



# Coverage that cares.

We choose  
Iowa Total Care.



Look inside to find out why.



Programs



Services



Online Support  
& Information

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**Get the information and tools you need.**



Sign up for an online member account.



Download our mobile app.

# Programs



## Get rewards for focusing on your health.

You can earn dollars by completing healthy activities, such as a yearly wellness exam or annual screenings. Once you complete a qualifying healthy activity and we have processed the claim, reward dollars\* are added to a Visa card\* and mailed to you. This card is reloadable and can be used at Hy-Vee stores, Walmart and Sam's Club.

To see a list of the activities and their reward amounts, visit [IowaTotalCare.com/MyHealthPays](http://IowaTotalCare.com/MyHealthPays).

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



## Questions?

Call

**1-833-404-1061**

(TTY: 711).

*\*For questions about rewards impacting Medicaid eligibility or client participation, please contact your Medicaid Income Maintenance Worker.*



# SafeLink Wireless

Iowa Total Care is proud to be working with

**SafeLink Wireless.** This program is offered at no cost to you.

To apply for this program, visit **safelink.com** and use promo code IATOTALCARE or call **1-877-631-2550**.

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## Start Smart for Your Baby<sup>®</sup>

**This award-winning program helps pregnant members and members who are new parents.**

It gives you and your baby the education and support needed to stay healthy. Members get a free book, which helps get you ready for childbirth and care for your new baby. You may also be eligible for a free car/booster seat, home-delivered meals, and more.

Complete a Notification of Pregnancy form within your first trimester. **You can earn up to \$60 in rewards through My Health Pays<sup>®</sup>.**





## Care Management Program

Care managers work with members to help find the right services, get health education and find community resources. All in an effort to improve your health and well-being.

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## 24/7 Nurse Advice Line

This free service is available 24 hours a day, every day. Staffed with registered nurses who have spent lots of time caring for people, they are ready and eager to help you. Assistance in English and Spanish is available. If you speak a different language, you can ask for an interpreter. To access the 24/7 nurse advice line, call Iowa Total Care at **1-833-404-1061** (TTY: 711).

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## 988 Suicide and Crisis Lifeline

Get the help you need, when you need it. You can call, text or chat with the 988 Lifeline. Trained counselors provide free, confidential emotional support and crisis counseling. These services are available 24 hours a day, seven days a week.



## Mobile App

**Iowa Total Care has a mobile app.** It allows you to get the information and tools you need right on your phone. You can find providers and complete health screenings using the app. Download from the App Store or Google Play.

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## Quit Smoking Program (Quitline)

**Iowa Total Care offers Quitline.** It's a program to help people reduce or stop using tobacco products. A coach helps create a plan to help you quit. You also have access to valuable information and tools.

Call **1-800-QUIT-NOW (1-800-784-8669)** to speak with a quit tobacco specialist. You can also earn My Health Pays® rewards by participating in the program. Members can earn \$30 for completing five coaching calls, and an additional \$30 for filling a prescription for a quit aid.





# In-Home Diabetic Testing Kit

Members 18 and older with a diagnosis of diabetes may request a kit and complete it right in the comfort and privacy of their home. Results will be sent to the member and their doctor. Members who complete the test can earn \$15 in rewards through My Health Pays®.

To request a test kit, call Iowa Total Care Member Services: 1-833-404-1061 (TTY: 711).

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# Doc's Kids Club

**Doc's Kids Club is a free educational program.** It's available to all Iowans ages 10 and under. Kids who sign up will receive a welcome kit with a book, sticker and ID card.

Visit [IowaTotalCare.com/DocsKidsClub](http://IowaTotalCare.com/DocsKidsClub) to sign up.





# Stakeholder Advisory Board

**You can help Iowa Total Care improve the way its health plan works.** Through the stakeholder advisory board, members have a chance to share thoughts and ideas with us. This board meets four times a year. You can join in-person, by phone, or online.

Each time you join, you can earn \$25 in rewards through My Health Pays<sup>®</sup>. Join the stakeholder advisory board today by visiting [iowaTotalCare.com/Board](https://iowaTotalCare.com/Board).





# Services



## Case Management Services

**Case managers provide support to Community-Based waiver members.** They help members by linking them to local services that support their needs. The goal is to get members to live safely in their own community.



## Language Access Services

**Iowa Total Care offers language services at no cost.**

You can ask us for an interpreter at your doctor visit. Interpreters can help via video, over the phone or in person. Their services include American Sign Language. You can also have materials translated to your language of choice. This means Braille or large print, too.

Learn more and get our language services request form:

[IowaTotalCare.com](http://IowaTotalCare.com) > [For Members](#) > [Language Services](#).



# Transportation Services\*

Don't have a way to get to your healthcare appointment?

**As an Iowa Total Care member, you can get rides to non-emergency medical appointments at no cost.**

Or, ask us about the mileage reimbursement program in advance of your appointment.

**Just call Access2Care at 1-877-271-4819.**



You can also schedule rides using the Access2Care mobile app. Visit Google Play or the App Store to download the app. Or, scan the QR code shown here.



Once you download, click Register on the app. Enter your member ID, date of birth, home address, email address and phone number. You are now ready to schedule rides.

Visit [IowaTotalCare.com](http://IowaTotalCare.com) > **For Members** > **Transportation** for more information.

*\*Restrictions apply. Call Access2Care for details.*

# Online Support & Information



## Wellness & Emotional Support with Teladoc

Need to manage stress, improve your mood or sleep better? **Teladoc Health has resources to help you build strong mental health.**

Access tools and programs to create real and lasting changes.

Start today! Get the Teladoc app from the App Store or Google Play.

Learn more at [TeladocHealth.com](https://www.TeladocHealth.com).

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## Krames Online Health Library

**Krames Online helps you learn more about your health, so you can feel better and take charge of your own well-being.**

Find answers to your health questions and much more. They even have fun tools to test your knowledge about staying healthy.

Get started today! Visit [IowaTotalCare.KramesOnline.com](https://www.IowaTotalCare.KramesOnline.com).



## Video Appointments with a Doctor

We have partnered with Teladoc to give 24/7 access to medical care at no cost to Iowa Total Care members. Talk to a doctor anytime by phone, video or app. You'll have access to in-network providers for non-emergency issues. To get started, download Teladoc from the App Store or Google Play. Enter your information and complete your medical history. A Teladoc doctor is now just a click away.

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## My Route to Health

My Route To Health is available to anyone interested in learning more about health. This free digital library offers health information in fun formats for adults, teens and children. Videos, books and more are available at **MyRouteToHealth.com**.



# Online Member Account

**Members can easily create and access their secure online member account.** All that's needed to register and log in to your account is the last four digits of your social security number and date of birth, or your member ID number located on your card. Once logged in, you can view your claims, change your doctor, and more. You can even view, download and print a digital copy of your ID card.\*

To create an account, go to **Member.IowaTotalCare.com**.

*\*Check with your doctor to make sure they accept digital ID cards.*





# Resources



## Need Help? Find Help

IowaTotalCare.FindHelp.com is an online tool that connects people in need to the programs that serve them. You can search for aid with food, housing, transportation, jobs and more! To find resources near you, visit [IowaTotalCare.FindHelp.com](https://www.iowatotalcare.com/FindHelp).



Let us help you find what you need.

- **MemberConnections Team** helps members get the most from their health plan's services.
- **Transition Coordinators** help members move through different levels of care.
- **Resource Specialists** help members in need of general resources, like:
  - Where to get free food in your community.
  - Where to get utility assistance, clothing closets, childcare assistance, or diapers and infant items.
  - Waiver waitlist help.
- **Support Specialists** provide assistance with employment and education needs.
- **Housing Specialists** assist members in navigating potential housing barriers and crises due to homelessness or other social barriers.





Iowa Total Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. | Iowa Total Care cumple con las leyes federales de derechos civiles aplicables y no discrimina en base a la raza, el color, el país de origen, la edad, la discapacidad o el sexo.

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 de idiomas, ayudas y servicios auxiliares, material impreso en letra más grande, traducción oral y otros formatos alternativos. Para obtener esto, 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)。