

WHOLE you



Quarter 4 2024

NOW AVAILABLE:

Use your My Health Pays Rewards for Gas at Hy-Vee!



Iowa Total Care's My Health Pays Rewards Program now offers the option to use your rewards for gas! Stop by your local Hy-Vee Fast and Fresh and use your My Health Pays Rewards card to fill up your tank.



You can use your [My Health Pays Rewards](#) for lots of different needs such as phone bills, groceries, utilities, and more.

Find resources in your community. Visit IowaTotalCare.FindHelp.com

SCAN TO LEARN MORE



- Food
- Transportation
- Shelter
- Healthcare
- Work
- Financial resources
- Education
- And more!

Find Resources at IowaTotalCare.FindHelp.com

Do you need help locating resources? Do you want assistance finding ways to get what you need, when you need it?

We can help you with:

- Getting rides to and from your medical appointments
- Locating food pantries
- Finding affordable housing
- Locating baby supplies
- Locating a primary care physician (PCP) in your community
- Finding an interpreter
- Translating materials

For assistance locating resources in your community or with questions:

- Log into IowaTotalCare.FindHelp.com
- Call Member Services at 1-833-404-1061 or
- Visit the Member page of our website: IowaTotalCare.com

DON'T FORGET TO VACCINATE: Check if Your Tetanus, Diphtheria, and Acellular Pertussis (TDAP) Vaccine is Due



Are you updated on your TDAP vaccine? The CDC (Centers for Disease Control and Prevention) recommends getting a TDAP shot every 10 years to protect yourself from three serious diseases:

- 1. Tetanus:** Can cause painful muscle spasms and be dangerous if you get a cut or wound.
- 2. Diphtheria:** Can lead to severe breathing problems and other serious issues.
- 3. Pertussis (Whooping Cough):** Can be very serious, especially for babies and people with weakened immune systems.

Why is the TDAP shot important?

The TDAP shot helps to:

- Keep you from getting sick with these diseases.
- Prevent the spread of these diseases to others.

Pregnant women and new moms:

If you're pregnant, it's important to get the TDAP shot during each pregnancy, between 27 and 36 weeks. This helps protect your baby from whooping cough (pertussis) during their first few months of life, as they are too young to get the shot themselves. Getting the shot helps pass on some protection to your baby before they can receive their own shots.

What should you do?

1. Find out when you last received your TDAP shot.
2. Talk to your doctor to see if you need a new TDAP booster or if you need to get updated during pregnancy.
3. **Get your shot:** Visit a clinic or pharmacy to get your TDAP vaccine.

For more details on TDAP and their importance, visit the CDC's website [here](#).

Keeping up with your shots is an easy way to stay healthy and protect those around you.

2024 End of Year Health Equity

We are proud to support our members. Each year, we gather data on our members' race, ethnicity, language, sexual orientation and gender identity.

See our end-of-year data below:

Language

Below are the top five non-English-speaking languages served through Iowa Total Care, which are very close to the top five languages spoken in Iowa:

- Spanish
- Arabic
- Karen
- Swahili
- French

When we are asked to translate languages over the phone, these are our top five requests:

- Spanish
- Swahili
- Bosnian
- Karen
- Arabic

As of July 2024, we have received 5,416 over the phone interpretation requests.

For face-to-face translations, the top five requests we receive are:

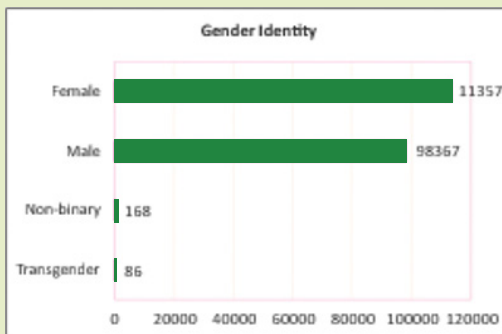
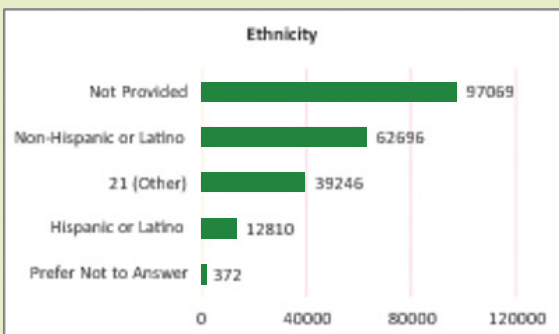
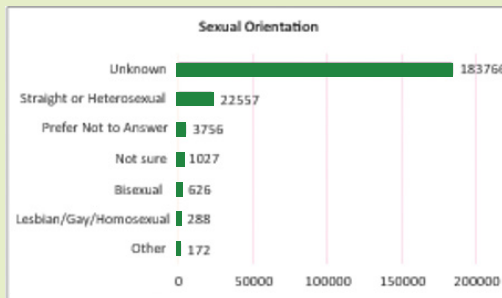
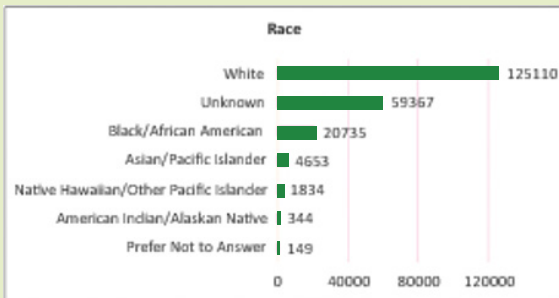
- Spanish
- Bosnian/Croatian/Serbian/Serbo-Croatian
- American Sign Language
- Arabic
- French

As of July 2024, we have received 911 face-to-face requests.

Member Population Overview

The graph below shows our current membership data on race, ethnicity, sexual orientation, and gender identity. We'll keep sharing our data with you. If you have questions or would like to learn more, please reach out to:

C&L@iowatotalcare.com.



Data Highlights

YTD Membership: 212,192

Top 4 Reported Languages:

English, Spanish, Swahili & Karen

Top 3 Age Groups: 31-45, 46-64 and 21-30

Top Ethnicity: Non-Hispanic/Latino

SOGI Data: Members continue to report SOGI data.

Sexual Orientation:

Largest group after unknown: Straight/heterosexual: 22,557
Bisexual: 626
Lesbian/Gay/Homosexual: 288
Prefer not to answer: Only 3,756

Gender Identity:

Largest group: female
Non-binary: 168
Transgender: 86

MEMBER STORY

Advocating for ITC Members



An Iowa Total Care member's medically exempt status was about to expire. With concern, the member asked an Iowa Total Care review nurse if their upcoming bariatric (weight-loss) surgery would be covered by the current health plan. The surgery was only able to be covered if it was performed before the medically exempt status expired.

But there was another option: to have the primary care provider approve an extension of the member's medical exemption.

The review nurse advocated for the member by contacting the member's Iowa Total Care case manager, primary care provider, surgeon, and involved case nurses. In doing so, the medically exempt status was extended, and the surgery was scheduled for a date when plan coverage would still apply. By giving extra effort, the review nurse not only made the member feel healthier, but reportedly "ecstatic."

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

GREEN TO GO

ITC Completes Successful Season of Green To Go Community Health Fairs

2024 was our biggest year yet for our Green to Go Community Health Fairs! This year, we were able to host ten well-attended Community Health Fairs.

THIS YEAR, WE WERE ABLE TO:

- Give out **59,200+** pieces of fresh, free produce including peppers, potatoes, bananas, apples, and pears.
- Distribute **2,000** free kids' meals bags.
- And more!

We will continue our Green to Go Community Health Fairs in 2025, too. Stay tuned for updates on our upcoming fairs!



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) □