



IN
THE
COMMUNITY



Transforming the health of the community, one person at a time

Welcome to Iowa Total Care’s (ITC) “In the Community” bi-monthly newsletter!

July/August 2024

This publication is designed to give you a glimpse of what ITC is about.

We take pride in our mission of transforming the health of the community one person at a time. We support the important work of Iowa’s community-based organizations. Please share this newsletter with your community partners. Let’s connect to help Iowans!

 [Sign up for the newsletter!](#)

100 Providers Literacy Program


As a part of [Iowa Total Care’s Literacy Program](#), Iowa Total Care donates literacy kits to Iowa communities every year.




This year, we are donating literacy kits to 100 providers across the state as part of our 100 Providers Literacy Program.

Distributing literacy kits to providers can help support patients’ and members’ literacy needs. Providers have the flexibility

to purchase children’s books for their waiting areas, distribute books to patients, enhance any library initiatives, etc. to support readers’ literacy advancement.

 It’s official – Iowa Total Care is now on [LinkedIn!](#)

We recently launched our profile and invite you to join us. We would love to connect and share our community impact efforts with you. Follow us to see our most recent outreach endeavors, volunteer events and more!

 **Iowa Total Care Offers New Value-Added Services**

Iowa Total Care offers coverage that cares to our members. We now offer more value-added services to our members than ever before, all at no added cost. These include:

- Start Smart for Your Baby®.
- Doula program.
- Car/booster seat.
- Home-delivered meals.
- Transportation.
- MemberConnections.
- Flu prevention program.
- Diabetic at-home test kits.
- Health coaching.
- Health Assistance, Linkage & Outreach (HALO) substance abuse support program.
- Choose Tomorrow suicide prevention program.
- Foster care kits.
- Education benefits.
- Doc’s Kids Club.
- Baby Showers.
- LTSS Transition Fund.
- Tobacco cessation Program.
- My Health Pays®.

Whether a member is having a baby, or a member just needs a ride to the doctor, we’ve got Iowa Total Care members covered. For additional information, visit our [Value-Added Services page](#).

GREEN TO GO

ITC Hosts Green to Go Community Health Fairs – 2,080+ Attendees

Nutrition is key to leading a healthy life and Iowa Total Care makes it a priority to give members the tools and resources they need to help lead a healthy lifestyle.

We are continuing to host our Green to Go Community Health Fairs this summer, a Be Well. Eat Well. initiative throughout Iowa. They have been off to a strong start, full of warm summer weather and free produce and resources for community members!

Iowa Total Care and community partners have distributed an impressive 36,000 pounds of produce to 2,080+ attendees through our Green to Go event series so far in 2024. And we have several more events to go!

Check out our Community Health Fair event schedule below:

Sunday, August 18, Des Moines

[Flyer \(PDF\)](#)

Saturday, September 7, Ottumwa

[Flyer \(PDF\)](#)

Thursday, September 19, Waterloo

[Flyer \(PDF\)](#)

At our events, Iowa Total Care is distributing several resources along with fresh, free produce. Our team has given away 1,045 bags of brown rice, 1,080 non-perishable summer meal bags for kids, supplies for moms and babies, community resources and more!



Quick Links



Iowa Total Care Literacy Program

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

Visit our [Iowa Total Care Literacy Program](#) page at [IowaTotalCare.com](#) to get started!



Food Resources

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

Visit our [Be Well. Eat Well.](#) page at [IowaTotalCare.com](#) to learn more!



Community Impact

At Iowa Total Care, we are strong believers in the power of local partnerships. We highly value all of our community partners and prioritize our community outreach.

Visit our new Community Impact webpage and follow along with our community impact initiatives!

Member Story: Connection Leads to Behavioral Health



An Iowa Total Care member was a frequent patient at hospitals because of unmanaged behavioral health. It was a cry for help, but the contact numbers in the member's system did not connect with the member.

Member Services searched at length through outside documents for a connecting number. The extra effort paid off when contact was made with the member. The connection seemed to happen at just the right time; the member was ready to take ownership and action on behavioral health.

The member agreed to ongoing behavioral health services arranged by Iowa Total Care. The member was connected to an Iowa Total Care case manager. Now this member is actively involved in the process of improving self-behavioral health, all because a connection was made.



Recipe of the Month: Rotisserie Chicken Burrito Bowls

INGREDIENTS

- 2 cups instant brown rice
- 2½ cups shredded rotisserie chicken
- ½ 1.25-ounce package of 25% less sodium taco seasoning mix
- ¼ cup water
- 1 15-ounce can no-salt-added black beans, rinsed and drained
- 1 cup shredded 2% reduced-fat cheddar cheese
- Optional toppings: salsa, black olives, avocados, plain Greek yogurt



INSTRUCTIONS

1. Cook rice according to package directions; set aside and keep warm.
2. Warm chicken and taco seasoning in a skillet over medium-low heat. Add water and cook until water has absorbed.
3. To assemble, layer ½ cup rice, ¼ chicken mixture, ¼ black beans, ¼ cup cheese, and desired toppings into each of 4 serving bowls.

Iowa Total Care provides Medicaid health insurance to Iowans. Established in 2019, Iowa Total Care exists to transform the health of communities we serve, one person at a time.

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!



Iowa Total Care Receives Heroes for Homeless Award for Collaboration with CISS

Central Iowa Shelter and Services (CISS) presented Iowa Total Care (ITC) with the Heroes for the Homeless Award on May 2 to recognize our dedication to the homeless community as well as our support in the development of the Housing Command Center (HCC) and SDoH app.

In June, CISS launched the limited-release testing version of their innovative SDoH app, Bind!! Iowa Total Care has a few team members currently testing this version. Additional versions of the app are anticipated later this summer. This app features a unique function enabling homeless individuals to monitor their progress through the support process in real-time.

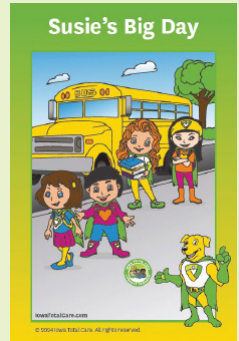
The Housing Command Center project is progressing smoothly across the three locations:

- **Des Moines:** Main location for CISS is currently supporting the Housing Command Center and has served 338 people since the project began in late 2023.
- **Grinnell:** The Grinnell location has been purchased by CISS and will be opening later in 2024. Construction plans begin in 2025.
- **Ottumwa:** CISS anticipates owning this property in late 2023 with construction plans scheduled to commence in 2025.



Working with CISS, we are committed to enhancing support for our homeless community through our partnered groundbreaking initiatives.

Walking for a Cause at the Annual Heart Walk



Iowa Total Care was proud to be a sponsor in the annual American Heart Association Heart Walk. This year, several Iowa Total Care employees volunteered to walk for a cause and help run our booth.

Doc the Dog represented Iowa Total Care well by personally signing our newest interactive storybook, *Susie's Big Day!* Susie's Big Day promotes early childhood literacy through an engaging story that readers can color, bringing the storyline to life. And Doc didn't hesitate to show some Cyclone power with a visit from Iowa State University's very own Cy!

Shoes for Shots

Iowa Total Care partnered with Linn County Public Health and area clinics for the Shoes for Shots Program. During this event, Iowa Total Care and Linn County Public Health were able to:

- Educate parents on the importance of HPV immunizations, and
- Distribute 30+ pairs of shoes.



Your Community Relations & Resource Teams

Iowa Total Care's Community Outreach Team

Have you had a chance to speak with a Community Relations individual? If so, you can now put a face with their name.

If you have not spoken with or met with an ITC outreach representative, we encourage you to reach out and discuss ways ITC may be able to support your organization.



Nancy Thompson

Director, Marketing & Community Relations
nancy.h.thompson@iowatotalcare.com



Peggy Mongar

Manager, Community Relations & Outreach
515-447-6147
peggy.mongar@iowatotalcare.com



Matthew Beitelspacher

Community Relations Specialist
515-204-9481
matthew.j.beitelspacher@iowatotalcare.com



Linda White

Community Relations Specialist
linda.white@iowatotalcare.com

Iowa Total Care's Resource Team

Our team helps members address Social Determinant of Health needs. We do this by connecting people to community resources, like housing options. Please contact us with your questions — we're here to help!



Housing & Resource Specialists



Nicole Naab



Diane Tinker McCoy

Contact our Housing Specialists at
Housing_ITC@IowaTotalCare.com or
ITC_Resource_Referral@IowaTotalCare.com.

Health Equity Specialists



Olga Ayala



Kay Tannatt

Contact our Health Equity Specialists at
C&L@IowaTotalCare.com.



Stay In Touch!

 [Like us on Facebook](#)

 [Sign up for newsletter](#)

