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## Stakeholder Advisory Board

March 5, 2025

*Why we're in business*

**OUR PURPOSE**

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

*What we do*

**OUR MISSION**

Better health outcomes at lower costs

*What we represent*

**OUR PILLARS**



Focus on the  
Individual



Whole  
Health



Active Local  
Involvement

*What drives our activity*

**OUR BELIEFS**

We believe healthier individuals create more vibrant families and communities.

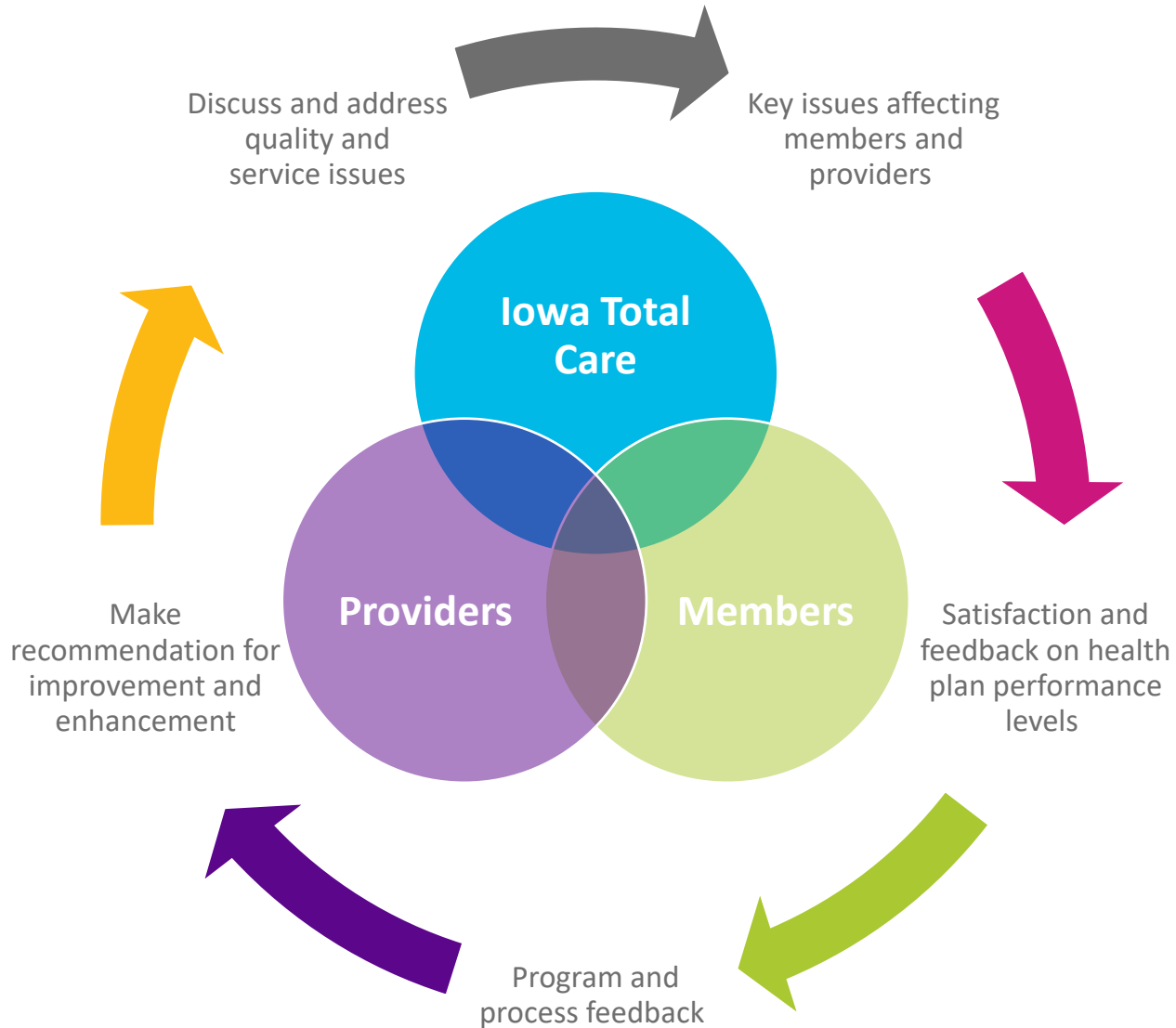
We believe treating people with kindness, respect and dignity empowers healthy decisions.

We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well.

We believe in treating the whole person, not just the physical body.

We believe local partnerships enable meaningful, accessible healthcare.

# SAB Purpose



# Housekeeping Items

Welcome to the  
Iowa Total Care  
Stakeholder  
Advisory Board

- Our technology now allows us to capture your name and attendance when you log into the meeting.
- To reduce background noise, please mute yourself.
- Please save your questions until the end of the presentation.
- The slides will be available on our website.
- Have you moved or changed phone numbers?  
Be sure to update by calling:
  - Iowa Total Care: 1-833-404-1061 (TTY: 711), and
  - Department of Iowa Health and Human Services: 1-855-889-7985.

As a reminder, the upcoming slides include information we hope will be valuable to our stakeholders. Our stakeholders are members, providers (doctors, nurse practitioners, physician assistants), and members of our communities.

# Agenda

- Welcome
- Iowa Medicaid Town Halls
- 2025 ITC on the Go
- Maternal Health
- My Health Pays<sup>®</sup> Rewards
- Mental Health – Teladoc
- Behavioral Health Toolkit
- Health Risk Screening
- Health Equity and Social Determinants of Health (SDOH)
- Open Discussion
- Closing and Future Meetings

# Iowa Medicaid Town Halls



**Iowa Medicaid holds monthly virtual town hall meetings with providers and members to:**

- Gather feedback on the current state of the program.
- Ways to improve the program.
- Share information on current and future program projects and improvements.

## **Schedule:**

- First Thursday of the month (members only).
- Third Thursday of the month (providers only).

## **Upcoming Meetings\*:**

- Thursday, March 6 at 4 – 5:30 p.m., Member Town Hall.
- Thursday, March 20 at 4 – 5:30 p.m., Provider Town Hall.

## **How do I sign up?**

- [Iowa Medicaid Town Halls - Members](#)
- [Meeting Registration - Zoom - Providers](#)
- Need help? Contact Iowa Medicaid Member Services at **1-800-338-8366**.

These are virtual meetings, but there is a call-in option for those unable to stream live video.

\*Future regularly scheduled meetings will be posted on the website and is updated by Iowa Medicaid.

# 2025 Be Well. Eat Well. Program

## Member Day at the Market

- Location (TBD) – May

## Green to Go Locations

- Cedar Rapids - June
- Sioux City – August
- Des Moines - August

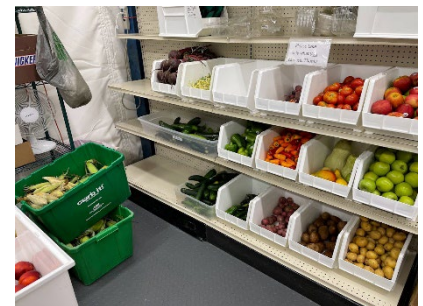
## Community Garden Partnership

- ISU Extension & Outreach

## Cooking Videos

- Cooking on a Budget
- Diabetes-Friendly
- Kid-Friendly
- Multicultural

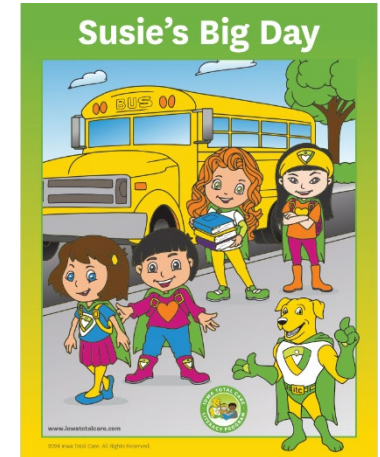
Visit [IowaTotalCare.com/BeWellEatWell](https://www.IowaTotalCare.com/BeWellEatWell) to learn more.



# Iowa Total Care Literacy Program

## 2024 Impact

- 100 Program - Providers
- Doc's Kids Club – 3,700+ members.
- Susie's Big Day – 31,000+ books distributed.



## 2025 Focus

- 100 Program – Youth Organizations
- Reach Out & Read Partnership



Visit [iowaTotalCare.com/DocsKidsClub](https://iowaTotalCare.com/DocsKidsClub) to learn more or scan the QR code to join Doc's Kids Club.





# 2024 Community Impact Report

Iowa Total Care's 2024 Community Impact Report is now live!  
The 2024 report has information on:

- Iowa Total Care's five-year anniversary,
- How we fought food insecurity in 2024,
- New Value-Added Services,
- And so much more!

View the report on the [Community Impact](https://www.iowatotalcare.com/about-us/community-impact) webpage.  
([iowatotalcare.com/about-us/community-impact.html](https://www.iowatotalcare.com/about-us/community-impact.html))



**Welcome from the CEO**

**IOWA TOTAL CARE'S 2024 IMPACT AT-A-GLANCE**

Always dedicated to transforming the health of the communities we serve, one person at a time.

**\$491,215** TOTAL DONATIONS

**700+** VOLUNTEERS

**150** OUTREACH EVENTS

**24,496** ATTENDEES

**279** COMMUNITY PARTNERS

**59,606** PRODUCE ITEMS

**BY THE NUMBERS**

**239K+** MEMBER MEMBERS

**50K+** MEDICAL PROVIDERS AND FACILITIES

**SERVICE AREA**

**HERE ARE 100+ IOWA TOTAL CARE EMPLOYEES IN THE STATE OF IOWA.**

**FIGHTING FOOD INSECURITY**  
Through Our Be Well, Eat Well Initiative

**IOWA TOTAL CARE'S BE WELL, EAT WELL INITIATIVE PROVIDES:**

**Green to Go Community Health Packs**

**Community Gardens**

**Eating Healthy with Iowa Total Care**

**IowaTotalCare.FoodHelp.com**

**Double Up Food Bucks Program**

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# Maternal Health

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# Start Smart for Your Baby Program – Notification Of Pregnancy (NOP) Form

The NOP form has been revised for easy completion.

Please log into the [member portal](#) to access the member NOP form.

## Ways to Submit:

- Submit in Member Portal
- Mail
- Email
- Call Member Services: 1-800-404-1061 (TTY: 711)

   **Member Notification of Pregnancy** 

This form is confidential. If you have any problems or questions, please call Iowa Total Care at 1-833-404-1061 (TTY: 711). This form is also available online at [www.IowaTotalCare.com](http://www.IowaTotalCare.com). Completed forms can be submitted through the member portal or emailed to [ITC\\_Med\\_Mgmt\\_NOP@Centene.com](mailto:ITC_Med_Mgmt_NOP@Centene.com)

\*Medicaid ID#:

Your First Name:

Your Last Name:

\*Your Birth Date MMDDYYYY:

Gender Identification:  Phone Number:

Mailing Address:

City:  State:  Zip Code:

Email Address:

Race/Ethnicity (select all that apply):  White  Black/African American  Decline to share  
 American Indian/Native American  Asian  Native Hawaiian or Other Pacific Islander  
 Hispanic or Latino  Other if other ethnicity, please specify:

What Provider/Clinic is helping me during my pregnancy:

First Name:

Last Name:

Phone Number:

Clinic Name (if applicable):

My Current Situation

Please check this box if you would answer no to any of the below:

I have a phone.  I feel good about where I live.

I feel safe at home and with the people in my life.  I have transportation for my daily needs.

I have enough food for me and my family each day.  I am able to pay my utility bills (gas, water, electric, etc).

My Current Pregnancy Information

I have been to my first prenatal visit? Yes  No

If yes, how many weeks pregnant were you at your first visit:

© 2024 Start Smart for Your Baby. All rights reserved. Rev. 04 18 2024  
IA-MNOP-5877

# Maternal Health Resources

## Breast Pumps



- Pregnant mothers can request a breast pump as a covered benefit.
- Mom or baby must be an eligible Iowa Total Care member at the time of the request.
- A prior authorization is not required for a breast pump request.
- How can a breast pump be requested?
  - Enroll in Start Smart for Your Baby® Program.
  - Call Iowa Total Care Member Services at 1-833-404-1061.

## Car Seats



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.
- Be engaged with Start Smart for Your Baby until 36 weeks of pregnancy.
- Be an Iowa Total Care member at the time car seat is ordered.

# Maternal Health Resources, *continued*

## Mom's Meals



- Available in Black Hawk, Clinton, Des Moines, Polk, Pottawattamie, Woodbury, Linn, Scott, Mills, Ringgold, Taylor, Union and Montgomery.
- Includes all members in household who are Iowa Total Care members.
- Goal is to close the gap until members can find food resources (WIC, SNAP, food pantries). Will provide two meals for 30 days during pregnancy or up to one year postpartum.

Learn more. Visit our [pregnancy resources webpage](https://iowatotalcare.com/members/start-smart-for-your-baby/resources.html).  
([iowatotalcare.com/members/start-smart-for-your-baby/resources.html](https://iowatotalcare.com/members/start-smart-for-your-baby/resources.html))

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# My Health Pays<sup>®</sup> Rewards

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# My Health Pays<sup>®</sup> Maternal Health Rewards

## Notification of Pregnancy Form

- Must complete within first trimester for \$20 OR in the second trimester for \$15.

## First Trimester Prenatal Visit

- Must complete appointment with a provider within first 12 weeks of pregnancy.

## Postpartum Doctor Visit

- Must complete 1-12 weeks after delivery.

# My Health Pays<sup>®</sup> Common Questions

## Who can get a My Health Pays Card?

- All ITC members can get a reward card. If the member is a child, the card will be issued in their name and sent to their address.

## When do I get my My Health Pays card?

- Once you complete a qualifying healthy activity, we are notified, and your card will be mailed to you.

## How can I find out the balance of my card?

- Log into your [secure member portal account](#).
- Call the number listed on the back of the card: 1-866-809-1091.
- Call Member Services.

## When do My Health Pays Rewards expire?

- Funds expire 90 days after termination of coverage or 365 days after reward was earned, whichever comes first.

## How long does it take to get a reward on my My Health Pays card?

- It depends on the type of reward. Some, like annual well visits, are based on claims sent to us by your provider. These can take up to 12 weeks for reward to appear on card.

## Where can I use my My Health Pays rewards?

- You can buy everyday items at any Walmart, Sam's Club, and Hy-Vee locations.



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# Mental Health

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Teladoc  
HEALTH



# Teladoc Health

Program Overview



Teladoc  
HEALTH

# Agenda

- Introduction
- General Medical
- Mental Health
- How to Register



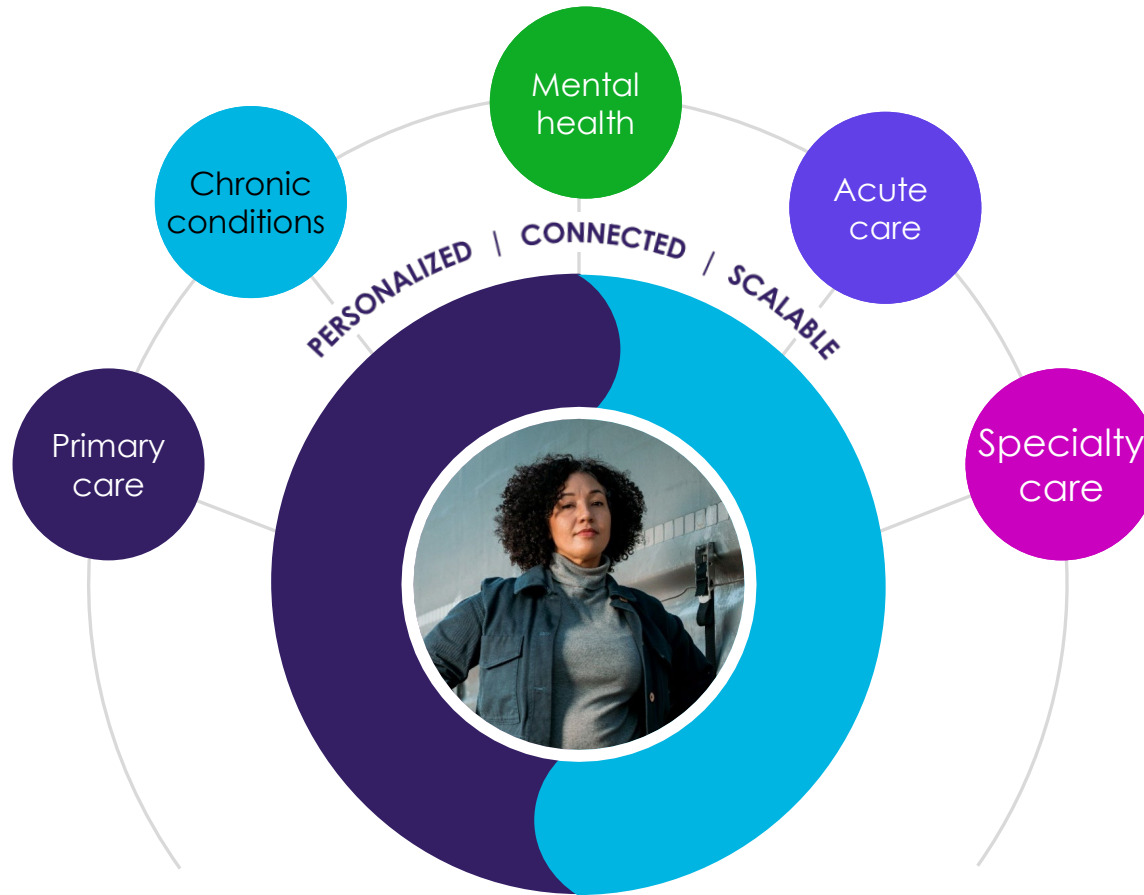
# Introductions

TELADOC HEALTH TEAM

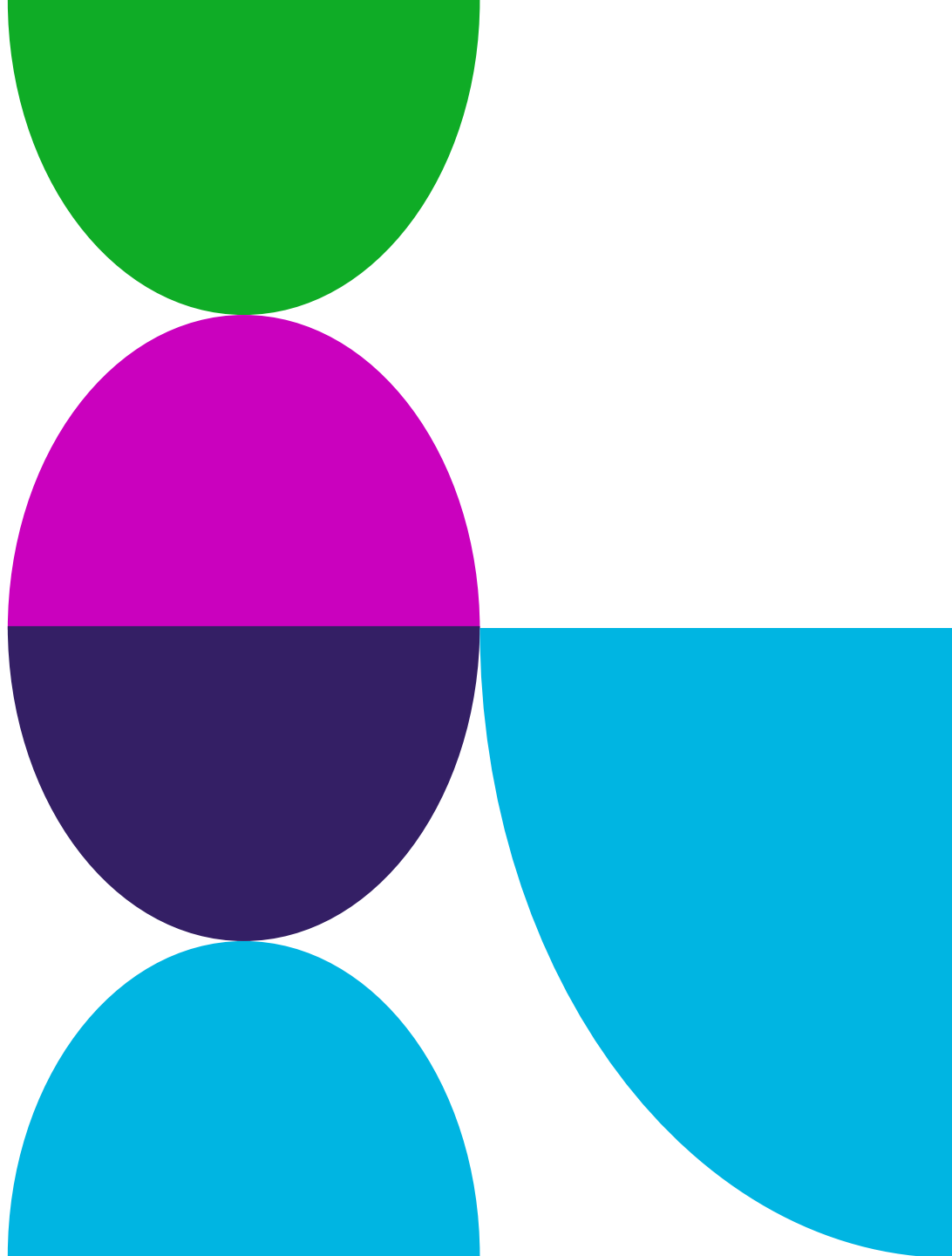


Maddie Navigato  
Senior Health Plan Manager

# We deliver comprehensive, integrated virtual care that spans each stage in a person's health journey



# General Medical



# General Medical overview



General Medical offers **convenient, high-quality, low-cost care that's available 24/7**, when and where members most need it



Teladoc Health physicians address a broad array of healthcare issues by **web, phone or mobile app**, which eliminates traditional **long wait times and delayed care**



Our members and their families **feel better quicker**, and clients see an **increase in employee productivity**



# General Medical

Effective resolution for a wide range of non-emergency conditions



Flu	Bronchitis	Cold
Cough	Nasal congestion	Arthritis
Sinus problems	Sore throat	Backache
Upper respiratory infection	Sinusitis	Poison ivy
Pink eye	Seasonal allergies	Bug bites
Rash	Sunburn	Food poisoning

## SET UP ACCOUNT

Members will set up their account by app, web or phone

## COMPLETE MEDICAL HISTORY

Doctor will review information about past conditions, medications, allergies and the member's family medical history

## REQUEST A VISIT

Member will request a visit with the next available doctor or request a time that fits their schedule

## TALK TO A DOCTOR

Talk to a doctor 24/7 by phone or video

## GET RESOLUTION

If medically necessary, the doctor will send a prescription to the pharmacy that the member chooses



# Mental Health



# Mental Health Overview



Note: Select features are forthcoming.

Access to a therapist or psychiatrist seven days a week (7 a.m. to 9 p.m. local time) via phone or video



## Mental Health support from the comfort of home

Schedule an appointment through the web or mobile app



## Trusted relationships

Establish a 1:1 human relationship members trust to improve engagement and adherence across their entire healthcare journey



## Ongoing Care Support

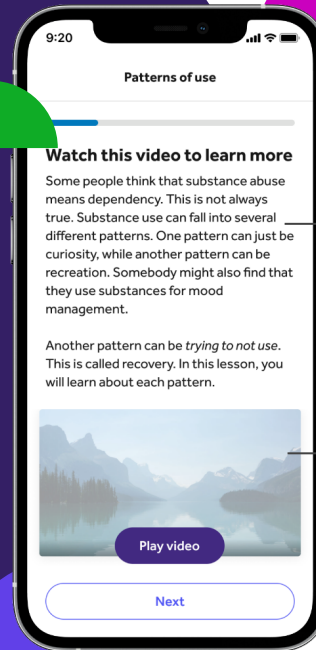
Ongoing Care and recurring appointments to fit member unique needs

# Keep members healthy through preventative and continuous care

MENTAL HEALTH DIGITAL

Eliminate barriers to access with anywhere, anytime access to 1100+ self-guided programs

- Manage episodic stress and provide in-moment relief
- Reduce risk of relapse or regression for those with complex conditions
- Address the unique needs of adolescent, LGBTQ+, and BIPOC members



Self-guided programs

Written at a 5th-grade level and developed according to National Culturally Linguistically Appropriate Services Standards

Continually refreshed personalized recommendations




# How can members register?

# Member registration

## Telehealth



 Registration and member experience



### Multiple ways to join

- Online registration: [Teladoc.com](https://www.teladoc.com)
- Member support call center: 1-800-Teladoc
- Teladoc app



### Information gathered

- Personal Information: Name, address, email, password
- Insurance information: Member/health plan ID to validate eligibility

# Members create a single account and complete setup for all programs

## App Entry

9:41

Confirm coverage  
Step 1 of 3

**Tell us about you**

Enter your information just as it appears on your health insurance card or pay stub.

\* Required

First name\*

Last name\*

Email\*

Country\*  
Select ▼

ZIP code\*

## Coverage/eligibility

Staged eligibility  
Real-time eligibility  
No match

9:41

Confirm coverage  
Step 1 of 3

**We found a match!**

These care options are available with your coverage.

**Aetna tri-state 800**

- General Medical
- Dermatology
- Nutrition
- Mental Health
- Primary Care

[Add new coverage](#) or call us at 1-800-855-2362.

**Next**

## Create Account

9:41

Create account  
Step 2 of 3

**Finish creating your account**

\* Required

**Create your username and password\***

Username\*  
Daisy2022

Password\*

- ✓ At least one capital letter
- ✓ At least one lowercase letter
- At least one number
- At least 9 characters

Confirm password\*

After an account is established, member views are personalized based on service eligibility and entry point

# Thank you!

Maddie Navigato

Senior Health Plan Manager

[madeline.navigato@teladochealth.com](mailto:madeline.navigato@teladochealth.com)



# Appendix



When registering, members select their preferred language, and then can **request a visit anytime they need care**. If a member chooses ASL, they must have a scheduled visit in order to connect them, the provider and interpreter successfully.

### Personal Details

**The Basics**

\*All fields are required unless otherwise noted.

Prefix (Optional)

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

Date of Birth

Gender

Language

English  
 Spanish  
 Arabic  
 Mandarin  
 French  
 Hindi  
 Portuguese  
 Russian  
 Japanese  
 German  
 Korean  
 Turkish  
 Vietnamese  
 American Sign Language  
 Other

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**Contact Information**

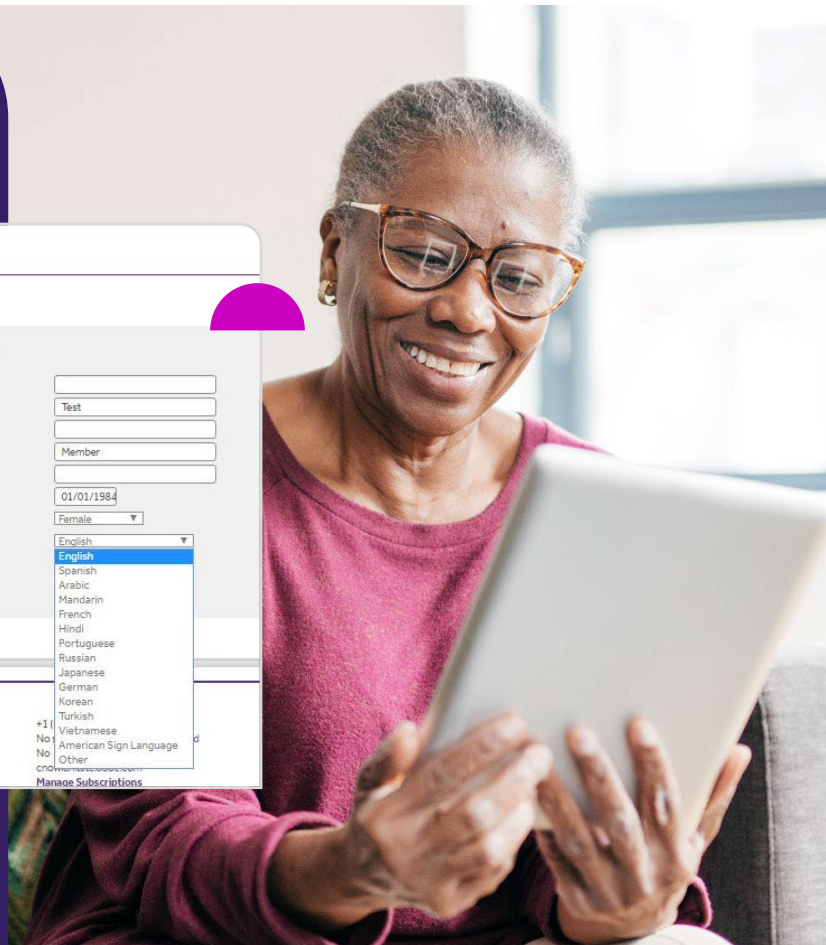
Primary Phone

Secondary Phone

Hearing Impaired (Relay Required)

Email

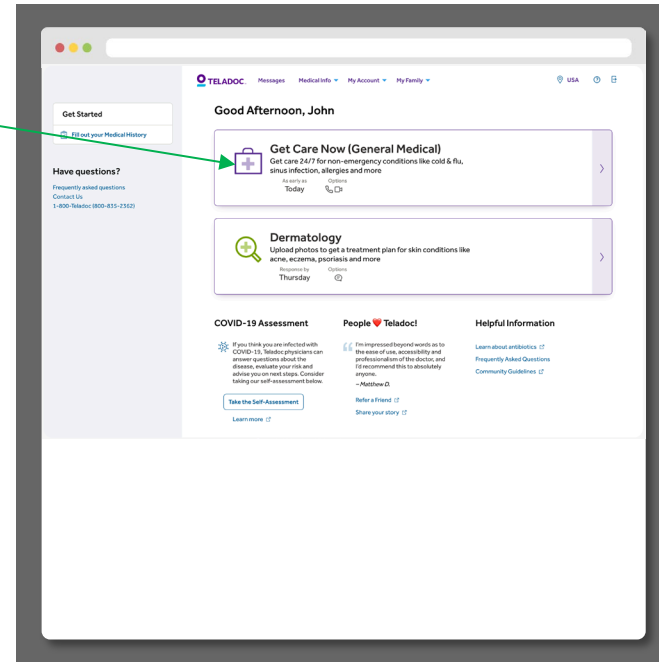
Subscriptions



# Requesting a visit

Choose your care-type

Only available programs will appear



# Provide Visit Details

Select the member the visit is for

- For minors, a section will appear requiring selection of the adult authorized to be on the phone during the consult. An adult is required to be on the phone during the consult for any minor under 18

Do the following:

- Select state located in at the time of the visit
- Select visit type
- Indicate reason for visit
- Select visit method (phone or video)
- Select time to speak to a provider (ASAP or scheduled) and select provider (optional)
- Upload images (optional)
- Enter phone number and other necessary notes
- Select whether PCP should receive copy of visit
- Select pharmacy

The screenshot shows the Teladoc 'Request a Visit' form. The form is titled 'Request a Visit' and includes sections for 'Who is this visit for?', 'Where will you be located during this visit?', 'Visit Type', 'Reason for Visit', and 'Visit Method'. The 'Visit Method' section has radio buttons for 'Phone' and 'Video'. Below the form, there is a 'Good Afternoon, John' greeting and a 'Get Care Now (General Medical)' button. The bottom section includes 'COVID-19 Assessment', 'People', and 'Helpful Information'.

# Visit Confirmation

Confirming Billing:

Select how you plan on paying for the consult\*

Review & Submit:

Check the boxes indicating you've read and understood the terms of service and privacy practices

Indicate whether you would like for your physician to review your medical history during the visit

Click "Continue"

The visit confirmation number is provided and you will receive an email confirming your visit

\*Most plans have \$0 cost share. High deductible plans apply deductible based on real time eligibility

The image displays two screenshots of a web application interface for visit confirmation. The top screenshot shows the 'Confirm billing information' step, which includes a progress indicator with three steps: 1. Visit details, 2. Billing information, and 3. Review & submit. The current step is 'Confirm billing information', which displays a message: '\*All fields are required unless otherwise noted.' and 'Your total visit fee is \$49.00.' Below this, there are 'Previous' and 'Continue' buttons. The bottom screenshot shows the 'Review & submit' step, which includes a progress indicator with the same three steps. The current step is 'Review & submit', which displays 'My Visit Details' and an 'Edit' button. Below this, there is a table of visit details:

Patient	John Doe
Contact Number	Primary Phone +1 (555) 555-5555 Secondary Phone +1 (555) 555-4444
Visit Alternative	Emergency Room
Visit Location	New York, United States Of America
Visit Type	General Medical
Visit Method	Video
Visit Mode	On Demand
Pharmacy	

At the bottom of the 'Review & submit' step, there are two checkboxes for consent and privacy acknowledgment:

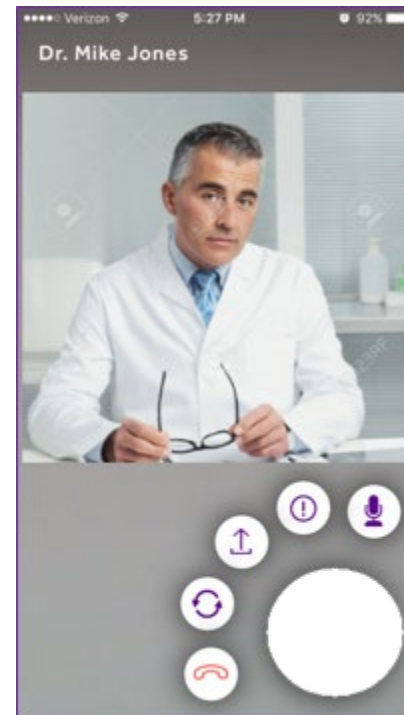
- I understand the statements above and consent, on my own behalf or on behalf of my minor dependents, to receive Services by a Teladoc Clinician.
- I understand that I may access Teladoc's Notice of Privacy Practices and acknowledge that I have been provided access to such Notice of Privacy

# Video visit

From the upcoming visit card on the My Teladoc screen, the member can join the virtual waiting room



Once provider joins, member completes the video visit and has easy access to needed features like muting audio, getting help, uploading an image or reversing camera



# Iowa Total Care Mental Health Guide

## The new Iowa Total Care Mental Health Guide is now available!

- Designed to empower community organizations who have little to no medical background to support individuals who may be experiencing mental health challenges
- Iowa Total Care will be working to distribute this resource to places where individuals frequent on a consistent basis and develop relationships, where someone may notice a change in demeanor or personality, but they may not know how to address the situation. Places such as:
  - Hair salons/barbershops
  - Places of worship
  - Gyms
  - Libraries/Community centers
- May help community members with connecting to resources and/or how to address these situations
- To get a digital copy, please visit the [provider forms, manuals and resources webpage](https://iowatotalcare.com/providers/resources/forms-resources.html).  
([iowatotalcare.com/providers/resources/forms-resources.html](https://iowatotalcare.com/providers/resources/forms-resources.html))



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# Health Risk Assessment

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# Health Risk Assessment (HRA)

- Health Risk Assessment or Health Risk Screening is a tool Iowa Total Care uses to help members, including newborns, to identify and understand their health risks and monitor their health over time.
- The HRA is a questionnaire that asks you about your health history, if you have any healthcare conditions, and if you need help finding any resources.
- We want to know about your health right away so we can help match your needs with the right healthcare team.
- Member should complete each year or if they have a change in medical condition.
- Completed HRA may qualify member for a \$30 My Health Pays<sup>®</sup> reward.
  - Within 90 days of becoming a member.
  - Must be completed annually.

Complete the health risk screening in one of three ways:


## **Online:**

- Visit [iowatotalcare.com](http://iowatotalcare.com), click “For Members” and then “log in”.
- Select “Let Us Know” Tab on the left.
- Complete the Health Information Form.

## **Over the Phone:**

- Call us at 1-833-856-7666 Monday – Friday: 8:00 a.m. to 7:00 p.m.

## **On the Mobile App:**

- Download the Iowa Total Care Mobile App.
- Click on the Main Menu in the upper left corner  and select “My Health”.
- Select and complete the Health Information Form.



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# Health Equity and Social Determinants of Health (SDOH)

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# Member Portal Updates

**Who is impacted:** All Iowa Total Care members.

**What's happening:** Self report your race, ethnicity, language, sexual orientation, and gender identity.

**Where can I make these updates:** [member.iowatotalcare.com](https://member.iowatotalcare.com)

- Log in to your account.
- Scroll down to "Health Demographic Profile".
- Click on "View or Update your demographic profile".
- Update your information.

**When can I start:** NOW

**Why does Iowa Total Care want this information:**

- Improve the quality of your care and services.
- Better understand your health care needs.
- Know your language preference when seeing healthcare providers.
- Provide healthcare information to meet your care needs.
- Offer programs to help you be your healthiest and reduce health disparities.

**NOTICE:** Race, ethnicity, language, sexual orientation, and gender identity are protected by your health plan. This means the information you provide is private and secure. Your answers to these questions are voluntary. You will not be denied care based on your answers.

The screenshot shows the 'Health Demographic Profile' section of the member portal. It has two tabs: 'Race, Ethnicity, and Languages' (selected) and 'Sexual Orientation and Gender Identity'. The form asks for ethnicity, race, and language preferences. The 'Hispanic or Latino' dropdown is set to 'Hispanic or Latino'. Underneath, there are buttons for 'Central American', 'Cuban', 'Dominican', 'Latin American', 'Mexican' (which is highlighted in dark green), and 'Puerto Rican'. Below these are buttons for 'South American' and 'Spaniard'. The 'What is your race?' section has checkboxes for 'American Indian or Alaskan Native', 'Asian', 'Black or African American', 'Native Hawaiian or Other Pacific Islander', 'White', 'Unknown', 'Other Race', and 'Choose Not to Disclose'. The 'What language are you most comfortable speaking?' dropdown is set to 'Spanish', and the 'What language are you most comfortable reading?' dropdown is also set to 'Spanish'.

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# Open Discussion

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# Agenda

- Welcome
- Iowa Medicaid Town Halls
- 2025 ITC on the Go
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- Health Equity and Social Determinants of Health (SDOH)
- Open Discussion
- Closing and Future Meetings

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Questions?

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# Meeting Details

- Upcoming Meeting Dates:

<b>June 4, 2025</b> <ul style="list-style-type: none"><li>• Agenda To Be Determined</li></ul>	<b>September 3, 2025</b> <ul style="list-style-type: none"><li>• Agenda To Be Determined</li></ul>
<b>December 3, 2025</b> <ul style="list-style-type: none"><li>• Agenda To Be Determined</li></ul>	

- Meeting time: 6 p.m. – 7:30 p.m.

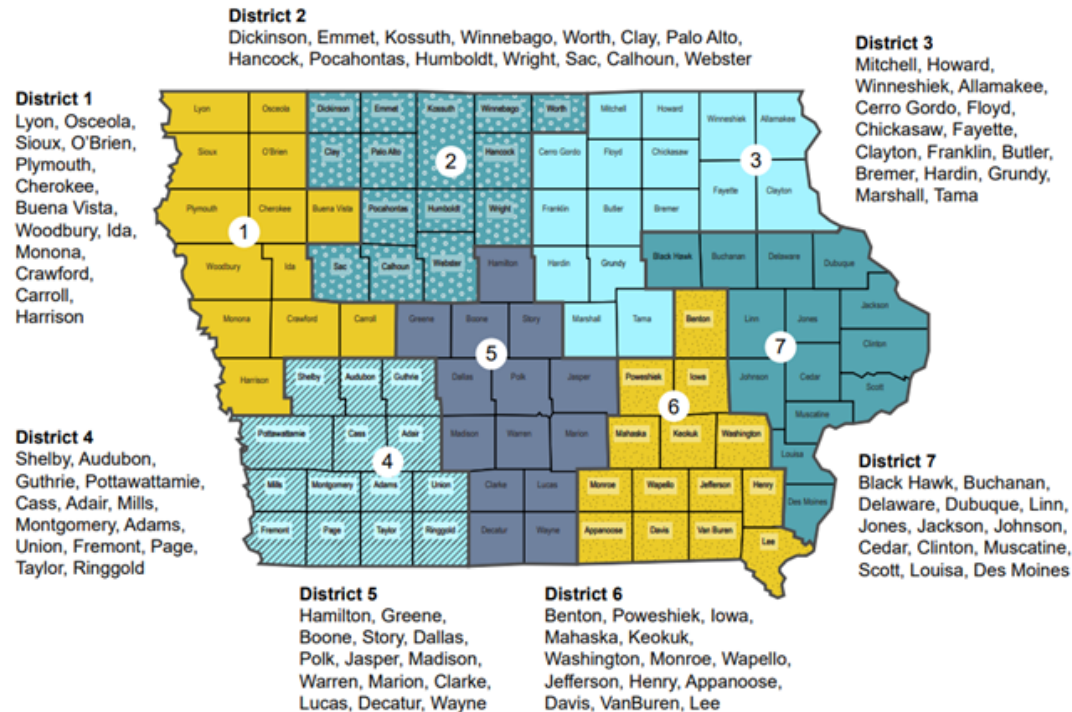
**1-833-404-1061 (TTY: 711)**

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# Resources

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# Behavioral Health Districts



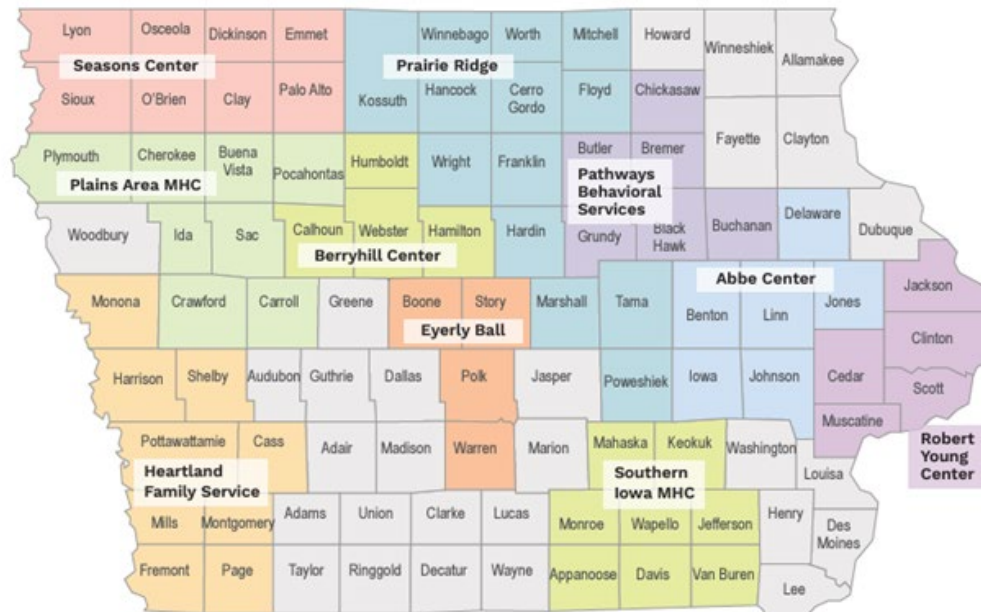
To learn more, please visit the [Iowa's Behavioral Health Service System webpage](https://hhs.iowa.gov/initiatives/system-alignment/behavioral-health-service-system?utm_medium=email&utm_source=govdelivery).  
(hhs.iowa.gov/initiatives/system-alignment/behavioral-health-service-system?utm\_medium=email&utm\_source=govdelivery)



# Certified Community Behavioral Health Clinics (CCBHC)



## Certified Community Behavioral Health Clinics (CCBHCs)<sup>1</sup>



<sup>1</sup>CCBHCs are working towards full certification and inclusion in year one of Iowa's Medicaid Demonstration.

11/09/2024

To learn more, please visit the [Certified Community Behavioral Health Clinics webpage](https://hhs.iowa.gov/programs/programs-and-services/ccbhc).  
([hhs.iowa.gov/programs/programs-and-services/ccbhc](https://hhs.iowa.gov/programs/programs-and-services/ccbhc))

# Resources

**Member Services and 24/7 Nurse Advice Line:** 1-833-404-1061 (TTY: 711)

**Transportation – Access2Care:** 1-877-271-4819

**Provider Services:** 1-833-404-1061

**Suicide and Crisis Lifeline:** 988

[Member Benefits Overview](http://iowatotalcare.com/members/medicaid/benefits-services/benefits-overview.html) (iowatotalcare.com/members/medicaid/benefits-services/benefits-overview.html)

[Iowa Medicaid](http://hhs.iowa.gov/programs/welcome-iowa-medicaid) (hhs.iowa.gov/programs/welcome-iowa-medicaid)

## Grievance & Appeals:

- [For Members](http://iowatotalcare.com/members/medicaid/resources/complaints-appeals.html) (iowatotalcare.com/members/medicaid/resources/complaints-appeals.html)
- [For Providers](http://iowatotalcare.com/providers/resources/grievance-process.html) (iowatotalcare.com/providers/resources/grievance-process.html)

## Dental:

- [Iowa Total Care Dental Webpage](http://iowatotalcare.com/members/medicaid/health-wellness/dental-care.html) (iowatotalcare.com/members/medicaid/health-wellness/dental-care.html)
- [Iowa HHS Dental Wellness Plan](http://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/dental-wellness-plan) (hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/dental-wellness-plan)
  - [Delta Dental of Iowa](http://deltadentalia.com) (deltadentalia.com)  
Phone: 1-888-472-2793
  - [MCNA Dental](http://mcnaia.net/members) (mcnaia.net/members)  
Phone: 1-855-247-6262