

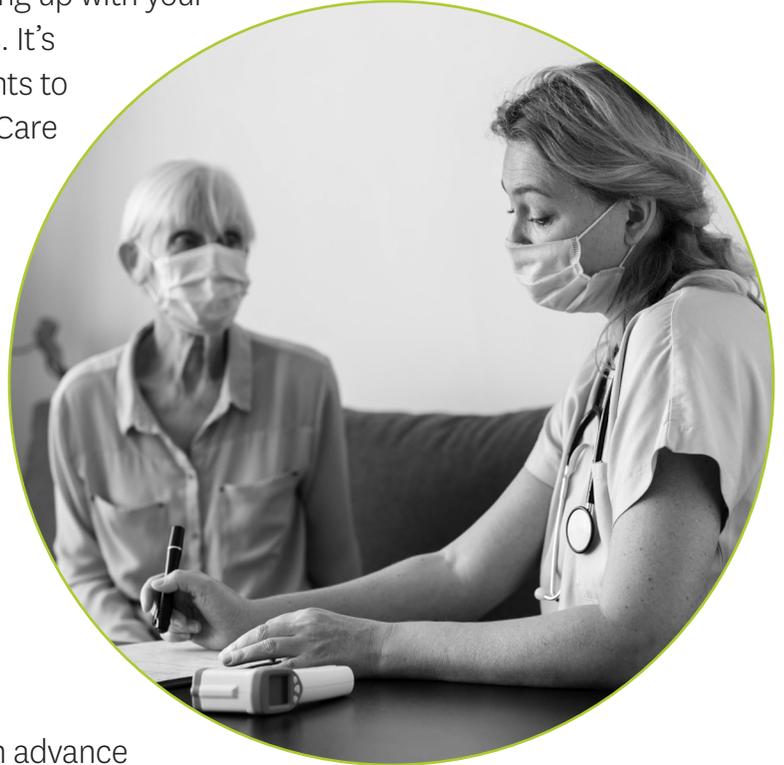
Advance Directives

The conversation can start with you

Advance directives can be a sensitive topic to bring up with your patients, regardless of their current health status. It's vital, however, that patients understand their rights to execute these important documents. Iowa Total Care wants to make sure our members are getting the guidance and information they need.

We encourage you to explain this process to your patients and show them how to file the right forms. Patients should give one copy of the executed advance directive to the person(s) designated to be involved in their care decisions. They should also send one copy to your office so that it can be filed with their medical records.

Providers are required to document provision of information and note whether patients have an advance directive in their permanent medical records.



Inform your patients

Patients can find state-specific advance directives here:

<https://www.caringinfo.org/planning/advance-directives/by-state/>

Let us know your plans

Our goal is to provide seamless care for our members. To support this goal, it's important that we know if you're planning to move, change phone numbers or leave the network.

To ensure that your contact information and status are up to date, visit our provider portal at provider.iowatotalcare.com or call **1-833-404-1061 (TTY: 711)**. Please let us know at least 30 days before you expect a change to your information.