



iowa total care™



Stakeholder Advisory Board

June 5, 2024

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.

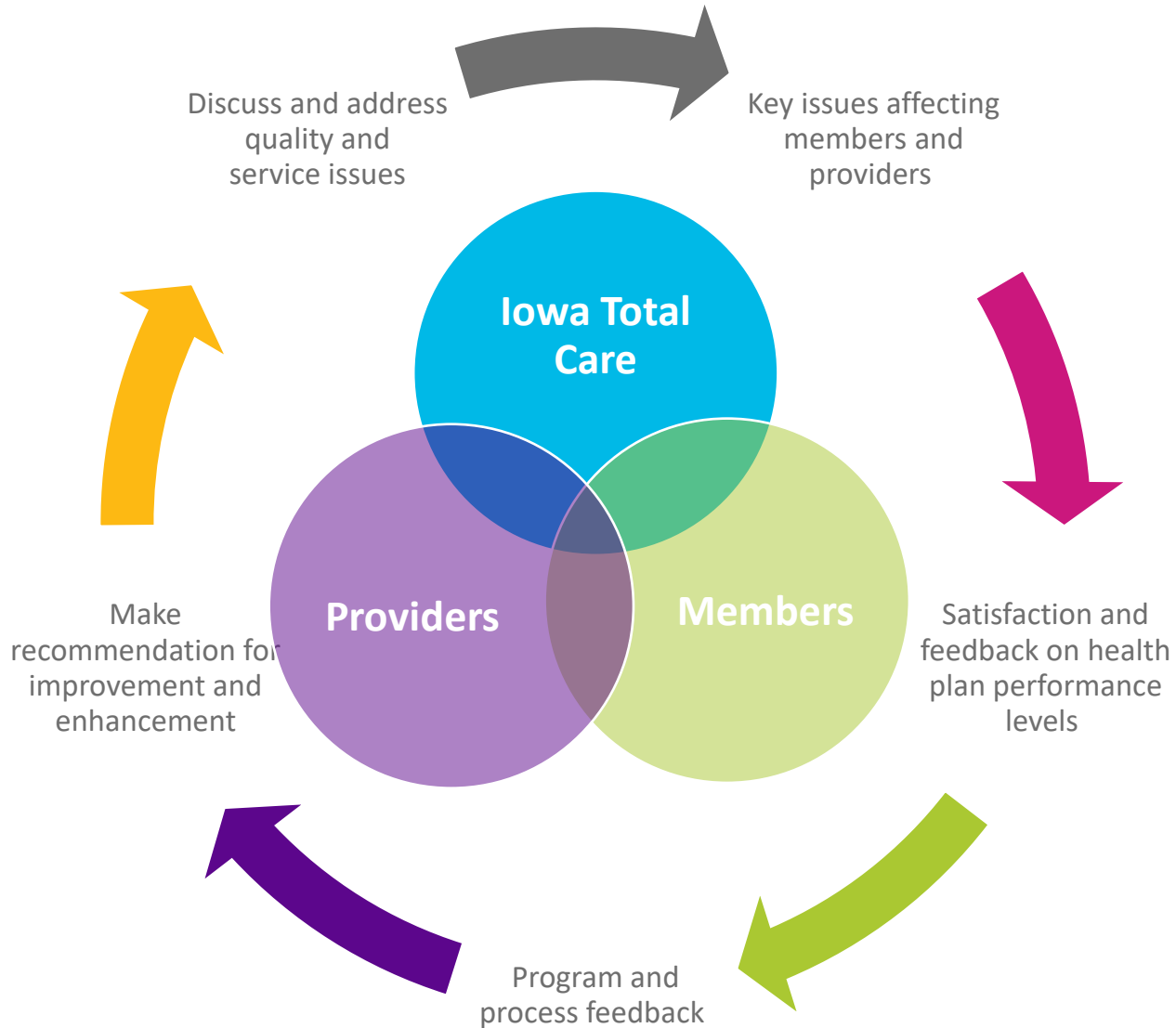
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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 Iowa Total Care by calling 1-833-404-1061 (TTY: 711) along with Iowa HHS.

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
- You Said, We Did
- 2024 ITC on the Go
- ITC Focus – Child Wellness
- Health Equity and Social Determinants of Health (SDOH)
- Grievance & Appeals
- Open Discussion
- Survey Question
- 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 and members).

Upcoming Meetings*:

- Thursday, June 6, 4 - 5 p.m., Member Town Hall.
- Thursday, June 20, 4 - 6 p.m., Member & Provider Town Hall.

How do I sign up?

- [Iowa Medicaid Town Halls](#)
(hhs.iowa.gov/programs/welcome-iowa-medicaid/public-meetings/town-halls)
- 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.

You Said, We Did: Long-Term Services and Support (LTSS) – Justin

Navigating the school system when your child has an Individualized Education Plan (IEP) or 504 plan can be difficult or confusing.

We recognize this and can help! If your child has a waiver case manager, they will be more than happy to discuss the IEP or 504 plan with you, attend meetings, etc.

We know that sometimes an extra advocate is needed to ensure that your child has a successful plan in place for educational success.

Your child's case manager would also be appreciative of having a copy of the educational plan to review and potentially use it to help determine goals for the waiver service plan.

We have found that when the educational goals and service plan goals work together, we can find more success.

Please feel free to reach out to your child's waiver case manager at any time for support with this or other areas of need.

April Green to Go Impact



At the two April Green to Go events, Iowa Total Care served:

- 1,164 attendees.
- Distributed:
 - 18,000 pieces fresh, free produce.
 - 60 lbs. jalapenos.
 - 468 – 1 lb. bags of brown rice.
 - 540 free kid's meals bags.
 - 500 baby care items.



April Green to Go Impact



2024 Green to Go Locations



* While supplies last

<p>Date: Saturday, May 11, 2024 Time: 11 a.m. – 1 p.m.* Place: A.F.E.S. 712 N 3rd St. NW, Fort Dodge Partner: Webster County Public Health’s Maternal Health Fair</p>	<p>Date: Sunday, August 18, 2024 Time: 2 p.m. – 5 p.m.* Place: John R. Grubb Community YMCA 1611 11th Street, Des Moines Partner: Back 2 School Iowa’s Back 2 School Bash</p>
<p>Date: Saturday, June 29, 2024 Time: 11 a.m. – 1 p.m.* Place: Green Square Park, Cedar Rapids Partner: Tanager’s Imagination Square event</p>	<p>Date: Saturday, September 7, 2024 Time: 11 a.m. – 1 p.m.* Place: Quincy Place Mall 1110 N Quincy Ave, Ottumwa Partner: Meet Ottumwa’s Viva Ottumwa event</p>
<p>Date: Thursday, August 8, 2024 Time: 4 p.m. – 6 p.m.* Place: Siouxland Community Health Center 1021 Nebraska St, Sioux City Partner: Siouxland Community Health Center’s Rock the Center</p>	<p>Date: Thursday, September 19, 2024 Time: 3 p.m. – 5 p.m.* Place: Lincoln Park 1101 Campbell Ave, Waterloo Partner: NE Iowa Food Bank</p>

Iowa Total Care Newsletters

You've got mail! Sign up today:



Community Outreach Newsletter

<https://bit.ly/3J82q9T>



Provider Newsletter

<https://bit.ly/34yZFPE>



Member Newsletter

<https://www.iowatotalcare.com/members/medicaid/resources/newsletter2/newsletters.html>



Doc's Kids Club

<https://bit.ly/3AWKRGX>

Iowa Total Care Focus: Child Wellness

Children Wellness Visits and Physicals

Regular checkups are an important way to keep track of your child's health and development. It is a chance to learn as much as you can about helping your child grow and thrive!

The health providers will:

- Take measurements.
 - Height, weight, blood pressure, hearing, vision screening.
- Conduct a head-to-toe examination.
- Update immunizations.
- Answer questions.

What can you do:

- Share successes and milestones.
 - Started walking at 12 months.
 - Can name five colors.
 - Participates in music/art/sports at school.
- Share challenges in daily routines.
 - Cries before going to school.
 - Isn't saying as many words as other playmates.
 - Can't sit up on their own.



Benefits of Discussions With a Doctor for Teens and Young Adults

- Encourages independence.
 - Play an active role in their own health.
- Builds a trusting, open relationship with their doctors.
- Discuss important health topics.
 - Sexual and reproductive health.
 - Sexually transmitted diseases and birth control.
 - Drug, alcohol, and tobacco use.
 - Mental health and emotional well-being.
 - Risk taking.
- Pediatricians and other clinicians can help support parents in:
 - Understanding the importance of confidential, one-on-one time.
 - Encouraging parents to talk to each other about behaviors that impact their physical and mental health.

Less than 50% of adolescents and even fewer young adults have had regular preventive visits.

Immunizations

It is always better to prevent a disease than to treat one after it occurs. Immunizations **protect** your child against diseases.

Examples: Polio, Influenza, Hepatitis, Whooping Cough, Measles.

Vaccination is a safe, highly effective, and easy way to help keep your family healthy.

Vaccines teach your body's immune system to recognize the virus or bacteria so you can **build up** your own immunity against that disease.

Today's vaccines use only the ingredients they need to be as **safe and effective** as possible.

The recommended vaccination schedule balances when a child is likely to be exposed to a disease and when a vaccine will be most effective.

- The [recommended vaccine schedule](https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html) changes often, but the Centers for Disease Control and Prevention (CDC) always has updated information.
(<https://www.cdc.gov/vaccines/schedules/hcp/imz/child-adolescent.html>)

Vaccine Spotlights



Influenza

The flu vaccine is different every year, because the viruses that cause influenza change over time. That is why it is important to get a vaccine every year. Newborns can get their first vaccine at 6 months of age, and they will need **two doses the first year** to be fully vaccinated. After that, then they will need one shot per year.

Respiratory Syncytial Virus (RSV)

There are two new options to protect babies from this virus. RSV is very common but can lead to a hospital stay. One vaccine, **Abrysvo**, is given to pregnant moms if they are between 32 and 36 weeks of pregnancy during the time September to January. The other vaccine is for babies, **Beyfortus**. Ask your doctor which vaccine is best for your family.

Human Papillomavirus Vaccine (HPV)

Human papillomavirus (HPV) is a group of more than 150 related viruses.

- HPV infects about 13 million people, including teenagers each year.
- Most infections go away on their own, those that do not can lead to certain types of cancer including cervical cancer and cancers in the back of the throat.
 - Iowa ranks #1 in the country in oral cavity and pharynx cancer.

The Gardasil 9 vaccine series for HPV offers your child lifetime protection against several types of cancer.

- The ideal time to get the first shot is at age 9 when their immune response is the most robust.
- The second shot should be given 6-12 months later.

The HPV vaccine is very effective, and all children should get both doses – it protects over 90% of the cancers caused by this virus!

More Information on Vaccinations

When parents/guardians are hesitant to vaccinate children, providers and staff should address them and remember this:

Vaccines are safe.

- Before a new vaccine is ever given to people, extensive testing is done.

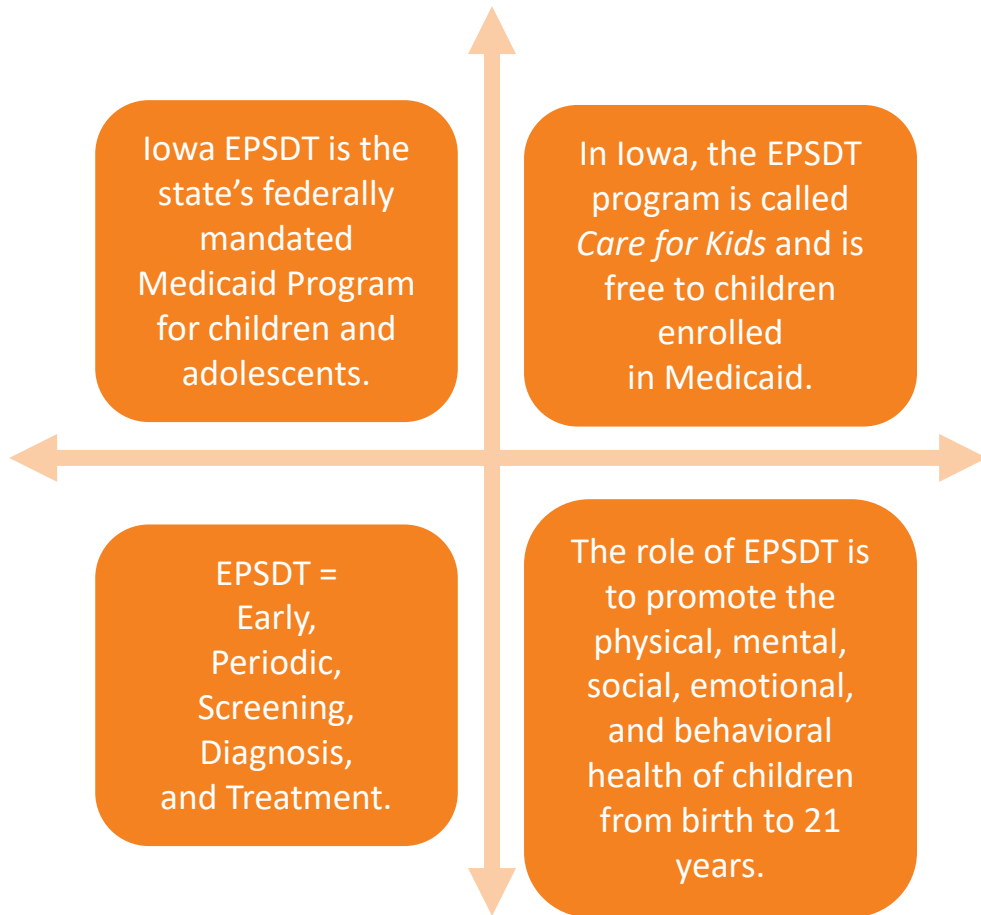
Mild side effects are expected.

- Vaccines, like medicine, can have some side effects. The most common are fever, tiredness, body aches, and tenderness where the shot was given.
 - **Tylenol and Ibuprofen**, when written as a prescription, will cover the cost of these over-the-counter medications and can help children with these minor side effects.

A provider recommendation is the #1 reason parents decide to vaccinate their child.

Remember, vaccines can be given at:

- Your primary care provider's office.
- Public health clinics.
- Need help? Contact Member Services at **1-833-404-1061 (TTY: 711)**.



EPSDT - The Acronym

E – Early

Children should receive quality healthcare as early as possible.

P – Periodic

Children should receive well-child visits at regular intervals.

S – Screening

Children should be screened for developmental, health and behavioral concerns.

D – Diagnosis

Children should receive further evaluation of health, developmental or social-emotional problems during well-child visits that may require treatment.

T – Treatment

Children should receive further evaluation of health, developmental or social-emotional problems identified during well-child visits that may require treatment.

Iowa Department of Human Services

IOWA MEDICAID
EPSDT
Care FOR Kids
PERIODICITY SCHEDULE

		Infancy					Early Childhood					Mid. Childhood					Adolescence															
		New born	2-5 days	by 1 mo	2 mo	4 mo	6 mo	9 mo	12 mo	15 mo	18 mo	24 mo	30 mo	3 yr	4 yr	5 yr	6 yr	7 yr	8 yr	9 yr	10 yr	11 yr	12 yr	13 yr	14 yr	15 yr	16 yr	17 yr	18 yr	19 yr	20 yr	21 yr
History Initial/Interval		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Physical Exam Well Visit		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Measurements	Length/Height and Weight	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Weight for Length	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Body Mass Index	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Head Circumference	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Blood Pressure	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Sensory Screening	Vision	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	
	Hearing	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
Oral Health	Screening and Risk Assessment	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Fluoride Varnish Applications	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
Developmental and Behavioral Health	Caregiver Depression Screening	○	○	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Developmental Surveillance	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Developmental Screening	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Autism Screening	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Psychosocial/Behavioral Assessment	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	Tobacco, Alcohol and Drug Use Assessment	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
Depression Screening	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
Anticipatory Guidance		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
Nutrition/Obesity Prevention Assesses/Educate		●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
Procedures	Newborn Screening - blood, bilirubin, hearing, critical congenital heart disease	●	←	●	→																											
	Immunization	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	Hemoglobin/Anemia				○					○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	
	Lead Testing					○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	Lipid Screening										○		○			○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	
	STI Screening																						○	○	○	○	○	○	○	○	○	
	HIV Screening																						○	○	○	○	○	○	○	○	○	
	Hepatitis C Virus Infection																															
	Tuberculosis		○			○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○	○
	Cervical Dysplasia Screening																															

(Rev. 3/21)

KEY: ● To be performed ○ Assess risk ←→ Screen at least once during time period indicated

When should children receive EPDST/Well Child Visit?

Babies grow fast and need a lot of EPSDT exams! They need exams at

- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months

Toddlers need exams at

- 15 months
- 18 months
- 24 months
- 30 months

After 30 months, children need an EPSDT/Well Child Visit yearly starting at age 3 up to age 21.

Early Periodic Screening, Diagnosis and Treatment (EPSDT) – Vision Screening

Vision screenings can be performed in several settings, including a healthcare provider's office.

Iowa law requires the parent or guardian of a child enrolled in kindergarten or third grade ensure that evidence of a child vision screening be submitted to the school in which the child is enrolled.

Iowa Total Care covers the cost of vision screenings in addition to all other required EPSDT services.



TeenTips

For Members ▾

- The Teen Tips newsletter is produced at least two times/year.
- The newsletter is provided in English and Spanish.
- Three components:
 - Main article.
 - Side article.
 - Anticipatory guidance.
 - Information provided explaining expected growth and development.
- Visit the [Newsletters page](https://iowatotalcare.com/members/medicaid/resources/newsletter2/teen-tips.html) to read the newsletter.
(iowatotalcare.com/members/medicaid/resources/newsletter2/teen-tips.html)

Medicaid Plan

Login

Find a Provider ▾

Frequently Asked Questions

How to Enroll

Benefits and Services ▾

Member Resources

Welcome Members

Member Handbook,
Manuals and Forms ▾

Advance Directives

Grievances and Appeals

Photo Consent Form

Stakeholder Advisory Board

Member Rights and
Responsibilities

Newsletters

Community Outreach
Newsletter

Member Newsletter

Doc's Kids Club Newsletter

Teen Tips Newsletter

TeenTips: Newsletter Highlights

Did you know section:

- Offers language barrier assistance (also found on the back page).
- Directs teen on how to check for free transportation eligibility.

Kidshealth.org: offers information on a range of other topics for teens including:

- Body.
- Mind.
- Sexual health.
- Food & fitness.
- Diseases & conditions.
- Infections.
- Drugs & alcohol.
- School & Jobs.
- Sports.
- Expert answers (Q&A).
- Staying safe.
- Videos.

TeenTips

VOLUME 6 | WINTER/SPRING 2023



Healthy facts, videos, tips and more at kidshealth.org

Datos saludables, videos, consejos y más en kidshealth.org



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, materia impresa 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。如需获此服务, 请致电 1-833-404-1061 (TTY: 711)。

TeenTips: Article Highlights



Past Issues

2023

- [Teen Tips Newsletter: Issue 7 \(PDF\)](#)
- [Teen Tips Newsletter: Issue 6 \(PDF\)](#)

2022

- [Teen Tips Newsletter: Issue 5 \(PDF\)](#)
- [Teen Tips Newsletter: Issue 4 \(PDF\)](#)

2021

- [Teen Tips Newsletter: Issue 3 \(PDF\)](#)
- [Teen Tips Newsletter: Issue 2 \(PDF\)](#)

2020

- [Teen Tips Newsletter: Issue 1 \(PDF\)](#)

Past Topics

- Sports Physical vs. Well Child Visit.
- How Often Should You Visit Your Doctor?
- Sun Protection.
- Loneliness Affects Your Health.
- Cold, Flu or Covid?
- Hand Washing.
- Prevent Teen Smoking.
- Break Free From Tobacco.
- Swim Smart.
- Seasonal Affective Disorder (SAD).
- Suicidal Thoughts.
- Fighting the Blues with Physical Activity.
- You Are What You Eat.
- Fighting Stress with Superfoods.
- Flossing.
- Your Brain on Sleep.
- Do You Have Asthma?
- Needed Sleep by Age.

Dental Benefits

(hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/dental-wellness-plan)

Iowa Total Care only covers dental procedures done in a hospital setting. Through the Dental Wellness Plans available through Iowa Medicaid, members have access to diagnostic and preventative dental services (exams, cleanings, x-rays, fluoride), fillings for cavities, and more.

Iowa Medicaid and Hawki Members enrolled in the Dental Wellness Plan or Dental Wellness Plan Kids



Member Services Phone: 1-888-472-2793



Member Services Phone: 1-855-247-6262

www.iowatotalcare.com/members/medicaid/health-wellness/dental-care.html

Health Equity

Social Determinants of Health (SDOH)

Health Equity, Disparities and Children

How does a lack of **health equity** affect children? **Health disparities** that begin in childhood often follow people throughout their lives. For example, if a child with autism or hearing loss is not treated or asthma and diabetes are not controlled, a child will be less likely to thrive.

Disparities is a term that describes an unfair burden or roadblock that keeps some people from enjoying good health. Factors such as income, race and ethnicity, housing status and home location can make a big difference in a child's health.

Interventions such as addressing SDOH needs, providing equitable resources and removing barriers for families to get the needed assistance will begin to stabilize the necessary means for a child's healthy development.

References:

- First 5 OC: www.first5oc.org
- Boston Children's Hospital Office of Health Equity and Inclusion: www.childrenshospital.org
- American Academy of Pediatrics: www.healthychildren.org



Grievance & Appeals

Member Grievances – What Is It?

A grievance may be about **anything you are unhappy with while getting services** as a member of Iowa Total Care.

Some examples may include:

- Unclear or wrong information from staff.
- Poor quality of care.
- Rudeness from a provider or employee.
- Failing to respect your member rights.
- You disagree with the decision to extend an appeal timeframe.
- Unpaid medical bills.
- Any other access to care issues.

Member Grievances – How Does a Member File a Grievance?

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

Email: appealsgrievances@iowatotalcare.com

Fax: 1-833-809-3868.

Mail: Iowa Total Care
Attn: Grievances
1080 Jordan Creek Parkway, Suite 400S
West Des Moines, IA 50266

Information we need:

- Date of occurrence.
- Description of what happened.
- Doctor or clinic name.

REMINDER!

If you want someone to file the grievance for you, we need your written permission.

Please sign and complete the [Release of Information \(ROI\) form](https://www.iowatotalcare.com/members/medicaid/resources/handbooks-forms.html) when submitting your grievance.
(<https://www.iowatotalcare.com/members/medicaid/resources/handbooks-forms.html>)

Parents or guardians of members that are minors do not need to fill out this form.

Member Grievances – How Does It Work?

- Iowa Total Care will send a letter within three (3) business days after you file a grievance to let you know we received it.
- We will review the information shared for the case, including our internal sources. **We may need to call you during our review if we have questions.** Once we complete our review we will notify in writing of our decision. You can request copies of the documents we used to resolve your appeal free of charge.
- We will send a resolution letter to you within 72 hours for an expedited grievance and 30 calendar days for a standard grievance.
- If you're not satisfied with the outcome of your grievance, you have the right to request an additional review with Iowa Total Care. To request an additional review, call 1-833-404-1061 (TTY: 711).

Member Appeals – What Is It?

An appeal is a request for Iowa Total Care to **review a decision we made about a service that was denied, reduced, or limited.**

Examples of this would be:

- Denied requested care or services.
- Approved a smaller amount of a service than you asked for.
- Ends a service or care that was approved before.

These decisions are called “Adverse Benefit Determinations”. You will get a letter in the mail that will tell you why that decision was made. If you do not agree with a decision, you have 60 calendar days from the date on the letter to ask for an appeal.

Member Appeals – How Does a Member File an Appeal?

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

Email: appealsgrievances@iowatotalcare.com

Fax: 1-833-809-3868.

Mail: Iowa Total Care
Attn: Appeals
1080 Jordan Creek Parkway, Suite 400S
West Des Moines, IA 50266

Information we need:

- Date of denial letter.
- Description of item or service that was denied.
- Doctor or clinic name.

REMINDER!

If you want someone to file the appeal for you, we need your written permission.

Please sign and complete the [Release of Information \(ROI\) form](#) when submitting your grievance.

(<https://www.iowatotalcare.com/members/medicaid/resources/handbooks-forms.html>)

Parents or guardians of members that are minors do not need to fill out this form.

Member Appeals – How Does It Work?

Iowa Total Care will send a letter within 3 business days after you file an appeal to let you know we received it.

We will review the information shared for the case, including our internal sources. **We may need to call you during our review if we have questions.** Once we complete our review we will notify in writing of our decision. You can request copies of the documents we used to resolve your appeal free of charge.

Expedited Appeal: Are used if a delay in processing could create a risk that could jeopardize your health or function. Expedited Appeals are resolved within 72 hours.

Standard Appeal: Are resolved in 30 calendar days.

If you're not satisfied with the outcome of your appeal, you have the right to request a State Fair Hearing within 120 calendar days with [Iowa Health & Human Services](#).

(<https://hhs.iowa.gov/programs/appeals/how-appeal>)

Please mail, fax or email your appeal to:
Department of Health and Human Services
Administrative Rules and Appeals Bureau, Compliance Division
1305 E Walnut St 5th Floor
Des Moines, Iowa 50319-0114
Fax: (515) 564-4044
Email: appeals@dhs.state.ia.us

Open Discussion

Agenda Recap

- Welcome
- Iowa Medicaid Town Halls
- You Said We Did
- 2024 ITC on the Go
- ITC Focus – Child Wellness
- Health Equity and Social Determinants of Health (SDOH)
- Grievance & Appeals
- Open Discussion
- Survey Question
- Closing and Future Meetings

Survey Questions

Question 1

True or False:
You can search for in-network providers on Iowa Total Care's website.

The answer is true.

Iowa Total Care's online find a provider tool has the most frequently updated list of providers. You can search for things like doctors, behavioral health providers, pharmacy and medical supply providers, and long-term services & support providers on the provider search tool.

To get to the online search tool,

- Go to findaprovider.iowatotalcare.com.
- Enter in your ZIP Code to find providers near you.

Question 2

True or False:

Members can access Iowa Total Care's
Nurse Advice Line any time of day,
all year round.

The answer is true.

The Iowa Total Care nurse advice line is ready to answer your health questions 24 hours a day – every day of the year. There is no cost for members to use the 24/7 Nurse Advice Line, and members can call this line for non-emergent questions about their health. To reach the 24/7 Nurse Advice Line, call 1-833-404-1061 (TTY: 711).

Questions?

Meeting Details

- Upcoming Meeting Dates:

<p>September 4, 2024</p> <ul style="list-style-type: none">Adult Preventative and Chronic Care Wellness	<p>December 4, 2024</p> <ul style="list-style-type: none">Agenda To Be Determined
<p>March 5, 2025</p> <ul style="list-style-type: none">Agenda To Be Determined	<p>June 4, 2025</p> <ul style="list-style-type: none">Agenda To Be Determined

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