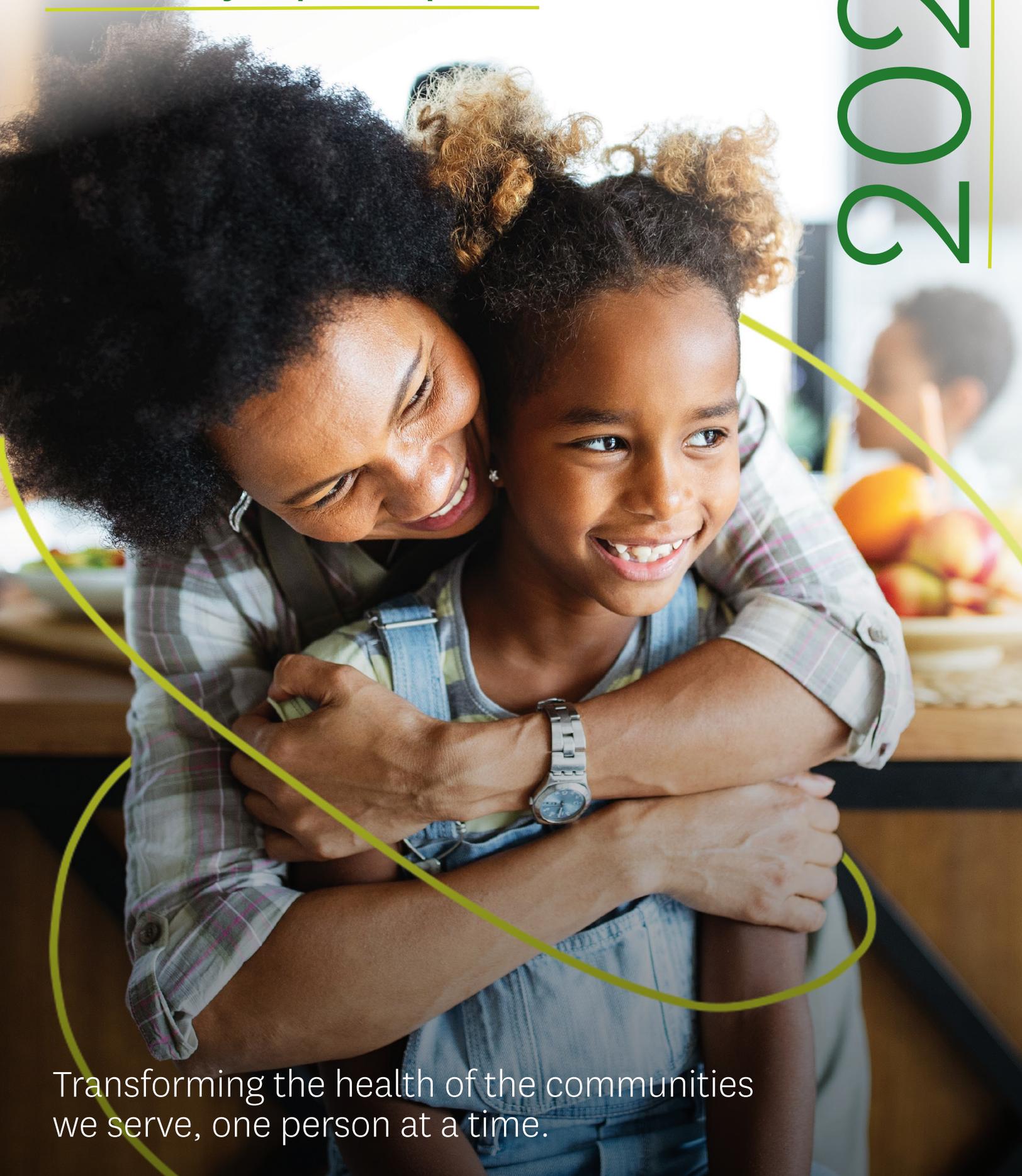


Iowa Total Care

Community Impact Report

2025



Transforming the health of the communities we serve, one person at a time.

A letter from the CEO



Bryan Sanders: From RN to CEO

Bryan Sanders has dedicated his career to serving Iowa's under-served and vulnerable populations. Thirty years ago, he began his career as a Registered Nurse (RN), and advanced in leadership roles in Long-Term Services and Supports (LTSS) for Iowans with disabilities, elderly individuals and patients with complex medical conditions. Bryan has made a meaningful impact across Iowa communities, including in his previous role as Iowa Total Care's Senior Vice President of LTSS, a position he held since Iowa Total Care's inception in 2019. Today, he continues that commitment as Iowa Total Care's Plan President and CEO.



Bryan speaking at the Grinnell Empowerment Command Center ribbon cutting in May 2025

Dear friends of Iowa Total Care,

2025 has been a year full of new beginnings and appreciation for everything we've built here at Iowa Total Care. Looking back on the year, I smile at the many memorable moments, outstanding accomplishments from the team and achievements within our communities that I've got to see from my new perspective as Plan President and Chief Executive Officer (CEO) of Iowa Total Care.

I am incredibly honored to be in this role and am humbled to have the opportunity to advance Iowa Total Care's mission, transforming the health of the communities we serve, one person at a time. Service to our most vulnerable Iowans has been the cornerstone of my career as a nurse and Long-Term Services and Supports (LTSS) executive for more than 30 years. What I have learned from these experiences reinforces everything our organization stands for: holistic care, local partnerships, innovation, compassion and dedication to doing what is right, not what is easy.

I am extremely proud of our teams and what they have accomplished together this year. From launching three brand new Empowerment Command Centers across Iowa, to partnering with Iowa State University 4-H to enhance childhood literacy and advancing access to behavioral health services, this year demonstrated what is possible when innovation is paired with compassion. I have had the opportunity to see firsthand how our employees come together across departments to support one another, and it has been nothing short of inspiring.

And we couldn't do any of this alone. I am deeply grateful for our strong partnerships with community organizations, providers, advocates and our partners at the State. Their collaboration and trust enable Iowa Total Care to extend our reach and create meaningful, lasting impact throughout the communities we serve.

As you read this report, I invite you to reflect on the collective effort behind every milestone and every success highlighted within these pages. Each achievement represents the work of people who care deeply about making healthcare more accessible, compassionate and effective for all Iowans.

Thank you for joining us on our journey to continue supporting our members and caring for them - one person at a time.

Sincerely,
Bryan Sanders

Bryan Sanders
Plan President & CEO

IOWA TOTAL CARE'S 2025 IMPACT AT-A-GLANCE



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

\$618,963

TOTAL SPONSORSHIPS



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

660

FULL-TIME EMPLOYEES



at Iowa Total Care.

188

OUTREACH EVENTS



attended, building community and sharing resources.

204

COMMUNITY PARTNERS



collaborated with Iowa Total Care to enhance our mission.

Empowerment Command Centers: A powerful response to a structural inequity

More than a year has passed since Iowa Total Care and Central Iowa Shelter and Services (CISS) teamed up to launch their first groundbreaking Empowerment Command Center in Des Moines, powered by a \$2.55 million investment from Iowa Total Care and the Centene Foundation.

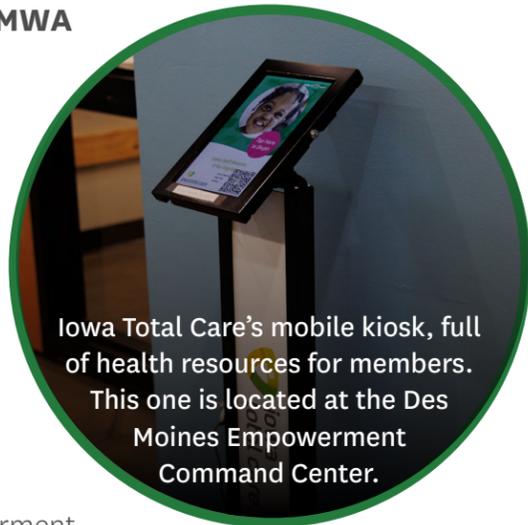
Empowerment Command Centers provide essential services, including job training, veteran resources, case management, health and wellness support and pathways to permanent housing. In total, Iowa Total Care and CISS plan to eventually have four Empowerment Command Centers in Iowa.

TWO NEW CENTERS LAUNCHED IN 2025: GRINNELL AND OTTUMWA

Since the launch of the first center over a year ago, we are proud to say that two more Empowerment Command Centers opened in 2025. CISS now runs three Empowerment Command Centers in Iowa: Grinnell, Ottumwa and Des Moines.

ONE EMPOWERMENT COMMAND CENTER, 1,700+ IOWANS SERVED

The Empowerment Command Center in Des Moines has already reached more than 1,700 Iowans – offering transportation, a mobile app (Bindl-Companion), housing support and even helping families reunite. It’s a powerful response to a staggering reality: more than 2,600 Iowans go without stable housing each day. With two more Empowerment Command Centers recently opened, and another on the way, we hope to get closer and closer to serving all Iowans without stable housing.



Iowa Total Care’s mobile kiosk, full of health resources for members. This one is located at the Des Moines Empowerment Command Center.

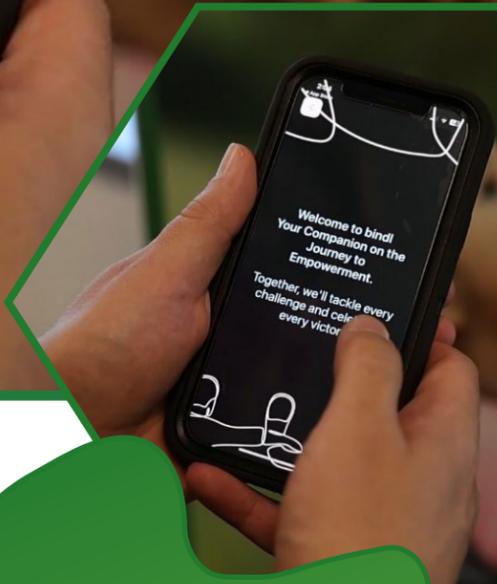
Bindl-Companion App: Connecting Iowans experiencing homelessness to essential resources

As part of the \$2.55 million investment from Iowa Total Care and the Centene Foundation, Central Iowa Shelter and Services (CISS) also launched **Bindl-Companion** in 2025.

Bindl-Companion is a mobile app that allows Iowans experiencing homelessness to access essential resources, such as shelter information, meal schedules, appointments, resource connections and program milestones.

“BINDL ME”

The phrase “Bindl me!” is commonly heard throughout the Empowerment Command Centers. When questions come up on the fly, case managers can ask individuals to “Bindl them” so they can have the question saved on their end to research and answer in depth. Individuals can “Bindl” case managers directly through the Bindl app anywhere, at any time.



Of the 1,700+ individuals helped through the Des Moines Empowerment Command Center,

88%
secured stable housing within 30 days

58%
improved their finances while receiving support

12%
regained stability on their own with support

“I use the app at least once a day, if not more. I use it to contact Ms. Dee (case manager) for apartment applications, housing applications, filling my prescriptions, just to say hi or anything. **All you have to do is get the app on your phone, type your message and hit send!**”

- Bindl user working with the Des Moines Empowerment Command Center to access resources

Ribbon Cutting: Two Empowerment Command Centers Open in 2025



Grinnell, Iowa



Ottumwa, Iowa

Community Investment

IOWA TOTAL CARE SPONSORS FREE MEMBERSHIPS TO IOWA DONATION GARDEN NETWORK

Iowa Total Care continues to collaborate with Iowa State University (ISU) Extension and Outreach. In 2025, Iowa Total Care donated to The Iowa Donation Garden Network, a newly launched initiative coordinated by ISU Extension and Outreach. The initiative supports and connects gardens across the state that grow food to share with lowans.

Because of Iowa Total Care's donation, all 2026 membership dues are being covered free of charge. Members of the initiative grow nutritious food, engage volunteers and serve their communities with purpose and resilience.



A member garden in Muscatine, Iowa

STATEWIDE IMPACT

We are always working to enhance our community resources that we provide to members across the state.

See our program impacts in communities statewide below.



100 Elementary Schools in Iowa Participant
 100 Head Starts in Iowa Participant
 100 Public Libraries in Iowa Participant
 100 Providers in Iowa Participant

Giving Back



Iowa Total Care staff Bri Davis and Emily Paxson at the Northpark Mall Food Pantry in Davenport, Iowa



In February, Iowa Total Care staff participated in Can Play's 10th Annual Courage on the Court event. Can Play is an organization that brings adapted and no cost recreational programs to communities by making sports more accessible to those with disabilities.

Courage on the Court



Iowa Total Care staff spent two days constructing fidget blankets for the Alzheimer's Association® Iowa Chapter.

Blankets were sewn together by hand, and fidget items were sewn on, too!

Blankets for Alzheimer's Association®

In 2025, our team gave:

828
 SERVICE HOURS
 to Iowa communities

44
 DAYS OF SERVICE
 out in the community, hosting member-facing events



Iowa Total Care created, hosted and attended several produce giveaways in 2025 where we gave free, fresh produce to lowans. One of our highlights of the year was Iowa Total Care's **three highly attended community health fairs** in partnership with community organizations. Through our efforts, our community health fairs served the communities of Des Moines, Cedar Rapids and Sioux City.

In 2025, we were able to distribute **22,743 pieces of free, fresh produce to 4,000 lowans.**

Distributing free, fresh produce to lowans through produce giveaways

SUPPORTING EARLY CHILDHOOD LITERACY

Through Our Iowa 4-H Clover Kids Partnership



Iowa Total Care's Literacy Program

Inside our literacy program

Doc's Kids Club

Founded by Iowa Total Care in 2020, Doc's Kids Club is an educational program for kids in Iowa under ten years old. The club is hosted by Iowa Total Care's mascot, Doc the Dog, and provides Iowa youth with free literacy materials like newsletters, games and kid-friendly recipes.

Sign up for Doc's Kids Club here!



Literacy Library

We know it's important to learn about your health, and sometimes health talk can be hard. To make sure children in Iowa get a chance to learn about their health, Iowa Total Care offers several different interactive storybooks for kids, with new storybooks often released. We introduced our newest interactive storybook, **Susie's Big Day**, in 2024.



Community Partners

Everything is better when we work together. That's why Iowa Total Care is always partnering with community organizations throughout Iowa and beyond. Some of our literacy partners include:

- Reach Out and Read Midwest
- Des Moines Public Libraries
- Sesame Street in Communities



Iowa Total Care employees presenting about their partnership and **The Balanced Bookshelf toolkit** at the 4-H Youth Fest

IOWA TOTAL CARE FUNDS \$50,000 FOR LITERACY TOOLKITS ACROSS IOWA

We believe that early access to reading is important and critical to a strong education. In 2025, Iowa Total Care prioritized early childhood literacy in many ways, one of which was our new partnership with the Iowa 4-H Foundation and Iowa State University Extension and Outreach.

In May of 2025, the 4-H Clover Kids program received a \$50,000 grant from Iowa Total Care. 4-H Clover Kids is a program through Iowa State University Extension and Outreach specifically designed for children in kindergarten through third grade. Clover Kids meet on a regular basis and explore literacy through fun and engaging ways. The program also provides access to literacy materials across the state.

With the help of Iowa Total Care's \$50,000 grant, the Clover Kids program will include a new literacy resource: a toolkit called **The Balanced Bookshelf**, consisting of seven socio-emotional books along with a stuffed animal and materials that talk about health and wellness while promoting childhood reading. These toolkits will be available to all 100 Iowa State University Extension and Outreach county offices in Iowa.

Bringing books to Iowa families with Reach Out And Read Midwest

Iowa Total Care is partnering with Reach Out and Read Midwest, an organization working to strengthen caregiver-child relationships through shared reading. Together, we plan to place 30,000 children's books in the hands of families across Iowa. A \$10,000 grant from Iowa Total Care will support the purchase of 10,000 new books, supplemented by 20,000 copies of our own interactive storybooks, like **Susie's Big Day**.

These books will be given to children and their caregiver during well-child visits at participating pediatric clinics throughout Iowa. Through this effort, we hope to spark early language development and strengthen the bond between children and caregivers through the powerful act of shared reading.



Behavioral Health

Advocating for better access to behavioral health resources

Access to mental and behavioral health care is critical, no matter where you are or what you have.

At Iowa Total Care, we prioritize access for our members. Whether in-person or online, we want to make sure our members have what they need to live their healthiest lives.

In the past, we have expanded our behavioral health resources and built a strong foundation for our members to lean on. Iowa Total Care has partnered with a behavioral health provider available in 11 states, added onto our telehealth services, partnered with Des Moines Area Community College (DMACC) to offer certification programs and so much more.

In 2025, we continued to grow our behavioral health resources, building on what we already have and launching new programs and services.

Our latest additions

Support for neurodevelopmental conditions



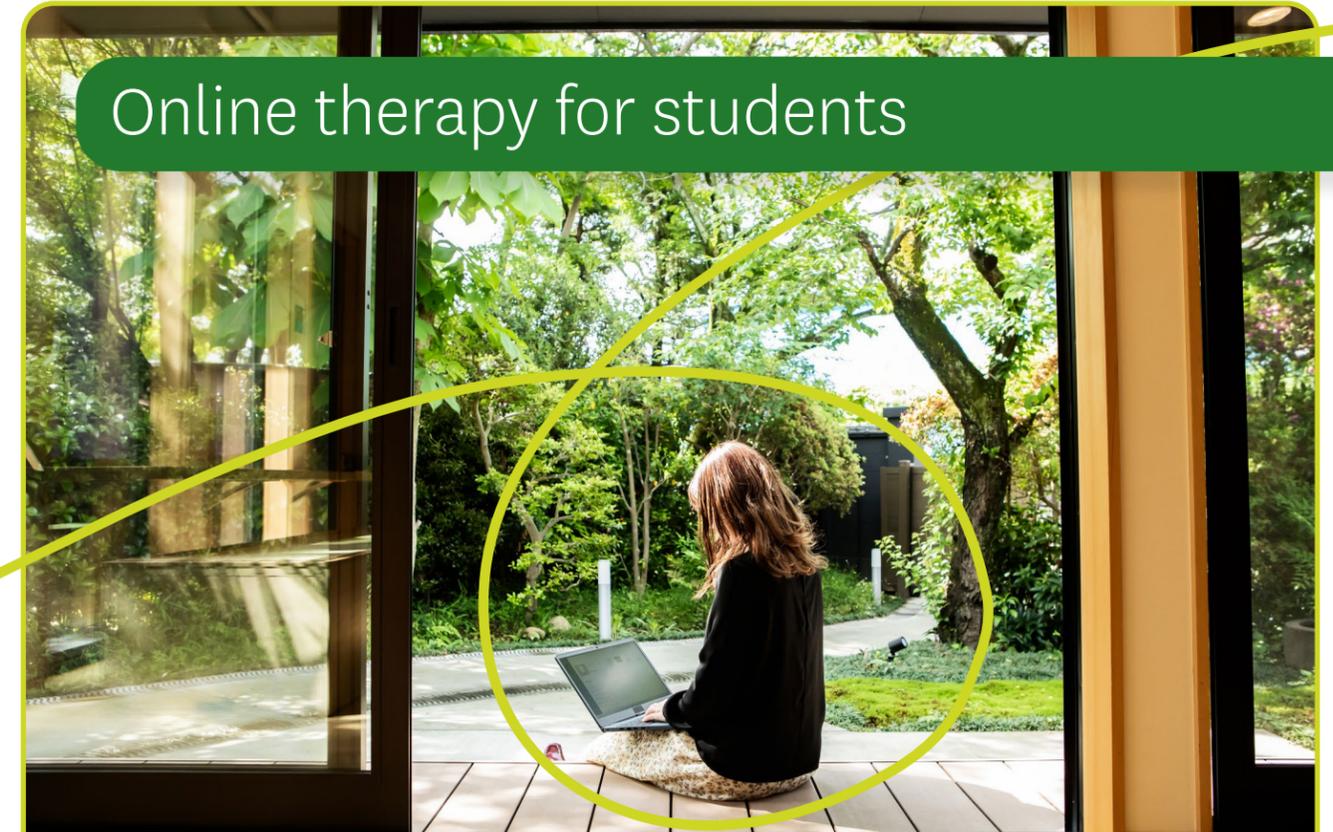
Iowa Total Care added a Neurodevelopmental Diagnosis Wraparound Program (NDWAP) in 2025. This program focuses on support for members diagnosed with attention deficit hyperactivity disorder (ADHD), autism spectrum disorder (ASD), psychosis and schizophrenia. Our care management team works with members to provide resources and support.

Walking for a cause: Supporting mental health for all

Iowa Total Care employees and family showed their support again at the annual National Alliance on Mental Illness (NAMI) Walk in September 2025. Year after year, Iowa Total Care staff and their loved ones walk for a cause when NAMI Iowa hosts their NAMI Walk in Des Moines.



Online therapy for students



Iowa Total Care has partnered with Hazel Health to provide access to school-based telehealth. Hazel Health is a telehealth provider that helps schools and families connect students to an Iowa-licensed therapist. Students can then set up a time to chat on video right from school or schedule a time to connect at home.

ENSURING QUALITY SERVICE *for our members*

Enhancing member experiences through provider education

FREE AND ACCESSIBLE PROVIDER TRAININGS

Iowa Total Care is excited to have expanded our provider trainings in 2025 through the Centene Institute for Advanced Health Education. We now offer behavioral health, physical health and long-term services and supports trainings for all Iowa providers.

Our trainings promote interprofessional continuing education to external providers and clinical employees - all at no cost!

The mission of the Centene Institute 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, patient quality of care and health outcomes of the community.



Iowa Total Care serves

232,000+
MEMBERS
across Iowa, including Medicare, Medicaid and Marketplace.

50,000+
MEDICAID PROVIDERS
and 240 hospitals providing Medicaid across Iowa.

Iowa Total Care connects with providers across Iowa through summit series

IMPROVING CARE OUTCOMES THROUGH PROVIDER SUPPORT

After a successful 2024 provider summit series, we added more summits to our series in 2025! Iowa Total Care hosted five in-person summits across the state, making it easier for providers to join us no matter where they are. Each summit featured key updates, educational sessions and plenty of opportunities to connect directly with subject matter experts across Iowa Total Care. This expanded series reflects Iowa Total Care's ongoing commitment to supporting providers, enhancing partnerships and improving care outcomes for the communities we serve.

Recognizing high-level care

Partnership for Quality Bonus Program

In 2025, Wellcare rolled out the 2025 Partnership for Quality (P4Q) Bonus Program. This program rewards primary care providers for delivering high-quality, preventative care and addressing important care gaps throughout the year.

Primary care providers have the chance to receive a bonus when they close care gaps and address preventative care. Providers can earn a bonus for completing measures such as breast cancer screenings, colon cancer screenings, controlling high blood pressure and so much more!

This initiative reinforces Wellcare's commitment to proactive, patient-centered care while supporting providers in driving measurable improvements in community health.



Supporting those who support us
PROVIDERS

Iowa Total Care offers new coverage opportunities for Iowans: Ambetter Health

Together we can build a healthier state: Ambetter in Iowa

On January 1, 2025, Iowa Total Care launched a new option for a health insurance plan: Ambetter Health. Ambetter Health, an insurance product owned by Centene Corporation and now offered by Iowa Total Care, provides insurance to those that are under-insured or uninsured through the federal program, Health Insurance Marketplace®. Ambetter Health offers a variety of affordable health insurance plans to residents in 33 counties in Iowa.

Since the launch, Ambetter has enrolled 9,087 members in Iowa – and that number continues to grow. With an average monthly premium of \$178, approximately 95% of our members consistently maintain their coverage by staying current on their premium payments.



Wellcare (Medicare Advantage) now offered in 65 counties throughout Iowa



Centene partners with Iowa Total Care to offer Wellcare in Iowa

Wellcare, a company offering a range of Medicare products and the Medicare brand through Centene Corporation, now offers Medicare Advantage products in 65 counties throughout Iowa.

Wellcare provides complete continuity of care to Medicare members, including integrated coordination care, care management, co-location of behavioral health expertise, integration of pharmaceutical services and additional services specific to the beneficiary needs.

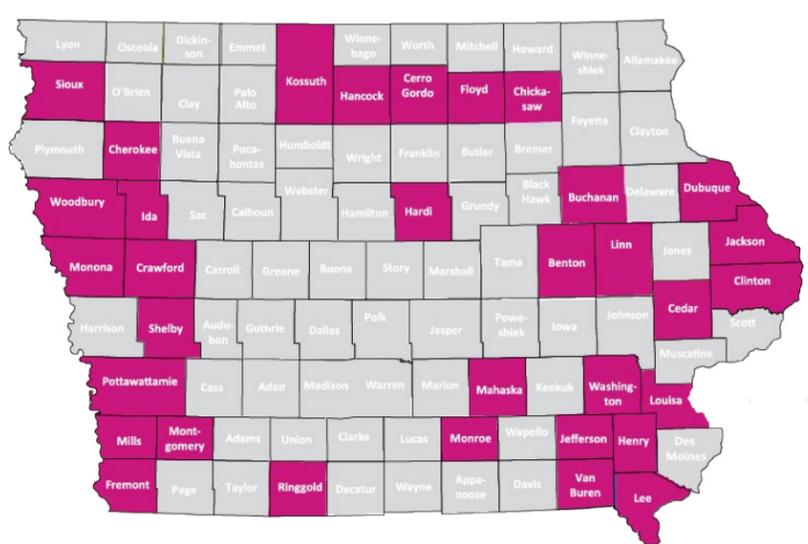
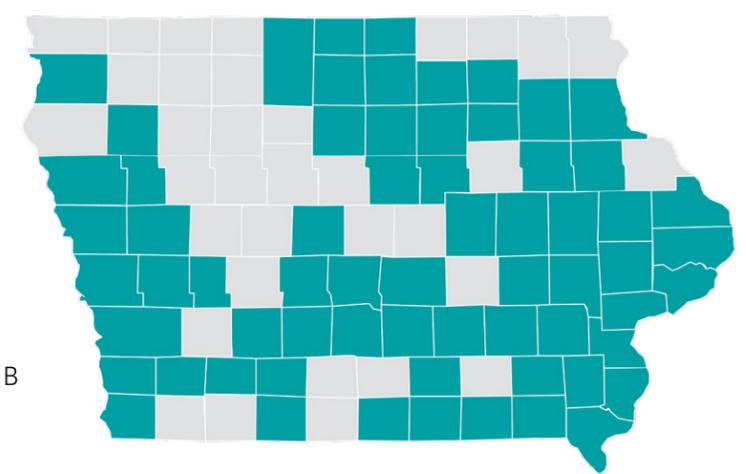
With the addition of Wellcare, we are further facilitating the integration of community resources, health education and disease management throughout the state.

What does Wellcare offer to Iowans?

Wellcare is designed to give members:

- Affordable healthcare coverage.
 - \$0 in-network primary care provider visits.
- Relevant benefits and services that empower members to live healthy lives.
- Access to doctors, nurses and specialists.
- All benefit plans offer dental, vision and hearing allowances.
- Extra benefits that aren't covered by Medicare Part A or Part B (Original Medicare).

Counties offering Wellcare in Iowa



■ 2025 Ambetter's Current Service Areas

Affordable coverage backed by strong collaboration with providers

Ambetter provides market-leading, affordable health insurance in the marketplace, delivering high-quality, locally based healthcare services to our members.

And alongside the opportunities that Ambetter brings to Iowans, our collaboration with providers supporting Ambetter coverage is strong as well. Currently, 92% of claims are paid through our auto adjudication process, with 99.4% of all claims processed within 30 days.

ABOUT US



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

TRUSTED LOCAL PARTNER

Iowa Total Care is committed to providing trusted, high-quality, high-value care to Iowa residents. We are an Iowa-based organization with local staff, experience, leadership and decision making. We specifically designed Iowa Total Care for Iowa: we are a trusted partner, innovative thought leader and are continuously improving future pathways for better health outcomes. We firmly believe that it is best to belong to our communities and deliver care locally.

PROMOTING WHOLE PERSON HEALTH

Over the last six years serving Iowans, we have developed a high-quality, culturally competent network supporting members with timely access to equitable, whole-person care with their provider of choice. As an incumbent and trusted partner, Iowa Total Care will continue to build upon our successful provider network to meet the unique needs of the over 232,000 members we serve. We have significantly expanded our reach to Iowans by continuously increasing our coverage opportunities, year after year.

CONTACT US

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Subscribe to our [Outreach Newsletter](#) for recurring updates on our outreach efforts, volunteer events and more.