

# WHOLE you



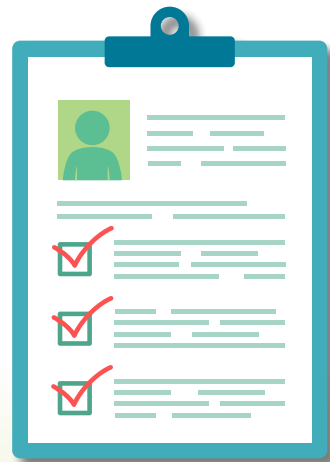
Fall 2024

## Find Resources on IowaTotalCare.com

Have you visited [IowaTotalCare.com](https://www.IowaTotalCare.com) lately? At the start of the year, our website was refreshed and stocked full of new resources and information.

Some of the resources you can find on [IowaTotalCare.com](https://www.IowaTotalCare.com) are:

- A full list of the [value-added services](#) that are offered to you.
- Information on [My Health Pays Rewards®](#) and how you can get rewards for focusing on your health.
- Our [Be Well. Eat Well.](#) initiative and where you can find free, fresh produce in a community near you.
- [Newsletters](#) to stay up to date on recent events and updates.
- Our [Community Impact page](#), full of Iowa Total Care's annual reports.
- Information on [Flu Prevention](#) and how to get a flu shot near you.



## Interpretation and Translation Needs



### Understanding what you hear and read is important to your health.

If you need an interpreter or materials translated to another language, reach out to Iowa Total Care by:

- Reaching out to our team at [C&L@IowaTotalCare.com](mailto:C&L@IowaTotalCare.com).
- Contacting your case manager.
- Calling Member Services at 1-833-404-1031 (TTY: 711).
- Visit the [Iowa Total Care Language Services webpage](#) to learn more about:
  - How to get an interpreter.
  - Finding language services resources.

## Iowa Total Care Prevents Gap in Care



An Iowa Total Care member was about to “age out” of Medicaid-covered Home Health Nursing. This member required 24-hour assistance and two people for personal care needs. The member was on several waiting lists for new home-based care. But the waiting list was long, and any gap in services wouldn’t work for the primary caregiver: the member’s mother.

Iowa Total Care took steps to prevent a gap in care by reaching out to the state to gain approval to extend nursing care. It worked, and the care was extended for one extra year or until new care was available.

With 16 hours of nursing services each day, 7 days a week, this member can remain at home.

## Value-Added Services

We offer extra services to you and your family, all at no added cost. And we recently added to our list of value-added services offered to you! The below resources are new to our value-added services. Visit our [Value-Added Services page](#) to view them all!



### Free car seat or booster seat

Pregnant members can receive a car seat or booster seat for their babies. To be eligible, members must:

- Have a completed [notification of pregnancy](#) form on file,
- Visit their doctor while in the first trimester or within 42 days of enrollment in Iowa Medicaid, and
- Be engaged with [Start Smart for Your Baby](#) until 36 weeks of pregnancy.



### Home-Delivered Meals

Pregnant or have a new baby? Struggling to feed your family or yourself? You may qualify for free home-delivered meals. We'll take the worry out of mealtime, so you can focus on your new little one.

Iowa Total Care staff will also discuss your future food needs. There may be a program that can help. If eligible, we'll help you apply.



### Foster Care Kits

We know being a teen can be tough, especially if you're in foster care. That's why Iowa Total Care offers a free focus kit to these members. Wondering what might be inside?

- Items to help you relax and have fun, like stress balls and games.
- Cool tools for learning and creating, like books and notebooks.
- Helpful reading on managing anxiety and starting high school.



### Education Benefits

Missing a high school diploma? Earn your HiSET certificate, and earn My Health Pays rewards, too! HiSET is a high school equivalency test. It shows that you have the same knowledge and skills as a high school graduate. You'll get a certificate when you pass. It's called a high school equivalency diploma (HSED). Having a HSED can help you achieve your career and school goals.

Members ages 18+ can get a \$50 reward for earning their HSED. Contact Member Services to learn more: 1-833-404-1061 (TTY: 711).

Iowa Total Care also offers scholarships for some community college programs. 2024 details are coming soon!

## What is Health Literacy?

### Can you think about a time when you:

- Needed to find a specialist or decide on a treatment plan?
- Received instructions for taking medicine?
- Were asked questions about your personal health history or needs?
- Searched for a health topic online?

### You probably said yes to one or more of these questions.

Nearly 9 out of 10 adults struggle to understand and use personal health information. Learning how to understand this information is called health literacy.

### Improving health literacy helps you:

- Use health information to make the best decisions for yourself.
- Follow and manage your medications.
- Understand and decide which providers, services, and treatments best fit your needs.
- Manage chronic medical conditions.

### How to improve your health literacy

You can take the following steps to improve your health literacy.

1. Have a plan for every provider visit.
2. Ask your provider to explain something you don't understand.
3. Repeat back what you heard.
4. Ask for handouts, photos, or videos.
5. Bring a friend or family member to your visit.
6. Look for multilingual providers if needed and ask for translation.

### Use the below resources to learn more:

- [Summit Health's 10 Tips for Improving Your Health Literacy](#)
- [Health.gov](#)
- [Centers for Disease Control and Prevention](#)
- [National Institutes of Health](#)

## Other Resources



### Find a provider

At Iowa Total Care, we make it easy for you to find a doctor to match your health care needs. Make your match. Try our [Find a Provider tool](#) today!



### My Health Pays®

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

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



### Get 24/7 Care

Mental health services are available for Iowa Total Care adult members through Teladoc for a no-cost visit. Members can download the Teladoc app on the [App Store](#) or [Google play](#) or visit [Teladoc.com](#) and schedule video appointments. Find more information on our [Telehealth page](#).



### FREE 24/7 Nurse Advice Line

Medical experts can answer your health questions and help set up doctor visits. Use this option if you need help caring for a sick child or to know if you should see your primary care provider. Call our 24/7 nurse advice line: **1-833-404-1061 (TTY: 711)**.

# Giving Back to the Community



## Perry Community Health Fair

On July 24, Iowa Total Care gave out free, fresh produce and non-perishable resources at our Community Health Fair in Perry, Iowa. Over 180 people attended and received items while learning about resources in their community!

## GREEN TO GO



Iowa Total Care's Green to Go Community Health Fair Series is continuing to grow through 2024, and we hosted several events throughout the summer.

By the end of July, Iowa Total Care gave community members:

- 36,000 pieces of produce
- 2,080 Attendees
- 1,045 bags of brown rice
- 1,080 Non-perishable kid's meal bags

Stop by our next Green to Go event on September 19 in Waterloo! Learn more on our [Be Well. Eat Well.](#) webpage.

## Central Iowa Shelter and Services Summer Meal Series

Over the summer, Iowa Total Care worked closely with Central Iowa Shelter and Services (CISS) to hand out meals over lunch every Monday and Thursday. Meals were delivered and given to members of the community around Des Moines, from June 3 to August 9.



## 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, & more.

- [Community Outreach Newsletter](#)
- [Doc's Kids Club Newsletter](#)
- [Teen Tips Newsletter](#)



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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) □