



iowa total care™



Stakeholder Advisory Board

December 4, 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.

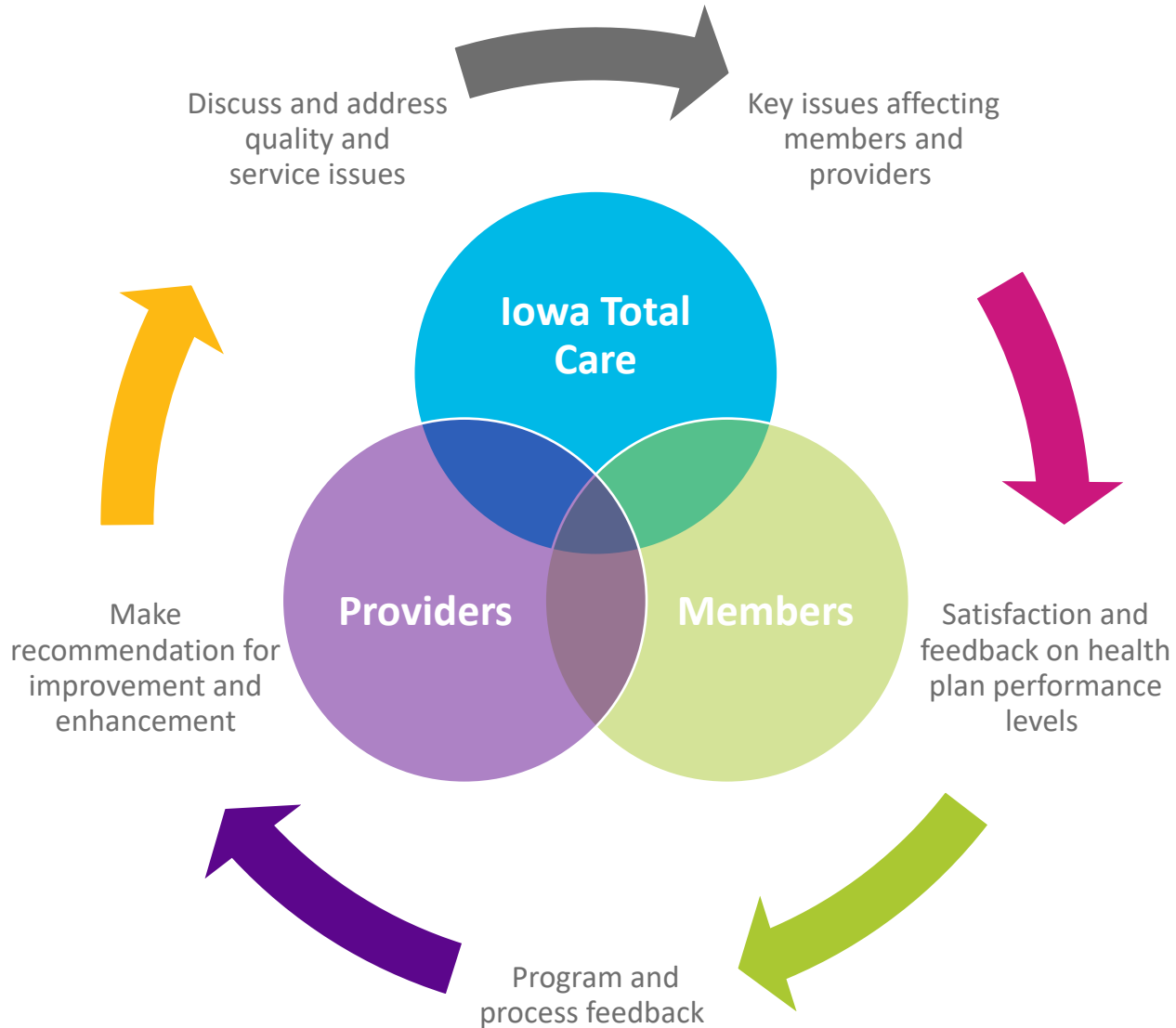
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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 Medicaid at 1-800-338-8366.

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
- 2024 ITC on the Go
- Adult Wellness – Annual Well Visit
- Tobacco Cessation – National Jewish Health
- My Health Pays[®] Rewards
- Mental Health – Winter Blues
- Health Equity and Social Determinants of Health (SDoH)
- Iowa Total Care Update
- 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 and members).

Upcoming Meetings*:

- Thursday, December 5, 4 - 5 p.m., Member Town Hall.
- Thursday, December 19, 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.

2024 Green to Go Impact

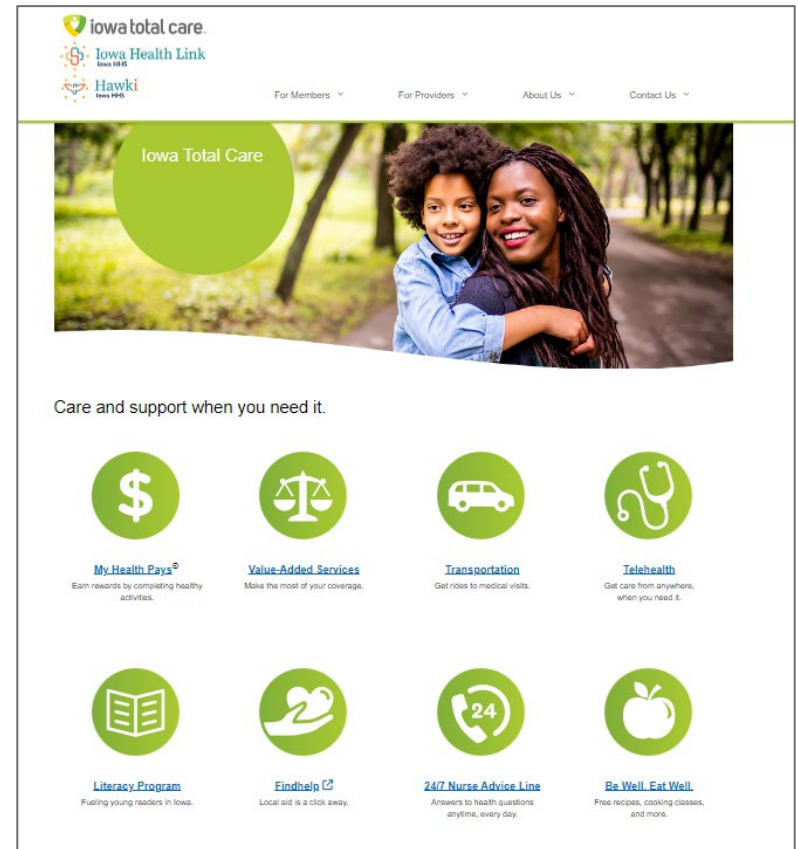


- Hosted 11 events in 8 cities.
- Served 4,092 attendees.
- 93 staff volunteers
- 75+ community partners
- Distributed:
 - 59,200 pieces fresh, free produce.
 - 2,800+ non-perishable food items.
 - 2,000 free kids' meal bags.
 - 1800+ baby care items.



IowaTotalCare.com Resources

- Educational Material Resource Form
- Community Resources
- Be Well. Eat Well. Program
- Iowa Total Care Literacy Program
- Member Newsletter
- Provider Newsletter



Adult Health

The Wellness Approach To Your Annual Wellness Visit



NUTRITION



EXERCISE



**TOBACCO &
ALCOHOL**



**STRESS
MANAGEMENT**



SLEEP



**HEALTHY
RELATIONSHIPS**

Annual Wellness Exam

Tell your provider if you've experienced:

- Falls/problems walking.
- Problems with urinating that interfere with daily living (leakage).
- Change in how often or what you do for exercise.
- The blues.

Talk with your provider about:

- Cancer screenings.
- Vaccinations.
- Metabolic testing.
 - Diabetes,
 - Cholesterol.
- Alcohol and tobacco use.
- Changes in vision, hearing or teeth.
- Memory loss.
- Review of medications.

And the following:

Female

Screening for:

- Osteoporosis
- Ovarian cancer.
- Breast cancer.

Male

Screening for:

- Prostate cancer.

Tobacco Cessation

Science Transforming Life



**Iowa Total Care
Stakeholder Advisory Board Meeting
December 4, 2024**

For over 125 years, National Jewish Health has been at the forefront of research and medicine. We integrate the latest scientific discoveries with coordinated care for lung, heart, and immune diseases.

We are consistently ranked as a top institution for respiratory care in the nation.



- Enroll in the Standard Program:
 - Five coaching calls.
- Pregnancy/Postpartum Program (PPP):
 - Five coaching calls during pregnancy.
 - Four coaching calls postpartum.
- Nicotine Replacement Therapy (NRT) Options:
 - Eligibility: 18 years of age or older.
 - Mailed directly to the participant.
 - Patches: 8-week supply
 - Gum: 8-week supply
 - Lozenges: 8-week supply

How to Participate

- Participants can enroll by calling
 - 1-800-QUIT-NOW; *or*
 - 1-855-DEJELO-YA
- Providers can refer a participant via fax or web referral
 - Within 24 hours, the Quitline will call the participant.
 - If no answer, please will leave a message and attempt to call five more times across 10 days.
- Open Monday through Sunday 24 hours a day, all languages
 - Closed on Thanksgiving and Christmas, early closure on some additional holidays.

Program Eligibility:

- Must be 13 years of age or older.
- Confirm that the participant is an Iowa Total Care member.
- If Pregnant, discusses enrolling in the Pregnancy/Postpartum Program.

Nicotine Replacement Therapy (NRT) Eligibility:

- Must be 18 years of age or older.



MY QUIT
Journey

My Quit Journey booklet

- Welcome letter
- Three handouts:
 - Secondhand Smoke
 - Vaping
 - Stress

- Coaches will talk to you with welcoming, warm, supportive and non-judgmental communication.
- On each call, will assess your readiness for change:
 - Importance of quitting on a scale of 1 to 10.
 - Confidence to quit on a scale of 1 to 10.
 - Current tobacco use.
- Give you guidance and support for overcoming challenges, managing stress, handling slips, and rewarding yourself as you hit milestones.
- Discuss and recommend most appropriate NRT and submit an order that you will receive in the mail.
- Schedule your next call.

Questions?

My Health Pays[®] Rewards

My Health Pays[®] Rewards Program

Iowa Total Care members can earn up to \$60 in My Health Pays[®] rewards per calendar year by participating in tobacco cessation.

Tobacco Cessation Coaching Enroll with Iowa Quitline and complete all 5 coaching sessions. Once per calendar year.	\$30
Tobacco Cessation Quit Aid Must fill a prescription for one quit aid such as nicotine gum, lozenges or patches. Once per calendar year.	\$30

To learn more, visit the [My Health Pays webpage](http://iowatotalcare.com/myhealthpays).
(iowatotalcare.com/myhealthpays)

My Health Pays[®] Rewards Program

When do I get a My Health Pays Card?

- Once you complete a qualifying healthy activity, your card will be mailed to you. Timing depends on the healthy activity completed.
- Remember to keep your card, as future reward dollars will be added to it for each qualifying healthy activity you complete. A new card will not be sent after each health activity.
- All members receive their own card.

What if I did not receive a card or need to request a replacement card?

- Call Iowa Total Care Member Services at 1-833-404-1061 (TTY: 711). The replacement card will be sent at no cost and will have the same funds available as the prior card. It will be mailed in a plain white envelope and can take 2–4 weeks by mail.
- To report a card as stolen, dispute charges, or initiate a fraud investigation, call 1-866-598-1764 (TTY: 711).

What if I completed a healthy behavior and did not receive the reward?

- You will need to report the following to Iowa Total Care Member Services or your care manager:
 - Healthy behavior completed, date of appointment, provider name and phone number, facility name and phone number.

Additional information:

- [Iowa Total Care's My Health Pays webpage](http://iowatotalcare.com/myhealthpays)
(iowatotalcare.com/myhealthpays)

Mental Health

Mental Wellness in Winter Months

- People feel "down" or have the "winter blues" when the days get shorter in the fall and winter.
- From some, this can cause significant changes in mood and behavior.

Symptoms may include:

- Persistent sad or anxious mood most of the day, nearly every day.
- Feelings of hopelessness.
- Feelings of irritability, frustration, or restlessness.
- Feelings of guilt, worthlessness, or helplessness.
- Oversleeping.
- Changes in appetite.
- Social withdrawal.



Mental Wellness in Winter Months, *continued*

- Talk to a health care provider or a mental health specialist about your concerns.
- Explore treatment options and health care professional recommendations.
 - Counseling.
 - Changing in thoughts & behaviors (CBT).
 - Medication management.
 - Vitamin D.



Mental Wellness in the Holiday Season

A previous study by National Alliance on Mental Illness (NAMI) found that 64% of individuals living with a mental illness reported that their conditions worsened around the holidays.

Factors that contribute to worsened conditions include:

- Separation from loved ones.
- Personal grief.
- Economic hardship.
- Challenging interactions with family members.

Strategies for supporting your mental health:

- Pay attention to your feelings.
- Develop a plan for when you are feeling stressed, sad, or lonely.
- Practice self-care.
- Connect with community.
- Know when to seek help.



Mental Wellness in the Winter Months

1. **Plan ahead to keep yourself occupied.** Imagine yourself moving through the next few months. What do you want to be doing? Get your supplies out and set up your space to get started.
2. **Move your body every day.** Staying active can boost your mental wellness. Set a goal that works for you; like 10 minutes of dancing or getting a certain number of steps in each day.
3. **Improve your mood with fresh air and sunshine.** Bundle up and get outside every day. Consider activities that make it fun to get outdoors: sledding, stargazing, or hiking in a local park.
4. **Reach out to someone every day.** Staying connected is so important for your mental health.
5. **Do something for someone else.** When you are feeling down, acts of service can be uplifting. Consider volunteering for a cause, knitting for a homeless shelter, or checking in on a neighbor who is overwhelmed.
6. **Try something new.** When you've been in the same routine for a long stretch of time, your brain benefits from doing something out of the ordinary.
7. **Don't forget your basic self-care.** Make sure you get enough sleep. Eat nutritious food and drink enough water. These go a long way in helping you stay emotionally well.
8. **Get enough light during the day.** If you can't get outside, hang out in sunny rooms. If your living or working space is dark, consider getting a light therapy lamp.
9. **Reach out for help.** It's okay to feel overwhelmed or down in the dumps during the winter months. Admitting things feel tough and talking about it can help.

Text 988 | Call 988 | Chat 988lifeline.org

Iowa Warmline



- Available to all Iowa residents.
- The Warmline is a peer-run, telephone based, non-crisis, confidential listening line for anyone struggling with mental health or substance use.
- The line is staffed 24/7 by people who have been through a similar journey and are in recovery themselves.

The Warmline can:

- Give support for individuals not requiring crisis management.
- Transfer those in crisis to the crisis line for critical services.
- Provide empathetic, non-judgmental listening.
- Provide referrals to specialty resources and assistance in accessing services.
- Empower individuals to pursue health and well-being.

To learn more, visit the [Warmline website](http://warmline.org/directory/iowa-warmline/).
(warmline.org/directory/iowa-warmline/)

Resources

Important!
If you are experiencing a behavioral health crisis, call our Crisis Advice Line at 1-833-404-1061 (TTY: 711). They are available 24/7, FREE and provide bilingual help. If you are thinking about suicide, hurting yourself, or someone else, call 9-8-8.

Close

Medicaid Plan

- Login
- Find a Provider
- Frequently Asked Questions
- How to Enroll
- Benefits and Services
- Member Resources
- Pregnancy Resources
- Health & Wellness Topics
- Language Services
- Helpful Links
- Mental Health and Suicide Awareness

Mental Health and Suicide Awareness

Iowa Total Care values our members and their mental health & wellness. According to the National Alliance on Mental Illness (NAMI) 1 in 5 Americans have a diagnosable mental illness. The American Foundation for Suicide Prevention reports suicide is the 12th leading cause of death in the United States among young people 10-24 years of age in the people are equipped with the tools they need to...

Mental health includes our emotional, psychosocial, and physical health. Mental health problems can affect how we think, feel, and behave. Mental health includes our emotional, psychosocial, and physical health. Mental health problems can affect how we think, feel, and behave. Mental health includes our emotional, psychosocial, and physical health. Mental health problems can affect how we think, feel, and behave.

Individuals Organizations Clinicians **Teladoc HEALTH** Sign In Register now

Healthier should always be within reach

Get care now

Find a Provider

Choose how you want to search. Find a doctor, facility, pharmacy and much more.

Type What You're Searching For

Search by Specialty, Facility/Group Name, Provider Name, or NPI

SEARCH

or Choose a Category

Want to explore? Choose a category to narrow your search.

<p>Medical Professionals Find a doctor, primary care provider or medical specialist.</p>	<p>Medical Facilities Find a primary care facility, hospital, clinic, urgent care center, medical lab, or FQHC.</p>	<p>Behavioral Health Find a mental health care provider.</p>
<p>Pharmacy & Medical Supplies Find a pharmacy or medical equipment retailer.</p>	<p>Long Term Services & Support Find a service or provider that supports long term care.</p>	<p>Dental & Vision Find an eye doctor, vision clinic, dentist or dental specialist.</p>

If this is an emergency, please dial 911 immediately.

Popular Searches

Start your search with results for these common areas of service

- [Primary Care](#)
- [Clinic or Urgent Care](#)
- [Pediatrics \(Babies, Children\)](#)
- [Dental Professionals](#)

Your Location and Plan

Your search location:
Iowa City, IA, USA

Your selected plan or network:
Iowa Total Care Medicaid

CHANGE LOCATION OR PLAN

Helpful Links

These links open in a new tab. You can view the details at any time during your search.

- [Medical Industry Definitions \(New Tab\)](#)

Mental Health Resources



Whatever time: Day. Night. Weekend.

Whatever the reason: Mental health distress. Substance use crisis. Thoughts of suicide.

The 988 Suicide & Crisis Lifeline is here for you.

Text 988 | Call 988 | Chat 988lifeline.org

Frequently Asked Questions

What is the 988 Lifeline?

The 988 Lifeline offers support at no cost for people having thoughts of suicide, substance use crisis and other mental health needs.

What happens when a person calls, texts, or chats?

When a person contacts 988, they are connected with a crisis counselor. The crisis counselor listens and provides support.

988 Lifeline crisis counselors can provide information about local resources to support wellbeing.

Is 988 private?

A person does not have to give any personal information to receive help from the 988 Lifeline. The 988 Lifeline crisis counselor will only see a person's phone number if they call or text, or an IP address if they use chat.

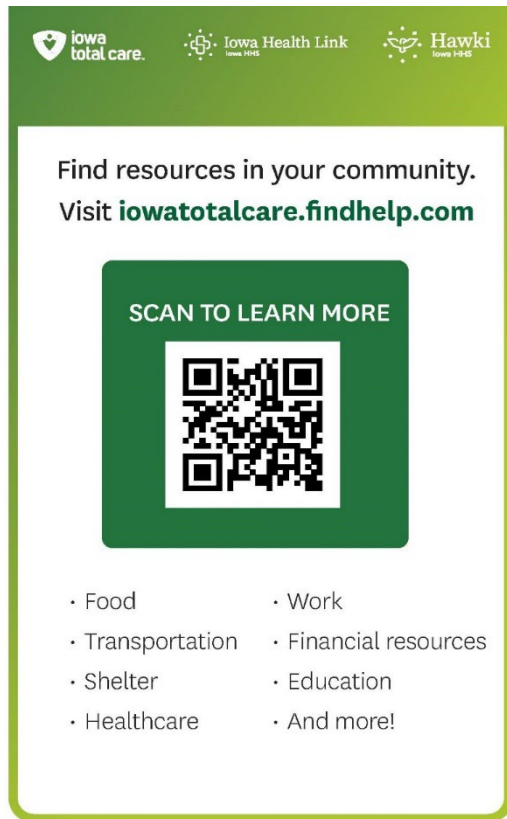
How is 988 different from 911?

The 988 Lifeline supports mental health, suicide, and substance use distress needs. The 988 Lifeline provides easy access to emotional distress care. 911 focus is on emergency medical services, fire, and police, as needed. The 988 Lifeline works with 911 only if there is a risk to someone's life.

Health Equity and Social Determinants of Health (SDoH)


iowatotalcare.findhelp.com

A social care network that connects people and programs.



Find resources in your community.
Visit iowatotalcare.findhelp.com

SCAN TO LEARN MORE



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

Find food, job training, transportation, financial resources, medical care and more in your community.



ZIP

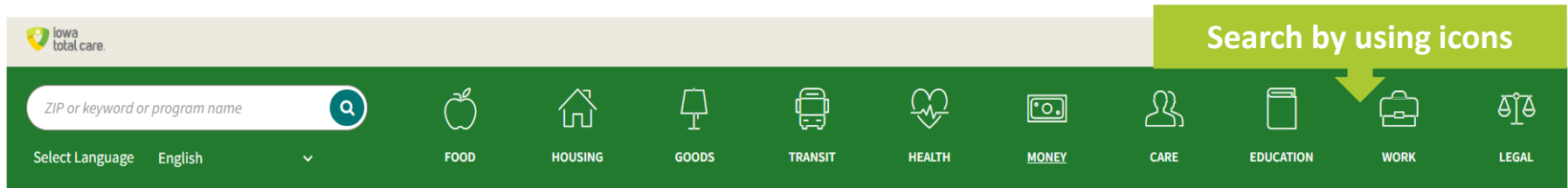
Start by entering a ZIP code

Low-Income Home Energy Assistance Program (LIHEAP): Federally-funded program designed to assist low-income families in Iowa to meet the cost of home heating by providing a one-time payment to the heating utility.

LIHEAP is a federally-funded program.

- Homeowners and renters are eligible, within the federal poverty guidelines.
- Applications are accepted on a first-come, first-serve basis November 1 - April 30 of each year.
- Households with a member 60 years of age or older, those who are disabled, and those in crisis can begin applying October 1.

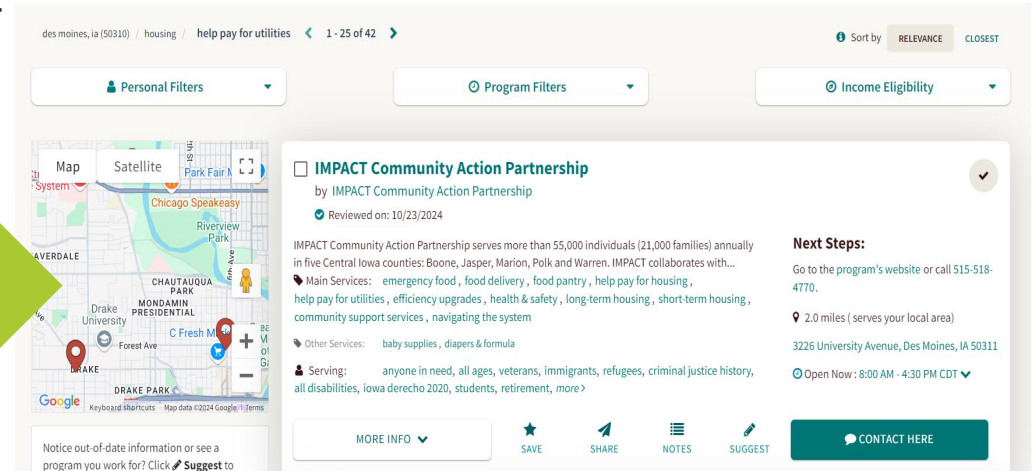
iowatotalcare.findhelp.com, *continued*



Search for Low-Income Home Energy Assistance (LIHEAP)

- Search using keywords or programs names.
 - Energy assistance, help paying for utilities.
- Search by organization name.
 - IMPACT, Community Action Agency.

Information on your local community action agency and how to apply for LIHEAP will be listed, including contact information and next steps.



Iowa Total Care Update

Open Discussion

Agenda Recap

- Welcome
- Iowa Medicaid Town Halls
- 2024 ITC on the Go
- Adult Wellness – Annual Well Visit
- Tobacco Cessation – National Jewish Health
- My Health Pays[®] Rewards
- Mental Health – Winter Blues
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Questions?

Meeting Details

- Upcoming Meeting Dates:

March 5, 2025	June 4, 2025
September 3, 2025	December 3, 2025

- Meeting time: 6 p.m. – 7:30 p.m.
- **1-833-404-1061 (TTY: 711)**

Resources

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