



Our Communities. Our Commitment.

2021 COMMUNITY IMPACT REPORT



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Please note: All photos showing individuals not socially distanced or wearing masks were taken outdoors in accordance with the Centers for Disease Control and Prevention (CDC) regulations at time of photo.



Welcome

Iowa Total Care. Three small words say it all. It's in our name and DNA. We are locally focused on **Iowa** and Iowans. We address the **Total** needs of each member. And, we provide compassionate, coordinated **Care** every step of the way.

Through Iowa Total Care, the highest quality healthcare services and low- or no-cost health insurance are available to Medicaid recipients and those who qualify.

By staying dedicated to whole person care, we are able to fulfill our mission of **transforming the health of the community, one person at a time.**

We couldn't do it alone. Because of collaboration with healthcare providers statewide, behavioral health experts, state and local agencies, legislators and community resource partners, we are able to identify and implement **solutions for the greater good and those in greatest need.**

Over the past two years, with permission and respect for privacy, we have collected and shared stories of members whose lives have benefited from the help of Iowa Total Care. Their healthcare journeys instruct and inspire our staff and our statewide support teams.

In addition to individual member care, Iowa Total Care also implemented preventive outreach efforts in 2021. These initiatives address the vital importance of feeding mind and body, as well as Social Determinants of Health.

The three 2021 wellness initiatives highlighted here are just a few of our **investments in the future.**

- **Be Well. Eat Well.** | An Iowa Total Care initiative providing online support to help Iowans receive regular access to healthy, affordable food including sponsorship of 25 community gardens.
- **Iowa Total Care Literacy Program** | A childhood literacy campaign created to assist 100 Iowa schools in providing literacy tools to their students.
- **Doc's Kids Club** | An engaging program for children 10 and under that makes learning about healthy living fun and heroic.

As we begin another year, be assured our mission remains as focused, compassionate and coordinated as ever.

Thank you for trusting us to improve health and well-being in Iowa, one person at a time. Wishing you all the best!

Sincerely,

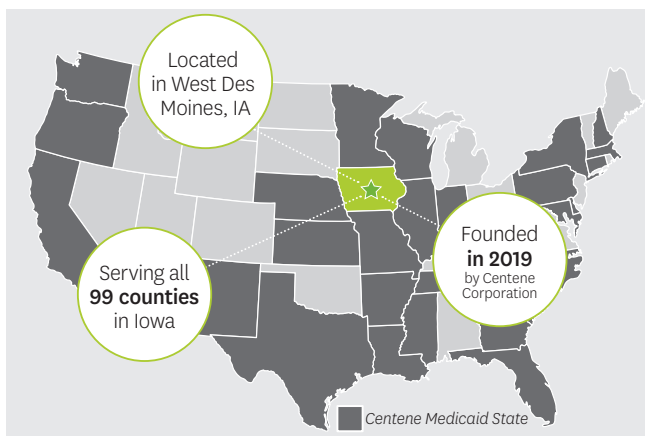
Mitch Wasden, Plan President & CEO

Who We Are

Iowa Total Care, a subsidiary of Centene Corporation, is a managed care organization that provides healthcare services and Iowa state-sponsored health insurance plans through local, regional and community-based resources.

Our team is here to treat the whole person by breaking down barriers to accessing care, walking members through their benefits and connecting them to the care and services they need. Our approach is based on the core belief that quality healthcare is best delivered locally.

Centene is a diversified, multi-national FORTUNE® 25 company and is the largest Medicaid managed care organization in the country, serving more than 26 million members in all 50 states.



Who We Are



700+ employees



325,000+ members



35,500+ providers

Who We Serve

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

Honored to be Recognized



Giving Back

WHY WE COLLABORATE WITH COMMUNITY ORGANIZATIONS



To transform the health of the community, we collaborate with organizations across Iowa to increase our member outreach and target underserved populations.

We target underserved populations because Medicaid members often experience health disparities disproportionately in comparison to other individuals. We select partners that support this mission, focusing on organizations that allow us to address **Social Determinants of Health**.

WHY SOCIAL DETERMINANTS OF HEALTH ARE IMPORTANT

Social Determinants of Health (SDOH) are the conditions in which people are born, live, learn, work, play and age that affect health.¹ Examples include:

- Safe housing, transportation and neighborhoods
- Education, job opportunities and income
- Access to nutritious foods and physical activity opportunities
- Language and literacy skills

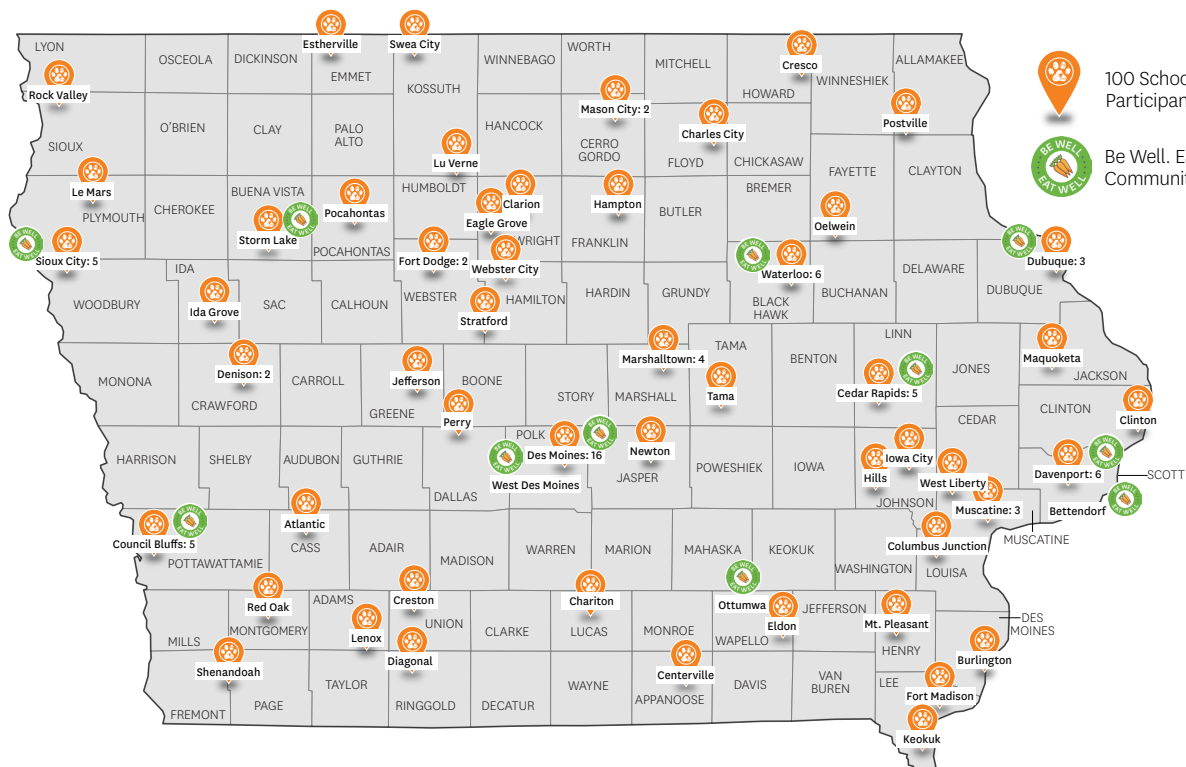
SDOH have a direct correlation to a variety of health disparities, and to improve the health of Iowa, reducing those disparities is a great place to start.



100 SCHOOLS IN IOWA



We're partnering with organizations throughout Iowa to bring these initiatives to life!



1. U.S. Department of Health and Human Services: <https://health.gov/healthypeople/objectives-and-data/social-determinants-health>

United Way Annual Giving Campaign



77%
employee participation

\$64,000
contributed by employees

Iowa Total Care cares deeply and gives generously to the communities we serve. In 2021, employees contributed to awareness and fundraising efforts to support United Way.

Iowa Total Care raised more than **\$64,000** for United Way of Central Iowa. Employee participation during the annual giving campaign was at an all-time high, with **77%** of staff making a donation.

This year, the entire Centene family's contribution to United Way totaled more than **\$3.9 million**. These donations will be spread among 94 United Way chapters nationwide.

Community Focused: By the Numbers



Over **180** community events



More than **\$260,000** in community sponsorships



234 community partners



Top left: The 712 Initiative CreekTop Gardens, Council Bluffs

Bottom (left to right): Siouxland Community Health Center, Sioux City; Longfellow Elementary, Council Bluffs; Siouxland Community Health Center Garden Group; Sioux City

Our Partnerships

Iowa Total Care is proud to partner with incredible community organizations across the state, including:

Al Éxito	Gospel Mission	McCombs Middle School
Albion Public Library	Gutekunst Public Library	Melbourne Public Library
All Care Health Center	Hawkeye Area Community Action Program	MICAH House
Alzheimer's Association of Iowa	Hawkins Memorial Library	Monroe Elementary School
Armstrong Public Library	Highland Park Community Learning Academy	Murray Public Library
Beacon of Hope Shelter	Hope Center for Women & Children	Muscatine Head Start Center
Bethel Mission Men's Shelter	Hudson Public Library	National Kidney Foundation: Iowa
Bidwell Riverside Pantry	Humility Homes & Services	New Visions Homeless Services
Boys and Girls Club of Central Iowa	Independence Farmers Market	Newell Public Library
Broadlawns Medical Center	Iowa Association of Community Partners	Northeast Iowa Food Bank
Center of Attention	Iowa's Child Early Learning Community	Northern Lights Alliance for the Homeless: New Beginnings
Central Iowa Shelter & Services	Iowa Coalition of Collective Change	House of Hope
Charter Oak Public Library	Iowa Community Action Association	Onawa Public Library
Children and Family Urban Movement	Iowa Healthiest State Initiative	One Iowa
Children's Square U.S.A	Iowa Homeless Youth Centers	Orchard Place
Childserve	Iowa Medical Group Management Association	Ottumwa High School
Christ the King Church	Iowa Medical Society	P.U.N.C.H. Ministries
Clarion Public Library	Iowa Primary Care Association	Party in the Park: Davenport
Community Health Center of Fort Dodge	Iowa Safe Schools	Party in the Park: Garfield Park
Community Health Centers of Southern Iowa, Inc.	Iowa's Child Development Center	Peoples Community Health Clinic, Inc.
Community United Child Care Centers	ISU Extension & Outreach: Marshall County	Perry Public Library
Crescent Community Health Center	John R. Grubb YMCA	Polk County Public Health
Des Moines Area Religious Council	Key City Pride	Pomeroy Public Library
Des Moines Public Library	L.U.N.A	Primary Health Care, Inc.
Dows Community Library	La Ley Radio Station	Promise Community Health Center
Dress for Success	La Reina Radio Station	Proteus, Inc.
Dubuque Rescue Mission	Lakes LifeSkills, LLC	Raising Readers of Story County
Dunlap Public Library	Latino Heritage Festival	Refugee Alliance of Central Iowa
Eagle Grove Memorial Library	League of Human Dignity	Rembrandt Public Library
Easter Seals of Iowa	Lenox Public Library	River Hills Community Health Center
Eastern Iowa Community Health Center	Linn Community Care: Eastern Iowa Health Center	Rowan Public Library
Ellipsis	Linn Grove Community Library	Salvation Army
EMBARC	Lutheran Services of Iowa	Salvation Army Women & Children Lodge
EveryStep	Madge Phillips Center Shelter: Waypoint Services	Scott County Master Gardeners
Feed Iowa First	Mahaska County YMCA	Shelter House
Fejervary Park	Mahaska Health Foundation	Short Years Partnership
Food Bank of Siouxland	Manson Public Library	Sieda Community Action
Four Oaks Family & Children Services	Mary J. Treglia Community House	Sioux Rapids Memorial Library
Freight House Farmers Market		Siouxland Community Health Center
Friendly House - Davenport		Siouxland Community Health Center: Community Garden
Friends of Des Moines Parks		Special Olympics of Iowa
Friends of MLK: Dubuque, IA		

Our Partnerships

STEM Summer Adventure Camp
Tapestry Farms
The 712 Initiative
The Bridge Home
The Bridge of Storm Lake
The Warming Shelter: Sioux City
Together for Youth
United Community Health Center
United Way of Wapello County
University of Iowa
Up from the Earth
Victory Center Ministries
Willis Dady Homeless Services
Young Parents Network
Zion St. Lutheran Church

100 SCHOOLS IN IOWA PARTNERS

Anson Elementary School
Audubon Elementary School
Becker Elementary School
Bloomer Elementary School
Bluff Elementary School
Broadway Elementary School
Buchanan Elementary School
Butler Elementary School
Capitol View Elementary School
Cardinal Elementary School: Eldon
Cardinal Elementary School: Maquoketa
Carver Elementary School
Cattell Elementary School
Clarion-Goldfield-Dows Elementary School
Clark Elementary School
Cora B. Darling Elementary
Creston Elementary School
Crestwood Elementary School
Demoney Elementary
Denison Elementary School
Diagonal Elementary School
Dr. Walter Cunningham School for Excellence
Duncombe Elementary School
Eagle Grove Elementary
Edison Elementary School

Edmunds Elementary School
Emerson Hough Elementary School
Findley Elementary School
Franklin Elementary School: Marshalltown
Franklin Elementary School: Muscatine
Fulton Elementary School
Garfield Elementary School
Grant Wood Elementary School
Greene County Elementary School
Grimes Elementary School
Harding Elementary School
Harrison Elementary School
Hawthorne Elementary School
Hayes Elementary School
Highland Elementary School
Hills Elementary School
Hoover Elementary School
Inman Elementary School
Irving Dual Language Elementary School
Irving Elementary School
Jefferson Elementary School: Clinton
Jefferson Elementary School: Davenport
Jefferson Elementary School: Muscatine
King Elementary School
Lakeview Elementary School
Lenox Elementary School
Liberty Elementary School
Lincoln Elementary School
Loess Hills Elementary School
Longfellow Elementary School
Lovejoy Elementary School
Lowell Elementary School
LuVerne Elementary School
Madison Elementary School
McKinley Elementary School: Des Moines
McKinley Elementary School: Muscatine
Monroe Elementary School: Davenport
Monroe Elementary School: Des Moines
Morris Elementary School
Moulton Elementary School
North Kossuth Elementary School

OABCIG Elementary School: Ida Grove
Perry Elementary School
Pocahontas Elementary School
Prescott Elementary School
Richardson Elementary School
River Woods Elementary School
Riverside Elementary School
Rock Valley Elementary School
Rogers Elementary School
Roosevelt Elementary School: Council Bluffs
Roosevelt Elementary School: Mason City
Roundy Elementary School
Rue Elementary School
Shenandoah Elementary School
South Side Elementary School
South Tama County Elementary School
South Union Elementary School
Storm Lake Elementary School
Stowe Elementary School
Stratford Elementary School
Studebaker Elementary School
Sunset Heights Elementary School
Unity Elementary School
Van Allen Elementary School: Chariton
Van Allen Elementary School: Mount Pleasant
Van Buren Elementary School
Washington Elementary School: Atlantic
Washington Elementary School: Charles City
Washington Elementary School: Davenport
West Liberty Elementary School
Willard Elementary School
Wings Park Elementary School
Woodbury Elementary School
Wright Elementary School

Be Well. Eat Well.

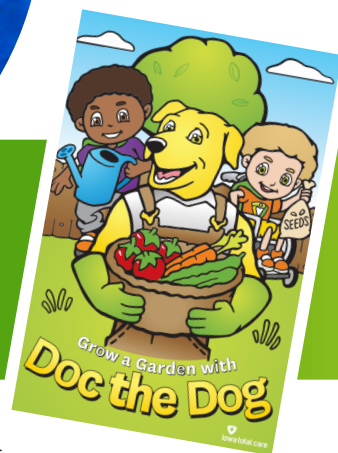
Be Well. Eat Well. supports connections for Iowans to healthy, affordable food. In 2021, Iowa Total Care:

- Sponsored 25 community gardens statewide.
- Invested **\$123,398** to help Iowans get healthy and stay that way.
- Provided greater access to fresh produce.
- Organized no-cost cooking classes.
- Created a “Kids Korner” with materials dedicated to helping kids establish healthy eating habits.

Our partnerships help us address food insecurity in underserved areas.



To teach kids about fresh vegetables they can grow at home, we developed a *Grow a Garden with Doc the Dog* coloring book.



Top left: Lutheran Services of Iowa Global Greens Farm; West Des Moines
Top right & bottom center: The 712 Initiative CreekTop Gardens, Council Bluffs

Iowa Total Care Literacy Program

Iowa Total Care strives to provide Iowa's youth with greater access to literacy resources and healthier futures through our **Doc's Kids Club** and **100 Schools in Iowa** programming.



Doc's Kids Club is a FREE educational program that provides kid-friendly materials every month, like:

- Healthy recipes
- Videos and activity sheets
- Behavioral health tips
- Doc's Kids Club newsletter

Through the **100 Schools in Iowa** initiative, Iowa Total Care donated \$50,000 to support childhood literacy. One hundred schools were selected across the state to receive:

- \$500 of in-kind gifts
- Literacy toolkits for kids to use at home and in the classroom



Center: Buchanan Elementary in Davenport; **right:** literacy campaign materials

Iowa Total Care Literacy Campaign

IMPROVING THE SOCIAL-EMOTIONAL HEALTH OF IOWA'S YOUTH



Iowa Total Care partnered with the Iowa Alliance for Healthy Kids in providing Sesame Street in Communities tools to improve the social-emotional well-being of Iowa's kids.

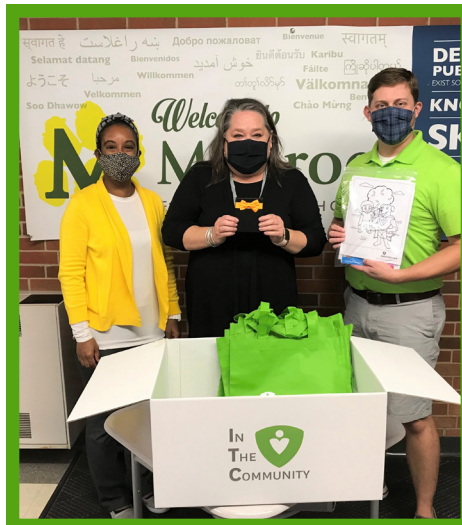
These tools can be accessed at iowatotalcare.com/docskidsclub under "Doc & Friends" and include:



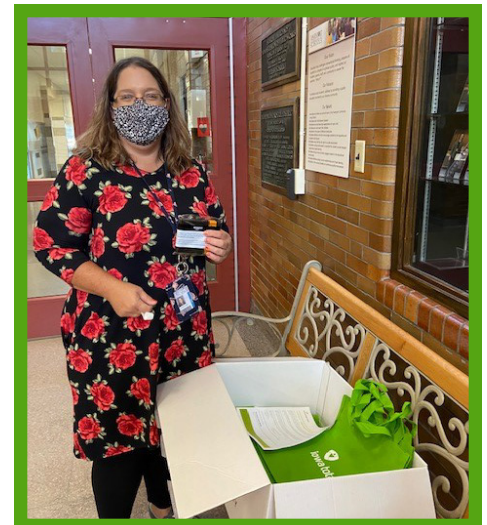
- Videos
- Activity sheets
- Crafts
- Parent/guardian guides
- And more!



Roosevelt Elementary, Council Bluffs



Monroe Elementary, Des Moines



Hayes Elementary, Davenport

"Thank you so much for your very generous donation of \$500 towards the purchase of new books for our school. Our students also appreciate your literacy toolkit items. As you know, Willard is located in a low-income area of Des Moines, and our budget to purchase books and literacy supplies is quite small. We are so beyond grateful for your generous donation so that our students can enjoy reading quality literature. Wishing you the very best today and always! Thanks again for your generosity."

Julie Kruse, Willard Elementary Principal

Supporting Our Healthcare Heroes



Iowa Total Care is committed to building a strong partnership with our network of providers because we know supporting healthcare professionals is essential for a healthier Iowa. In 2021, we showed our dedication to Iowa's Federally Qualified Health Centers (FQHCs) by:

- Making donations and food deliveries.
- Participating in FQHC Week.
- Sponsoring FQHC health center events.



Community Health Center of
Mason City Block Party



Community Health Care, Inc.,
Davenport



Siouxland Community Health
Center Rock the Block, Sioux City

Iowa Total Care partnered with the National Council on Independent Living (NCIL) to donate over **\$168,000** for practice accessibility improvements. This “Barrier Removal Fund” has allowed 14 providers to remove one of their care site’s identified barriers to accessibility.

*“Thank you and Iowa Total Care for the \$5,500 Barrier Removal Fund grant. Guthrie County Hospital, along with the Guthrie County patients that it serves, truly appreciate the awarding of the Iowa Total Care and NCIL Barrier Removal Fund grant in the amount of \$5,500...It is all part of our effort to improve patient accessibility to the medical services that they need. Thank you to Iowa Total Care for assisting Guthrie County Hospital in striving to accomplish our vision of: **Continue to improve the health of the communities we serve.**”*

Patrick Peters, Guthrie Country Hospital CEO

Help During COVID-19

COVID-19 OUTREACH

Here's how Iowa Total Care supported communities:



Reached out to public health departments in all 99 counties to offer assistance with their COVID-19 vaccine activities.



Staff volunteered at seven County Health Department COVID-19 events.



Collaborated with our State partners on outreach and education to members:

- Called more than **10,000 Iowa Total Care high-risk members**.
- Reached nearly **200,000 members age 16+** via texting campaign.
- Published over **100 social media posts** related to COVID-19 on Facebook.
- Increased education on COVID-19 vaccines through Centene's partnership with the Pro Football Hall of Fame.



ITC staff volunteering at a vaccine clinic in Mills County

MAKING A DIFFERENCE: AN IOWA TOTAL CARE MEMBER STORY

Iowa Total Care employees volunteered to assist with COVID-19 vaccinations at Burlington Memorial Auditorium. The clinic was for Iowans aged 65 years or older. ITC staff helped patients throughout the vaccine process. Patients noticed how easily the process flowed. It made people feel comfortable to share stories. Topics included the Hawkeyes, grandkids, chores and travels. Their stories filled the room with gratitude and pride. People were content doing their part to keep their families healthy. Employees present that day found solace in their volunteer work. It allowed them to transform the health of the community, one person at a time.

My Health Pays® Rewards Program

With the My Health Pays® rewards program, it's easy for members to earn dollar rewards for healthy things they're already doing, like:

- Completing a health risk screening: **\$30.**
- Well care visits: **\$20.**
- Attending Stakeholder Advisory Board meetings: **\$25.**
- Getting the flu vaccine: **\$10.**
- And more!



Once eligible members complete a qualified healthy activity and the claim has been processed, reward dollars are added to a VISA card* and mailed straight to the member.

**card may not be used to buy alcohol, tobacco or firearm products.*



More than
195,000
My Health Pays®
cards issued in 2021

New Initiatives

BREAST PUMP PROGRAM

Iowa Total Care launched a new Breast Pump Program to provide mothers with an electric breast pump to encourage breastfeeding. Breast pumps are provided by Medline, and eligible mothers who are close to delivering can request a breast pump.

Pregnant members can complete the **Notification of Pregnancy (NOP) form** to secure their eligibility. Members who complete the NOP in their first trimester will receive \$50 in My Health Pays® rewards. Members who complete it in their second trimester will receive \$25 in rewards.



DIABETES TEST KIT

Iowa Total Care partnered with Visiting Physicians Association (VPA) to provide in-home diabetic test kits to members. Members 18 and older with a diagnosis of diabetes may request a Diabetes Monitoring Test—HgbA1c Kit.

The kit includes the items needed to complete the blood screening along with a postage-paid envelope to return the completed sample to VPA. Results are mailed to the member and the member's primary care provider, along with Iowa Total Care. By successfully completing the test kit, members may be eligible for a \$15 My Health Pays® reward.

It's All Part of Our Plan



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 non-emergency medical appointments or receive reimbursement for mileage or overnight stays? Learn all about it in our new [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.



Visit our website at iowatotalcare.com.



Follow us on [Facebook](#).

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

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