



iowa
total care™

Coverage
that cares.

2023 COMMUNITY
IMPACT REPORT



Welcome from the CEO

Here in Iowa, we all share one important value: we care for our neighbors, communities, and each other. This characteristic frequently manifests when our community faces challenges. Whether we're cleaning up the town after a storm, sharing meals or offering an extra smile in the grocery store aisle, Iowans consistently demonstrate their care and show up for each other. Since 2019, at Iowa Total Care, we have upheld our Iowa roots. We take pride in passionately caring for and treating the whole person through our three core beliefs: **holistic care, local partnerships, and an innovative mindset**. We truly are **coverage that cares**.



In 2023, we embodied these beliefs. This year, we implemented several new health and literacy-related initiatives with our **strong community partnerships**, such as our **Green to Go Community Health Fairs** and our **100 Libraries in Iowa** initiative. We more than doubled our volunteer hours this year with **over 1,000 hours given to Iowa communities**. We are Iowans helping Iowans - it's what we do. This was a year of impacting lives and improving Iowa communities through **partnership, compassion, and innovation**.

Those who collaborated with us at the state level, including Iowa Medicaid and the Iowa Department of Health and Human Services, deserve credit for the accomplishments at both the individual and community levels. We express our gratitude to them and to the Iowa Legislature for entrusting us with the care of some of Iowa's most vulnerable citizens. And of course, we could never do what we do without our **amazing healthcare providers, dedicated community partners, and the state**.

I invite you to look through our Community Impact Report, which demonstrates our core beliefs in action. Our innovative, compassionate and collaborative approach to total care brought enhanced solutions. **Join us while we review how we transformed the health of the communities we serve, one person at a time.**

Sincerely,

Mitch Wasden
Plan President & CEO

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VISION

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

MISSION

Providing healthcare services through local, regional and community-based resources.

VALUES

Holistic care, local partnerships, innovation, compassion, dedication.

IOWA TOTAL CARE'S 2023 IMPACT

AT-A-GLANCE

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

\$363,000+
TOTAL SPONSORSHIPS

given to provide resources to members such as ongoing education, food insecurity programs and literacy programs for dedicated support.



1,000+
VOLUNTEER HOURS

given to the community from Iowa Total Care employees.



150
OUTREACH EVENTS

attended, building community and sharing resources.



233
COMMUNITY PARTNERS

collaborated with Iowa Total Care to enhance our mission.



19,000
ATTENDEES MET

at outreach events throughout the year.



42,540
PRODUCE ITEMS

were distributed to attendees of Green to Go.



BY THE NUMBERS



260K+
MEDICAID MEMBERS

38K+
MEDICAID PROVIDERS
and 132 hospitals.



SERVICE AREA

Our Iowa Total Care network provides statewide coverage.

THERE ARE 750+
IOWA TOTAL CARE EMPLOYEES IN THE STATE OF IOWA.

Working Together with Community Partners

Our collaborative connections with community partners throughout Iowa give us the opportunity to truly provide the best support possible. As a team, all 233 of our community partners have allowed us to support our members and community. Our community partners include:

Ackley Public Library	Fisher Whiting Memorial Library	New Hampton Public Library
American Heart Association, Inc.	Food Bank of Siouxland, Inc.	New Visions Homeless Services
American Home Finding Association	Fort Dodge Public Library	Newton Public Library
Anawim Housing	Fort Madison Public Library	Norelius Community Library
Arnolds Park Public Library	Foster SQUAD	North High School
Association for Persons in Supported Employment	Franklin Avenue Library	North Iowa Community Action Agency
Atlantic Public Library	Freight House Farmers Market	North Liberty Library
Back 2 School Iowa	Friendly House	North Side Library
Bettendorf Public Library	Friends of Oskaloosa Public Library	North Star Community Services, Inc.
Bloomfield Public Library	Garrett Memorial Library	Northeast Iowa Food Bank
Brain Injury Association of Iowa	Geneva Tower	Oelwein Public Library
Bridge View Center, Inc.	Gibson Memorial Library	Olin Public Library
Bridging the Gap QCA, Inc.	Gilmore City Public Library	One Iowa
Broadlawns Medical Center Foundation	Give Grace Give Hope	Orchard Place Foundation
Burlington Public Library	Greater Des Moines Partnership	Orient Public Library
Camp Courageous	Grimes Elementary	Osceola Public Library
Cardz for Kidz, NFP	Guttenberg Municipal Hospital & Clinics	Ottumwa High School
Carnegie-Stout Public Library	Habitat for Humanity	Ottumwa Public Library
Carroll Public Library	Hamburg Public Library	People's Community Health Clinic
Carter Lake Public Library	Hampton Public Library	Perry Public Library
Cedar Rapids Public Library - Downtown	Hartley Public Library	Pleasant Hill Public Library
Cedar Rapids Public Library - Ladd Library	Hawarden Public Library	Polk City Community Library
Center for Active Seniors, Inc.	Hawkeye Area Community Action Program (HACAP)	Polk County Health Department
Central Iowa Shelter & Services	Healthy Birth Day, Inc.	Postville Public Library
Chariton Public Library	Heart of Iowa Community Services	Primary Health Care
Charles City Public Library	Helen G Nassif YMCA	Proteus, Inc
Charter Oak Public Library	Hiawatha Public Library	Refugee Alliance of Central Iowa
Cherokee Public Library	Hillcrest Family Services	River Hills Community Health Center
Child Abuse Prevention Services	Hills and Dales	Rock Valley Public Library
Children & Family Urban Movement	His Hands Free Clinic	Rockwell City Public Library
Children's Foundation	HOME, Inc.	Ronald McDonald House Charities
Children's Village West	Ida Grove Public Library	Ruthven Community Care Center
ChildServe Foundation, Inc.	Illinois/Iowa Center for Independent Living	Sac City Public Library
City of Davenport	Inclusion Connection, Inc.	Scott County Health Department
Clare Public Library	Inn Circle Head Start Center	Seymour Public Library
Clarion Public Library	Iowa Association of Community Providers	Sibley Public Library
Clinton Public Library	Iowa Chiropractic Society	Sigourney High School
Clinton Public Library - Lyons Branch	Iowa City Public Library	Sioux City Public Library
Clive Public Library	Iowa Community Action Association	Sioux City Public Library - Morningside Branch
Columbus Junction Public Library	Iowa Developmental Disability Council	Sioux City Public Library - Perry Creek Branch
Community Action Agency of Siouxland	Iowa Giving Crew	Siouxland Community Health Center
Community Action of Southeast Iowa	Iowa Healthiest State Initiative	Slater Public Library
CommUnity Crisis Services & Food Bank	Iowa Homeless Youth Center	South Hill Neighborhood Association
Community Health Care, Inc.	Iowa Insurance Day Foundation	South Side Library
Community Health Center of Fort Dodge, Inc.	Iowa Medical Group Management Association	Southeast Iowa Regional Medical Center
Community Health Centers of Southeastern Iowa	Iowa Medical Society	Special Olympics Iowa, Inc.
Community Partnerships for Protecting Children	Iowa Missionary & Educational Baptist State Convention	Storm Lake Public Library
Coralville Public Library	Iowa Non-Profit Alliance	Stratford Public Library
Corinthian Baptist Church	Iowa Primary Care Association	Suit Up Incorporated
Council Bluffs Public Library	Iowa Public Health Association	Tama Public Library
Courage League Sports	Iowa Rural Health Association	Tanager Place
Cresco Public Library	Iowa State University Foundation	Tapestry Farms
Davenport Public Library	Iowa Valley Resource Conservation and Development	Taylor County Public Health
De Soto Public Library	Iowa Vocational Rehabilitation Services	The Des Moines Urban Experience
Department of Health & Human Services	Keokuk Public Library	The Easterseals Society of Iowa, Inc.
Des Moines Area Community College	Keosauqua Public Library	The Fellowship Cup Food Pantry
Des Moines Area Religious Council	Laurens Public Library	The Healthy Project LLC
Des Moines County Child Abuse Prevention	Lee County Health Department	Trinity Muscatine Public Health
Des Moines Forest Avenue Library	Le Mars Public Library	United Way of Wapello County
Des Moines Public Library - Central	Leon Public Library	University of Iowa
Dress for Success Des Moines	LifeWorks Community Services	Urban Dreams, Inc.
Dubuque County Early Childhood	Living History Farms	Van Buren County High School
Dubuque County Library - Asbury Branch	Lowden Public Library	The Five Seasons Stand Down
Dubuque Rescue Mission	LuVerne Public Library	Villisca Public Library
Eagle Grove Memorial Library	Manchester Public Library	Wapello County Coalition Against Human Trafficking
East Side Library	Maquoketa Public Library	Washington Public Library
Eastern Avenue Branch	Marine Toys for Tots Foundation	Waterloo Public Library
Eastern Iowa Health Center	Marshalltown High School	Waterloo Urban Farmers Market
Emmetsburg Public Library	Marshalltown Public Library	Waukee High School
Essex Lied Public Library	Mary's Helping Hands	Waverly Public Library
Estherville Public Library	Mason City Public Library	Webster County Health Department
Evansdale Public Library	Meals from the Heartland	West Des Moines Public Library
EveryStep Foundation	Monroe Elementary	West Liberty Public Library
Fairfield Public Library	Mt Pleasant Public Library	Westhaven Community A Ministry of the
Fairmount Street Branch	Multicultural Family Center	Evangelical Free Church
Families Helping Families of Iowa	Muscatine Community College Library	What Cheer Public Library
Family, Inc.	NAACP	Zion Integrated Behavioral Health Services
Feed Iowa First	National Alliance on Mental Illness, Inc.	
First Lutheran Church		

GIVING BACK

IOWANS HELPING IOWANS

In 2023, our commitment to volunteering was stronger than ever. Immersed in communities, our team contributed over 1,000 hours of volunteering and participation in 150+ events statewide. All across Iowa, our high level of involvement and care never fades.

VOLUNTEERS DONATE 700+ KNITTED HATS

Along with a grant of \$10,000 towards Broadlawns Medical Center's First Book Program, our employee Crochet/Knitting Engagement volunteer group created and donated 700+ hats for the

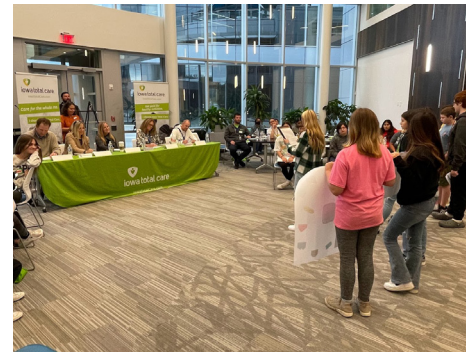
Broadlawns
Family
Birthing
Center and
Variety
Pediatric
Clinic.



OPENING DOORS FOR TEEN EDUCATION

In October, we partnered with SuitUp, an organization working to increase student motivation and self-perception to give students access to the corporate world. During the event, 26 students had the opportunity to create a healthcare app targeted towards teens.

The app was pitched to a panel of Iowa Total Care volunteers. The students were challenged to think and act like CEOs and work together as a team to present their app to a panel.



84%

of Iowa Total Care staff participated
in our United Way Campaign.

284

employees donated
their time to volunteer.

\$46,450

raised by employees in the
United Way Campaign.

IMPACT THROUGH EVENTS

National Alliance of Mental Illness (NAMI) Iowa Walk

We are proud to have been a presenting sponsor for the 2023 NAMI walk. Iowa Total Care was the largest walk group with over 160 participants! NAMI is an alliance of more than 600 local affiliates who raise awareness and provide support and education to those in need.



Des Moines Area Religious Councils (DMARC) Meals from the Market

Our employees volunteered with DMARC in July to collect and load produce donated by vendors at the farmers market. The produce is distributed throughout DMARC's Food Pantry Network.



Ronald McDonald House Charities of Central Iowa

Volunteers from Iowa Total Care partnered with the Ronald McDonald House Charities of Central Iowa by making meals to support children and their families.



DONATE



Transforming Community Health Through Be Well. Eat Well.

ADDRESSING FOOD INSECURITY, ONE PERSON AT A TIME

We are committed to addressing food insecurity and giving Iowans access to healthy food. Our initiative, **Be Well. Eat Well.** was created to combat food hardship. Through **Be Well. Eat Well.**, we hope to show Iowans that being well often begins with eating well. **By partnering with organizations across the state**, we provide free resources, like where to get fresh produce from community gardens or register for no-cost cooking classes.

Be Well. Eat Well. has continued to expand right alongside our communities. In 2023, we launched **Green to Go**, an initiative that connects our members with free, fresh produce to make eating well easier.

Be Well. Eat Well. Resources



Community Gardens

We have partnered with **13 community organizations** and their gardens throughout the state to provide Iowans with greater access to healthy, local food. In 2023, we enhanced our strong partnership with **Iowa State University Extension and Outreach** to build garden education through the Iowa Master Gardener Program.

Learn more at IowaTotalCare.com/BeWellEatWell.



Green to Go Community Health Fairs

Nutrition is key to your well-being. That's why we have launched our **Green to Go Community Health Fairs**. These fairs connect our members with offerings to make eating well easier.

Free produce and resources are available at each event, and fairs are hosted in communities across Iowa.



Eating Healthy with Iowa Total Care

Cooking healthy food can help save money and improve health. Over the last three years, we have offered **21 free cooking classes** for kids and adults with healthy recipes to fit **diabetes-friendly, kid-friendly and budget-friendly** needs.

Learn more at IowaTotalCare.com/BeWellEatWell.



Other Resources

- **Findhelp** – offering free, online access to programs and services for food assistance and more. Visit IowaTotalCare.findhelp.com.
- **Double Up Food Bucks Program** – providing Iowans with easier ways to buy fruits and vegetables. Learn more: IowaHealthiestState.com/Double-Up-Food-Bucks.

GREEN TO GO

Community Health Fairs

Iowa Total Care created and hosted **four highly attended health fairs** last year in partnership with Hy-Vee food stores and community partners, including our **dental managed care organizations**. Our team distributed **thousands of pieces of fresh, free produce** to Iowans struggling with food insecurity. Through our efforts, we served the communities of Des Moines, Cedar Rapids, Sioux City and Corning.

“I am so glad the team put this program together, as it’s generating a lot of goodwill with our members and providers. **You can just see the joy in families’ faces** when they receive the produce and it’s one less thing to worry about.”

- MELODY TODD,
IOWA TOTAL CARE STAFF



“You can’t beat the community involvement. **For the community to open up their hearts like this, to provide for our families is really something special.**”

- CANDI, GREEN TO GO ATTENDEE

42,540

pieces of fresh, free produce given to members of Iowa communities.

1,800+

attendees were served.

50+

community partners joined our Green to Go efforts.



AT OUR HEALTH FAIRS, WE OFFERED:



Helpful information on community & health resources - and more!



Tips from a Hy-Vee dietician and free recipes!



Fresh, free produce!



EXPANDING REWARDS WITH MY HEALTH PAYS® AT **HyVee**

Growing Together with Local Hy-Vee Food Stores

Our **My Health Pays® rewards program** rewards members for focusing on their health. Completing healthy activities such as annual screenings and wellness exams allow members to gain rewards, which are then transferred to a rewards card. Members can use their card to pay for necessities such as groceries, utilities, transportation, telecommunications, childcare services, education and rent*.

In 2023, we were able to **expand our partnership to Hy-Vee**, an employee-owned company with grocery retail locations nationwide. Members can now purchase everyday items at Walmart and their local Hy-Vee stores using their own My Health Pays® rewards card.

Supporting Iowans Across the State, Rural and Urban

Hy-Vee has 100+ stores statewide, in locations large and small. By collaborating with Hy-Vee, we are increasing opportunities for our members to use their rewards and bring more groceries home, making food more accessible to our community.



227,811

My Health Pays® rewards
were earned by members
completing healthy
activities in 2023.



Rewards for Caring About You

Our members are automatically enrolled into the **My Health Pays®** rewards program - where they can earn rewards and spend them on different necessities.

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

BRINGING LITERACY TO LIFE FOR IOWA YOUTH

100 LIBRARIES IN IOWA

Every year, our **Iowa Total Care Literacy Program** partners with different organizations to support literacy for Iowa's youth. In 2023, we partnered with **100 libraries throughout Iowa** and awarded a **\$500 gift card** to each library along with a literacy toolkit.

We recognize that people with higher levels of education tend to live longer, healthier lives. This means access to educational and literacy tools is a social determinant of health.

Public library programs strive to help young children learn to read and become life-long readers. Unfortunately, many libraries may not have the funds necessary to buy or replace worn out books. That's why our collaboration truly focused on providing funds and resources to libraries.

In the last four years, our literacy program has partnered with 300 organizations with three different initiatives enhancing literacy, including 100 Elementary Schools and Head Starts.

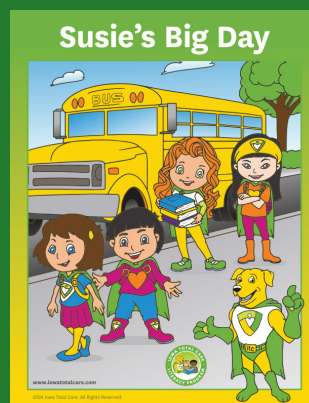
Stay tuned for what's in store for 2024!



New for 2024

Coming soon, we are **unveiling our newest storybook with Doc: Susie's Big Day!** From growing a garden to saving the day, Doc takes our super readers on unique new adventures.

Stay tuned for our latest interactive story!



STORYTIME WITH DOC THE DOG

Our mascot, Doc the Dog, had a blast reading **If You Give a Mouse a Cookie** to families at the Des Moines Public Library. As part of the **Storytime with Doc program**, we hosted **seven** storytimes at different locations in Iowa. Each child that attended one of the storytimes received a book to take home with them. Doc loves reading with friends!



Doc's Kids Club

Doc's Kids Club is an educational program hosted by Doc the Dog that provides literacy tips, activities and kid-friendly recipes every month. Our mission with Doc's Kids Club is to continue supporting Iowa's youth with free literacy materials.

Doc's Kids Club is open to Iowa residents age 10 and under. Sign up using the QR code below!



COVERAGE THAT CARES

The barriers to better health can cause and exacerbate illness and create social challenges. These conditions can put the wellness and well-being of individuals and communities at risk.

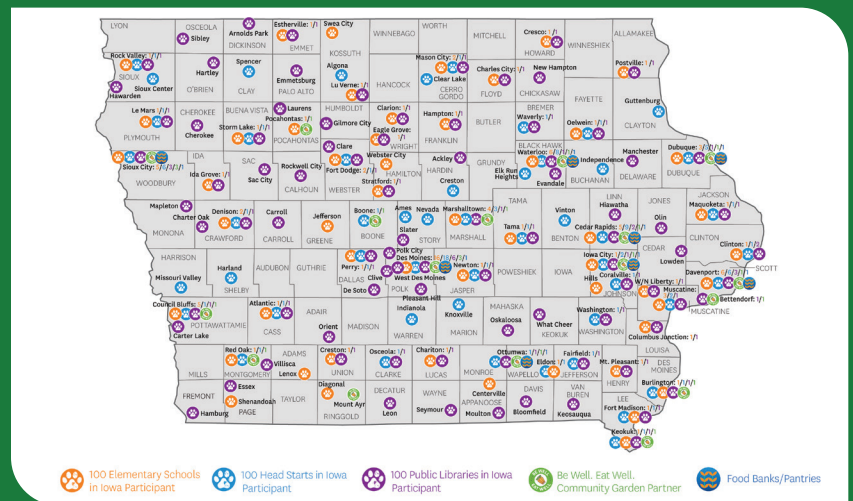
Working in partnership, we help address barriers to better health by providing access to:

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

Our housing and resource specialists work to connect people to community resources and provide housing options.

Our **Iowa Total Care Literacy Program** supports early childhood education with the Doc's Kids Club, 100 Libraries in Iowa initiative and many other statewide partnerships.

See our program impacts in the map below.



2023 Community Investment



Connected Members to Resources

Assisted 561 members in meeting needs that included housing, food, clothing, and utilities.



Enrolled in Start Smart for Your Baby®

2,342 members enrolled to receive prenatal services and support to ensure a healthier start for young Iowans.

INNOVATING SOLUTIONS IN OUR COMMUNITY

Creating New Pathways to Protect Health

A single mother, employed at a local pork packing plant, had coverage for herself and her children through her employer. But when her daughter required a replacement cochlear implant, the insurance provider denied the claim.

A health center coordinator assisted the mother with a Medicaid application, but was uncertain about the approval. Determined to find assistance, she explored options, including a web link recommended by Iowa Total Care. Through the link, the coordinator guided the mother on how to reach out to a children's charity for assistance with her daughter's medical needs.



Iowa Total Care Persistence Saves a Heart

An Iowa Total Care member needed help – and we were there.

One of our members needed more time with a vital life vest that they rented, but Iowa Total Care didn't have approval for the member to use it that month on record. We had received a previous authorization request, but it didn't include the current month, making the member's equipment approval not current.

So, what did we do? Our case manager on duty took this matter very seriously. The original authorization was tracked back to the hospital, where clinical notes led to the member's current healthcare provider. The case manager contacted the provider and received approval for the life vest rental.

Passing these documents forward without approval would have resulted in a denial. But our team recognized the urgent need and persisted in getting what was required for authorization.



Interstate Coordination Brings Members Home

When an Iowa Total Care member was in an out-of-state motor vehicle accident, we stepped in. Emergency treatment was required out of state. While out of state wasn't the preferred location, the situation was critical, as the member also had a bacterial infection and pulmonary blood clots. So our case manager got to work on how to bring our member back to Iowa – back home.

When the member was later discharged from the out-of-state hospital and relocated to inpatient rehab, our case manager assisted in coordinating the needed placement.

Our case manager coordinated transportation back to Iowa for this member's post-acute care. The high-level, detailed interstate coordination and clear communication helped bring our member home to Iowa for truly "local" care.



COMMITTED TO QUALITY



Iowa Total Care Now a 4-Star NCQA Plan

It's official - **we were recently named a 4-star National Committee for Quality Assurance (NCQA) health plan!** The overall rating is the weighted average of a plan's Healthcare Effectiveness Data and Information Set (HEDIS®) and Consumer Assessment of Healthcare Providers and Systems (CAHPS®) measure ratings. This award is a huge thanks to our amazing staff and their commitment to transforming the health of our community, one person at a time.



Our Quality team is consistently focusing on breaking barriers for our members. We work to address both the quality and safety of clinical care and services provided to our members. These services include medical, behavioral health, dental and vision care. We incorporate all demographic groups, care settings and services in Quality Improvement (QI) activities, including preventive care, emergency care, primary care, specialty care, acute care, short-term care, long-term care, and ancillary services.

OUR COMMITMENT:

Get the details right, every time.

We believe in being brilliant at the basics. We make sure we have each of our member's care settings right every time, on time.

Provide holistic care, with compassion.

We believe in treating the whole person, not just what we see on paper. We understand that each member has different needs, and we strive to meet them every time.



SUPPORTING IOWA MOMS

Hosting Community Baby Showers Across the State

In 2023, we hosted three highly successful baby showers in Cedar Rapids, Sioux City and Council Bluffs. Our baby showers consist of fun and educational components, with games, prizes, food, drinks and a nurse-led discussion.

3 community baby showers held across Iowa.

100 people attended.



Start Smart for Your Baby®

Start Smart for Your Baby® provides customized support and care for pregnant members based on their specific health needs. Since the program launched in 2019, **22,568** members have delivered babies and **14,832** have enrolled in the program.



Improving the Health of Mothers and Babies through Doula

We partner with Health ConnectOne and The Doula Network to coach and train doula partners to support pregnant members in Polk, Johnson and Muscatine Counties. Our program provides:

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

In 2023, **56 active members** participated in the program.



Ensuring Healthy Development of Newborns with Taylor County Public Health Sponsorship

We understand the importance of checking in on the health of everyone - especially newborns. That's why we have partnered with **Taylor County Public Health** and sponsored newborn screening equipment for postpartum services.

This equipment primarily weighs and measures babies, along with checking vitals. Iowa Total Care sponsored **\$5,497.33** for the equipment, creating accessible pathways towards health monitoring for members that need it.



Supporting Our Providers

Providers can rely on us for the services and support they need to deliver the best quality of patient care. Our connection with providers has only grown stronger in 2023 through our provider events, expanded resources and more.

Providing the Tools You Need to Succeed

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 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.

New Provider Trainings Available

We are proud to offer Long-Term Services and Supports (LTSS) training to our providers at no cost. Part of our mission is to educate teams of healthcare professionals through empowering, research-informed content that aims to improve the skills, strategy and performance of the healthcare team and improve patient quality of care.

Annual Provider Summit Series Launched

We enjoyed hosting the annual provider summit in Ottumwa. In 2023, we had 60 attendees join us and our community partners for updates, educational presentations, exhibits and an open forum. We are excited to announce that we will continue to host provider summit events in 2024!



DSP Recognition Week

SUPPORTING THOSE WHO SUPPORT OTHERS

Direct Support Professionals (DSP) are a vital part of the community for more than **160,000 Iowans**. We showed our appreciation in 2023 by sponsoring the Iowa Association of Community Providers' DSP Recognition Week recognizing direct support professionals.



CREATING PATHWAYS FOR BETTER OUTCOMES

Iowa Total Care and the Centene Foundation Announce \$2.55 Million Commitment to Support Housing Command Center and Mobile App to Reduce Homelessness

Iowa Total Care and the Centene Foundation, in partnership with Central Iowa Shelter & Services (CISS), announced a \$2.55 million commitment to create an on-the-ground Housing Command Center (HCC) and an app addressing challenges stemming from the social determinants of health (SDOH).

In spring 2025, the HCC is set to launch, providing support to unsheltered individuals in downtown Des Moines, Iowa, as part of CISS' recovery housing complex, with additional locations in Grinnell and Ottumwa. The app will launch in spring 2024, delivering real-time, action-oriented, person-centered information such as directions to housing, food, medical care and other resources. The app's objective is to forge a real-time connection between individual and family needs and available resources, aiming to dismantle barriers to health and healthcare for Iowans.

CISS advocates and our case managers will leverage the mobile app to connect people more effectively to SDOH services. Through geolocators, the app will guide individuals to suitable housing, food, medical care and other resources, ensuring timely deployment of the right services.



Iowa Total Care President & CEO, Mitch Wasden shaking hands with Central Iowa Shelter & Services CEO, Melissa O'Neil.



Central Iowa Shelter & Services, Iowa Total Care and the Centene Foundation mark the beginning of a new partnership.



**We believe in
creating better
outcomes through
local partnerships
while providing
impactful,
accessible
healthcare.**

ABOUT US



iowa total care

WHO WE ARE

Iowa Total Care, one of Iowa's Medicaid managed care organizations, is dedicated to transforming the health of the community, one person at a time.

We continue to maintain our Long-Term Services and Supports (LTSS) Distinction as well as our Health Plan Accreditation through NCQA. Our commitment to advancing quality through measurement and improvement is strong, with participation in initiatives to enhance culturally and linguistically suitable services, mitigating health disparities and providing person-centered care consistently to our members.

CREATING PATHWAYS FOR BETTER OUTCOMES

We believe in treating the whole person. That's why we prioritize holistic care served with compassion. To serve the whole person with compassion, we understand two powerful methods: meeting members where they are and becoming brilliant with the basics. We pride ourselves in our attention to detail - getting those details right every time, on time.

TRUSTED LOCAL PARTNER

Iowa Total Care has a commitment to our Iowa communities. We take an on-the-ground approach to our local partnerships. Through initiatives like **My Health Pays®** and **Iowa Total Care on the Go**, we integrate local businesses and organizations into our work. And that's exactly the way we like to do it.

INNOVATIVE THOUGHT LEADER

We want to make a difference. That's why we have an outcome-driven, results-oriented approach to our mission. Whether out in the community or managing a case from start to finish, we always bring drive and innovation to our team. We want to be a part of inventing a future of quality, dependable and resourceful healthcare.

STAY CONNECTED



Check out our Whole You [member newsletter](#) to see helpful topics and stories to help our members live well.



Subscribe to our [provider newsletter](#) to see news, training opportunities and more within our provider network!



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.



iowa total care™

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

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