080 Jordan Creek Parkway, Suite 400S
West Des Moines, IA 50266

- Once contacted, we will:
 1. Send you a letter within three days.
 2. Review the information shared for the case, including our internal sources. We may need to call you during our review if we have questions.
 3. Notify in writing of our decision. You can request copies of the documents we used to resolve your appeal free of charge.
 4. We will send a resolution letter to you within 72 hours for an expedited grievance and 30 calendar days for a standard grievance.



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Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call 1-833-404-1061 (TTY: 711). | Usted tiene a su disposición, sin costo alguno, servicios de asistencia lingüística, ayudas y servicios auxiliares, material en letra grande, traducción oral y otros formatos alternativos. Para obtener estos servicios, llame al 1-833-404-1061 (TTY: 711). | 我们免费为您提供语言协助服务、辅助设施和服务、更大字体、口头翻译和其他替代格式。如需获得此服务，请致电 1-833-404-1061 (TTY: 711).