



IN THE COMMUNITY



GIVE Thanks

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

Welcome to Iowa Total Care's (ITC) "In the Community" monthly newsletter!

November 2022 Edition

This publication is designed to give you a glimpse of what ITC is about.

We take pride in our mission of transforming the health of the community one person at a time. We support the important work of Iowa's community-based organizations. Please share this newsletter with your community partners. Let's connect to help Iowans!

 [Sign up for the newsletter!](#)



Resources at Your Fingertips

Did you know Iowa Total Care has a tool online that can help you find resources to meet basic needs? [Findhelp.org](https://findhelp.org) is easy to use. Just type in your zip code and find help with:

- Food
- Health
- Legal needs
- Housing
- Work
- Items like clothing, toys and furniture
- Transportation
- Education

You can also work with one of our Housing & Resource Specialists directly. Housing Specialists assist members in navigating potential housing barriers and crises due to homelessness or other social barriers. Resource Specialists help locate general resources like where to go for free or low-cost food **and** help to pay for utilities.

To contact a Housing & Resource Specialist, email:

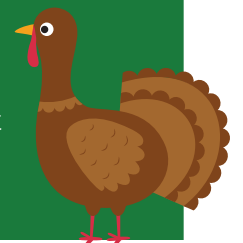
Housing_ITC@IowaTotalCare.com

ITC_Resource_Referral@IowaTotalCare.com



Get Your Flu Shot!

Protect yourself and those close to you. Join the millions of people who get a yearly flu shot to stay healthy. To find a doctor or pharmacy close to you, visit findaprovider.iowatotalcare.com.



A Healthy You

Be Well. Eat Well. Cooking Classes

Visit our [Be Well. Eat Well.](#) page to check out our new cooking class videos. Classes are for chefs of all levels, with recipe options that are:

- Diabetic-friendly
- Budget-friendly
- Kid-friendly

Recipes and videos are located under the “Eating Healthy with Iowa Total Care” section.



Recipe of the Month:

Fall Veggie Casserole

Grab some fresh eggplant tomatoes from the market and serve this veggie casserole with dinner that is topped off with Parmesan cheese.

Makes 8 servings.

INGREDIENTS

- 5 ½ cups eggplant, cubes
(1 medium eggplant)
- 4 tomatoes
- 1 green pepper
- 1 onion
- 1 teaspoon salt
- ¼ teaspoon pepper
- 3 tablespoons vegetable oil
- 1 clove garlic
- 2 tablespoons Parmesan
cheese (grated)



DIRECTIONS:

1. Remove the skin from the eggplant. Cut the eggplant into cubes.
2. Chop the tomatoes into small pieces
3. Cut the green pepper in half. Remove the seeds and cut it into small pieces.
4. Chop the onion into small pieces.
5. Cut the garlic into tiny pieces.
6. Cook the first 8 ingredients in a large skillet until tender.
7. Top with the Parmesan cheese and serve.

Quick Links



Mobile App

Perfect for members on the go! They can see their benefits and their member ID card from their smartphone. Download the Iowa Total Care app in the [App Store](#) or [Google Play](#) today.



Member Portal

Find healthcare information, claims, ID card and more online. Members can go to Member.IowaTotalCare.com to create an account or sign in.

Member Story

Going the Distance to Connect

Telephones are lifelines. Especially in matters of healthcare. When Iowa Total Care (ITC) was unable to reach one of its members by phone to arrange follow-up after hospitalization, ITC went the distance. Literally, traveling to the member's home beyond another town and down a country road.



Not only did Iowa Total Care not have a working phone number on file for the member, but there was an additional barrier. What ITC later learned made *going the distance* – the company's caring service style – even more worthwhile.

After many attempts to contact the member by phone, the ITC case manager drove to the address on record for the member. At arrival, the case manager became very concerned. Broken windows, open doors, toppled furniture, and debris everywhere. Taping an ITC business card where it couldn't be missed, the worried case manager returned to work with an even greater sense of connection to member needs. The business card was found and the member called ITC – using a borrowed phone. The member's own phone had been broken and was being repaired. The member's phone number was updated with Iowa Total Care, and the case manager helped the member set up a follow-up appointment.



Clinton & Jackson County Baby Shower

ITC was excited to be part of the free Community Baby Shower & Toddler Fest for Clinton and Jackson Counties. The event was held at the Clinton County Fairgrounds. During the event, we discussed Iowa Total Care benefits and answered questions. There was food, drinks, games and prizes! Learn how Iowa Total Care customizes the support and care pregnant members need through our [Start Smart for Your Baby®](#) program.



NAMI Iowa – Walk this Way

Millions of people are affected by mental illness each year. ITC was honored to support NAMI Iowa by volunteering and walking in the NAMI Walk This Way event. The walk supports mental health education and is a great chance to learn about a great cause. While our very own Doc the Dog was unable to attend this year, there was no shortage of dogs to help support the cause.



Latino Heritage Festival

We had a blast participating in Iowa's Latino Heritage Festival! It was a great opportunity to bond with the community and share some of our new & exciting Be Well. Eat Well. resources with festival-goers. We even had balloon animal Doc the Dogs join in the fun!

View our new Be Well. Eat Well. flyer at iowatotalcare.com/bewelleatwell.

Quick Links



The Doctor is in 24/7*

Get 24/7* access to medical care at no added cost.

1. Download the **Babylon Health** app.
2. Use code **ITC** to register.

Schedule a virtual visit today! Find Babylon Health at the [App Store](#) or [Google Play](#).

* Behavioral health services are available Monday - Friday 7:00 a.m. to 7 p.m. CST.



No-Cost Transportation Services

Don't have a way to get to your healthcare appointment? As an Iowa Total Care member, you could be eligible for rides to nonemergency medical appointments**. Or, ask us about the mileage reimbursement program in advance of your appointment. Just call Iowa Total Care at 1-833-404-1061 (TTY: 711). Then press 2 for member services, then 1 for transportation. **Download our [Transportation Brochure](#) to learn more!**

** Some restrictions apply.

Your Community Relations & Resource Teams

Iowa Total Care's Community Outreach Team



Have you had a chance to speak with a Community Relations individual? If so, you can now put a face with their name.

If you have not spoken with or met with an ITC outreach representative, we encourage you to reach out and discuss ways ITC may be able to support your organization.



Nancy Thompson

Director, Marketing & Community Relations
nancy.h.thompson@iowatotalcare.com



Peggy Mongar

Manager, Community Relations & Outreach
515-447-6147
peggy.mongar@iowatotalcare.com



Matthew Beitelspacher

Community Relations Specialist
515-204-9481
matthew.j.beitelspacher@iowatotalcare.com



Linda White

Community Relations Coordinator
linda.white@iowatotalcare.com

Iowa Total Care's Resource Team



Our team helps members address Social Determinant of Health needs. We do this by connecting people to community resources, like housing options. Please contact us with your questions—we're here to help!

Housing & Resource Specialists



Nicole Naab



Diane Tinker McCoy

Contact our Housing Specialists at
Housing_ITC@IowaTotalCare.com or
ITC_Resource_Referral@IowaTotalCare.com.

Health Equity Specialists



Olga Esparza



Kay Tannatt

Contact our Health Equity Specialists
at C&L@IowaTotalCare.com.



Stay In Touch!



 [Like us on Facebook](#)

 [Sign up for newsletter](#)

