



2022 Community Impact Report



**MORE THAN
HEALTHCARE**

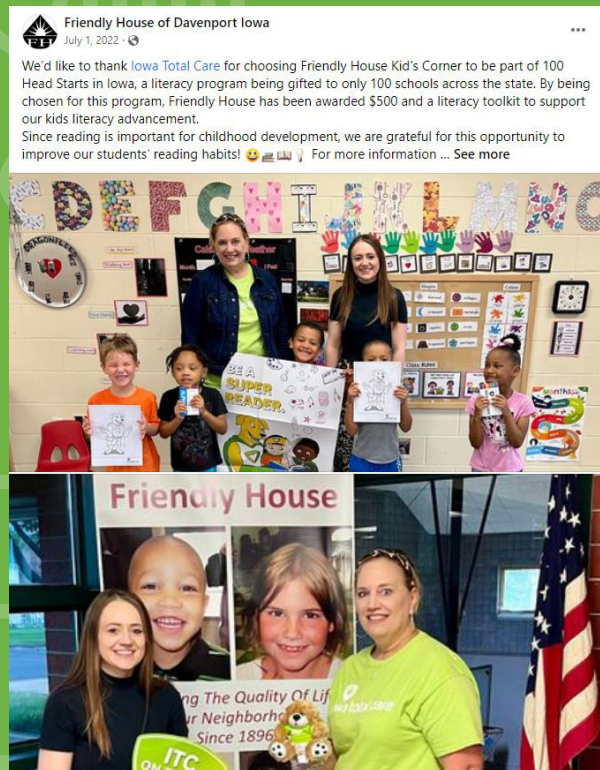
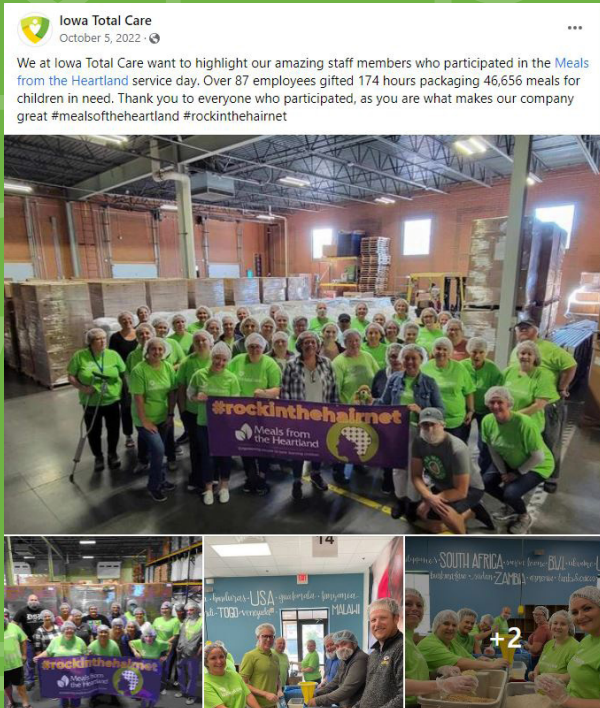




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Letter from the CEO



As Plan President and CEO of Iowa Total Care, I am pleased to highlight the annual achievements of 2022 – a year of impacting lives and improving Iowa communities through partnership, compassion, and innovation.

Community partnerships were key to supporting our members. In partnering with organizations statewide, we helped address the following Social Determinants of Health (SDoH): healthcare transportation; education and employment; healthier food; physical activity; language and literacy.

To those working in social services and healthcare, SDoH is a familiar acronym. To those living with them, it is the daily struggle of existence with larger life conditions that affect total health. Many of our members had multiple social determinants, though they may not have known the term. To them it was *hunger, fear, pain, homelessness, poverty, and isolation* that caused or worsened their health conditions which needed urgent, timely, or ongoing care.

I am so proud of our Iowa Total Care team for the way they treated our members with dignity and dedication. They were the Mission of Iowa Total Care in action. Their tireless work ethic and compassionate care gave hope and healing to some of Iowa's most unfortunate.

Much credit for what was accomplished on the individual and community level goes to those who work with us collaboratively on the State level: State Medicaid and the Iowa Department of Health and Human Services. We are grateful to them and to the Iowa Legislature for entrusting us with the care of some of Iowa's most vulnerable citizens.

I also am grateful for the mutual respect that flowed between our team and our amazing healthcare providers, dedicated community partners, and the state. Such compassionate collaboration helped create best outcomes for our members.

When solutions to whole member care didn't exist or needed enhancement, Iowa Total Care initiated innovative new programs and invested in partnerships – strengthening the health of the communities we served. This Community Impact Report highlights a number of programs and partnerships.

Iowa Total Care responded with professional and personalized solutions to needs at the local and individual level. Our innovative, compassionate, collaborative approach to total care brought enhanced solutions. That's where we are different and how we make all the difference.

Sincerely,

Mitch Wasden
Plan President & CEO

More Than Healthcare

Our guiding Mission is to transform the health of the community, one person at a time.

The barriers to better health can cause and exacerbate illness, and create social challenges. These challenges are known as Social Determinants of Health (SDoH). These conditions can put the wellness and well-being of individuals and communities at risk.

Working in partnership, Iowa Total Care helped address these barriers by providing access to:

- Safer housing
- Healthcare transportation
- Education and employment
- Healthier food
- Physical activity
- Language and literacy

Through our **Be Well. Eat Well.** program, Iowa Total Care participates in food insecurity initiatives. Our community partnerships and innovation bolstered community gardens, food banks and pantries, and increased awareness through educational resources.

In addition, our **Iowa Total Care Literacy Program** supported early child education with Doc's Kids Club, 100 Head Starts in Iowa initiative, Sesame Street in Communities partnership, and many other statewide partnerships.

Learn more about these initiatives: IowaTotalCare.com

2022 Community Investment





Member Engagement

Here were some ways Iowa Total Care helped educate and support our members:



Helped Members Find Housing

Assisted 1,500 members in finding safer, more affordable housing.



Promoted Healthy Behaviors

Members earned 200,000 credits redeemable for food, rent, and clothing through the My Health Pays® rewards program.



Enrolled in Smart Start for Your Baby®

There were 4,100 members enrolled to receive prenatal services and support to ensure a healthier start for young Iowans.



Increased Access to Care

Ensured the completion of 21,621 telehealth appointments for primary care and behavioral health appointments for members in need.

Consistent with our dedication to whole member care, we offered services that helped members improve health habits and gain access to care. Here are a few highlights that improved quality of life for our members.



Language/translation services enabled members to communicate their conditions in their preferred language.



Transportation services assisted members in getting to their scheduled in-person care.



Telehealth appointments kept providers and members in touch without the need for travel.



Care management provided a personalized service of staff dedicated to members who needed assistance in overcoming barriers to receiving healthcare.

Member Stories

Turning a Member's Bad Situation Around

Homelessness, food insecurity, alcohol consumption, and failure to take necessary diabetic medication spelled trouble for one Iowa Total Care member. The case manager stepped in to assist the member in scheduling doctor appointments, finding temporary housing, and locating local food pantries.

Turning Needs into Solutions

Hospitalization for unmanaged diabetes led to solutions for additional healthcare needs of one member. The Iowa Total Care case manager attended appointments with the member and even helped them file paperwork to receive additional benefits. The member qualified for eyeglasses, food stamps, and other financial assistance.

Interpreting Needs Translates to Better Care

A member and their family did not speak or read English. When the member was prescribed a new medication, the label was printed in English. Thank goodness Iowa Total Care stepped in to assist the pharmacy and member by recommending an interpretation service. We followed-up with the member directly, using an interpreter to translate, to ensure the member understood how to use the medication.



Provider Engagement

Two pilot programs were developed with providers.



Community Health Ambassador Program

Iowa Total Care partnered with Broadlawns Medical Center in Des Moines to launch a pilot outreach program. This educational program trained individuals to help neighbors and other residents in navigating and accessing healthcare services and other community resources. In addition, the ambassadors educated and encouraged those in the program to adopt healthier behaviors.



Pilot Doula Program

ITC partnered with Health ConnectOne and The Doula Network to coach and train 60 doula partners for support of pregnant Iowa Total Care members in Polk, Johnson, and Muscatine Counties. This pilot program provided:

- Childbirth education.
- In-home meetings.
- Postpartum home visitation.



Scholarships Awarded to Providers


Quality and continuity of care is important to our members, our organization, and our community partners. As part of our commitment to our providers' workforce development and retention, we established and awarded \$15,000 in provider scholarships to each of the following organizations: Iowa Association of Community Providers; Iowa Behavioral Health Association; and Iowa Health Care Association.


One organization invested the grant in a leadership development training scholarship program for middle managers at long-term care facilities in Iowa. Because of our support, 40 middle managers were awarded scholarships for a coaching supervision course offered by the American Health Care Association's Paraprofessional Healthcare Institute.

Community Events


Iowa Total Care staff participated in 130 events statewide. Thousands of books were donated, and important healthcare information distributed. As well, as gifted 600+ volunteer hours to organizations to help deepen their community impact and advance their mission.







91%
participation
rate of Iowa
Total Care staff



**\$65,000 raised
by Iowa Total
Care staff**

Iowa Total Care staff raised more than \$65,000 for the United Way of Central Iowa with a participation rate of 91%. [The Centene organization contributed a total of \$3.8 million to United Way.] The United Way fights for the health, education, and financial stability of every person in every community. Learn more about their incredible programs: unitedwaydm.org.

Community Events

Up From The Earth

June 22, 2022 · 🌱

ITS A GARDEN 'PAW-TY', FOLKS!

Having a 'dog-gone' good time at the Calvary Garden at [St. Thomas' Episcopal Church ~ Sioux City, Iowa](#) are Zucchini Guy, Toby Varvais and Doc the Dog! Toby is one of the coordinators (along with Bob Gillespie) at the garden and you may remember Doc (aka Mutt, er, I mean Matt Beitelspacher) from prior posts. And I've said it before: "WHO'S A GOOBOY"?

Thanks to a generous donation made 'pawsible' from Matt's employer, [Iowa Total Care](#) in Des Moines, to Up From The Earth, seeds and seedlings had been provided to St. Thomas for community members for planting in the more than 50 raised beds in this serene and stunning space!

THANKS, MATT & IOWA TOTAL CARE, TOBY & ST. THOMAS for helping to reduce food insecurity in our community...OH, and PAWS, er, I mean PEAS, ON EARTH!



Iowa Total Care

July 12, 2022 · 🌱

Summer is a great time to get involved with community gardens like the one at [Siouxland Community Health Center](#)! 🍷

Find a community garden near you at iowatotalcare.com/bewelleatwell.



Siouxland Community Health Center

June 21, 2022 · 🌱

Today we had one of our sponsors from [Iowa Total Care](#) visit us! We were excited to show our new Community Garden sign as well as the new growth in the garden. 🍷 [Iowa Total Care](#)

Iowa Total Care

May 19, 2022 · 🌱

We're so grateful we get to partner with [Food Bank of Siouxland, Inc.](#) to share some Italian cooking inspiration! 🍷

One of our favorite "Eating Healthy with Iowa Total Care" cooking classes features sheet pan Italian chicken and veggies! Find the recipe at iowatotalcare.com/bewelleatwell.



Food Bank of Siouxland, Inc.

May 17, 2022 · 🌱

Spice up your life! 🍷 Our Mobile Pantry Truck Sponsor [Iowa Total Care](#) has gone the extra mile in serving our communities with supplying 1,200 tote bags with Italian Seasoning, recipes, and more. When budgeting for groceries, spices are typically the first to be cut. Thank you [Iowa Total Care](#) for ensuring affordable and flavorful meals, in our fight against hunger.

The 712 Initiative

April 19, 2022 · 🌱

Thank you to [Nebraska Methodist College](#) nursing students for spending their service day preparing the [Iowa Total Care CreekTop Gardens](#) for the upcoming season!

There's still time to reserve your plot! Visit <https://the712initiative.org/events/creektop-gardens/> to reserve your space!



Community Partner List

Alzheimer's Association	Families Helping Families of Iowa
Back 2 School Iowa	Family Resources
Belle Plaine Community Center Mobile Food Pantry	Feed Iowa First
Bidwell Riverside Food Pantry	Food Bank of Iowa
Boys & Girls Club of Central Iowa	Food Bank of Siouxland
Broadlawns Medical Center	Four Oaks
Burlington ISU Extension	Freight House Farmers' Market
Camp Courageous	Friendly House - Pre K
Capital City Pride	Friends of Des Moines Park
Catherine McAuley Center	Greater Des Moines Partnership
Cedar Terrace Food Pantry	HACAP (21 locations)
Cedar Valley Food Pantry	Hawkeye Harvest Food Bank
CelebrAsian	Home, Inc.
Central Iowa Shelter & Services	Homestead of Centerville
Childserve	Hoover High School
Christ Apostolic Church	Hospice of Central Iowa Foundation
City of Davenport	Houses into Homes
Clinton Community School District - Bluff Elementary Pre-K	Humility Homes & Services
Clinton CPPC	Hy-Vee
Community Action Agency of Siouxland (6 locations)	ICAA Conference
Community Action of Southeast Iowa (3 locations)	Inclusion Connection
Community Support Advocates	Insurance Day on the Hill
Community Wellness Bash	Iowa APSE
Crescent Community Health Center	Iowa Association of Community Partners
Davenport Community Food Pantry	Iowa Chiropractic Society
Davenport Public Library	Iowa Dental Association
Davenport School District (4 locations)	Iowa Department of Education
Deer Ridge Apartment Complex	Iowa Developmental Disabilities Council
Des Moines Area Religious Council	Iowa Family Support Network
Des Moines County Community Action	Iowa Giving Crew
Neighborhood Center	Iowa Homeless Youth Center
Des Moines Public Libraries	Iowa Medical Group Management Association
Des Moines Refugee Support	Iowa Mission of Mercy
Don't Kiss the Babies	Iowa PBS
Drake University Head Start/ Early Head Start (22 locations)	Iowa Primary Care Association
Dubuque Farmers Market	Iowa Public Health Association
Dubuque Rescue Mission	Iowa Valley Resource Conservation and Development
Easter Seals Iowa	Keely & Kambry's Tribe
Ellipsis	Keokuk Public Library
EveryStep Foundation	Kids Expo - Dubuque
Exemplar	Latino Resources Incorporated
Experience Waterloo	Life Connections Recovery

Community Partner List

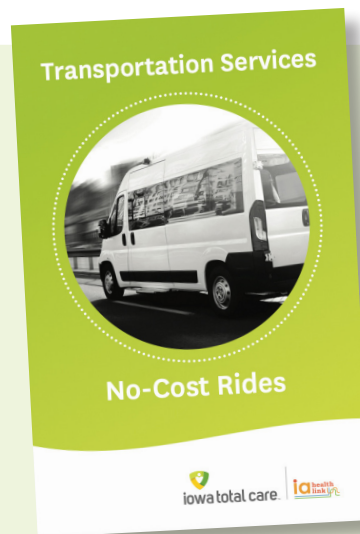
Live Well Montgomery County Inc
Louisa County Community Action
Lutheran Services of Iowa
Madison Elementary
Main Street Waterloo
Maquoketa Area Family YMCA
Maria Tallarico Food Pantry
Marshall County ISU Extension
Mary J Treglia Community House
MATURA Action Corporation, Inc. - Creston
MCSA (need name)
Meals from the Heartland
Mid-Iowa Community Action (5 locations)
Mid-Sioux Opportunity, Inc (3 locations)
Monroe Elementary School Garden
Mt. Ayr Community Garden
Mt. Hebron Church
Muskie Early Learning Center (2 locations)
NAMI Iowa
NAMI Linn County
New Opportunities - Perry
New Visions Homeless Services
Northeast Iowa Community Action (3 locations)
Northeast Iowa Food Bank
North Iowa Community Action Agency (3 locations)
Oakridge Neighborhood Services
Ogden Community Garden
One Iowa
Orchard Place Foundation
Ottumwa High School
PBS Kids
Pekin Community School
Peoples Community Health Clinic
Polk County Health Department
Prairie High School
Prairie Point Middle School
Primary Health Care
Primary Health Clinic
P.U.N.C.H. Ministries
Raising Readers
Refugee Alliance of Central Iowa
River Bend Food Bank

Scott County Health Department
Scott County Kids
Scott County Master Gardeners
SEIDA Community Action
Sesame Street in Communities
Short Years Partnership
Siouxland Community Action
Siouxland Community Health Center
South Central Iowa Community Action Program, Inc
(SCICAP) Osceola Early Child Center
Southern Iowa Economic Development (SIEDA) (3 locations)
Special Olympics of Iowa
St. Alphonsus Early Childhood
Stand Down For Homeless Veterans
Story County Community Services
Studabaker Elementary
Tapestry Farms
The 712 Initiative
The Bridge of Storm Lake
The Gospel Mission
The Healthiest State
The Healthy Project
Tolson Center Food Pantry
Toys for Tots
Tri-County Child & Family Development Council,
Inc. (10 locations)
Tri County Head Start
United Way of Wapello County
University of Iowa
Up From the Earth
Upper Des Moines Opportunity, Inc. (2 locations)
Urban Dreams
Waterloo Urban Farmers Market
Waypoint
West Central Community Action (5 locations)
Westhaven Community Nursing Home
Willis Dady Homeless Services
Woodward Resource Center
YMCA Ottumwa
Young Women's Resource Center
Your Own United Resources, Inc. (YOUR) - Maple Dr
YSS

We've Got You Covered



Want an overview of Iowa Total Care's programs and services? Check out our [programs & services brochure](#).



Did you know eligible Iowa Total Care members can get free rides to nonemergency medical appointments or receive reimbursement for mileage or overnight stays? Learn all about it in our [transportation brochure](#).



Subscribe to our [Community Outreach Newsletter](#) to stay up-to-date on what we are doing in the community.



Sign up for [Doc's Kids Club](#) to receive bilingual, kid-friendly learning tools every month.

Stay connected with us!



IowaTotalCare.com

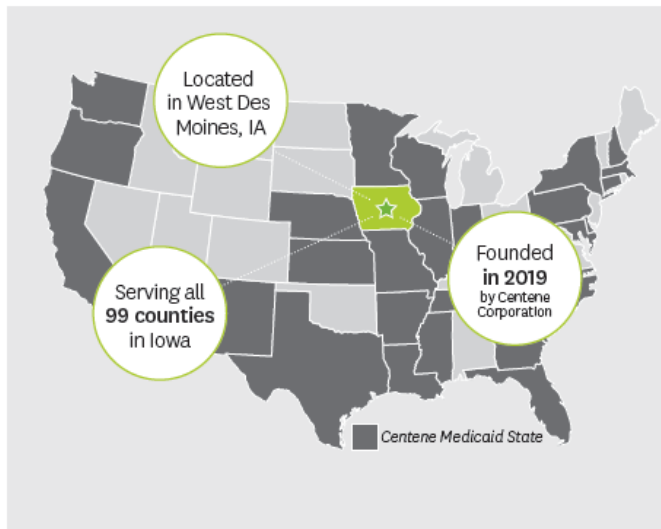


Follow us on [Facebook](#)

Who We Are

Founded in 2019 by Centene Corporation, Iowa Total Care is headquartered in West Des Moines, Iowa.

We are in all 99 Iowa counties, enabling us to have provided total care solutions at the local level to more than 325,000 members. Along with our membership, we have more than 700+ employees, partner with 35,000+ providers and 250+ community partners which allow us to offer more than just healthcare.



Who We Are



800+ employees



300,000+ members



35,500+ providers

Who We Serve

- TANF (Temporary Assistance for Needy Families)
- Medicaid Expansion
- CHIP (Children's Health Insurance Program)
- ABD (Aged, Blind and Disabled)
- Long-Term Services & Supports
- Intellectually/Developmentally Disabled
- Foster Care

Honored to be Recognized





iowa total care[™]

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

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