



# IN THE COMMUNITY

## Happy New Year 2023

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

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

January 2023 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!](#)

## 2022 A Year in Review

In collaboration with community partners, Iowa Total Care distributed **thousands** of books and participated in over 130 events in 2022. Giving back to our community is one of Iowa Total Care's top goals



In 2023, we'll continue to support communities through our **Be Well. Eat Well.** initiative and **Iowa Total Care Literacy Program.** Here's to making another year better together!



Learn about our **Be Well. Eat Well.** Initiative at [iowatotalcare.com/bewelleatwell](http://iowatotalcare.com/bewelleatwell). Learn about the **Iowa Total Care Literacy Program** at [iowatotalcare.com/literacy-program](http://iowatotalcare.com/literacy-program).



## New Year's Resolution – How to stop smoking

Are you ready to make a change? Iowa Total Care offers free services to help members quit smoking. Call the Iowa Total Care Tobacco-Free QuitLine at:

• **1-800-QUIT-NOW (1-800-784-8669)** • **TTY/TDD: 1-877-777-6534 | TTY 1-888-229-2182**

Enroll online to access:

- Personalized phone coaching
- Text messaging support
- Quit medications
- And more!

Visit our [How to Stop Smoking](#) website page on [IowaTotalCare.com](http://IowaTotalCare.com).

# A Healthy You

## Be Well. Eat Well. Cooking Classes

Iowa Total Care is super excited to partner with Hy-Vee in offering cooking classes to members! The recipes are simple by design with options that are:

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

Visit our [Be Well. Eat Well. website](#) under “Cooking with Doc” to get started.



### Recipe of the Month:

## Slow Cooker Italian Soup Serves 10

### INGREDIENTS

- 1 pound ground turkey sausage
- 1 tablespoon olive oil
- 1/2 cup finely diced onion or 1 medium onion, finely diced
- 1 tablespoon minced garlic (from jar) or garlic powder
- 36 ounces chicken or vegetable stock
- 1 (16 oz) bag of Hy-Vee frozen cauliflower
- 2-3 cups Hy-Vee frozen chopped spinach
- 1 teaspoon salt
- 1/2 teaspoon pepper
- 1/2 cup heavy cream

### INSTRUCTIONS

1. Brown the ground turkey sausage in a skillet over medium heat until done
2. Using a slotted spoon, remove the sausage and place it into at least a 6-quart slow cooker. Discard remaining grease.
3. Please the oil in the same skillet and saute the onions for 3-4 minutes or until translucent.
4. Add the onions, chicken or vegetable stock, cauliflower florets, spinach, salt, and pepper to the slow cooker. Mix until combined.
5. Cook on high for 4 hours or on low for 8 hours.
6. Add the heavy cream and mix until combined. Enjoy!  
Optional to sprinkle cheese on top for extra protein!



To learn more visit [www.iowatotalcare.com](http://www.iowatotalcare.com).



Iowa Total Care provides Medicaid health insurance to Iowans. Established in 2019, Iowa Total Care exists to transform the health of communities we serve, one person at a time.

## 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. **Check out Iowa Total Care's [Transportation Brochure](#) to learn more!**

\*\* Some restrictions apply.

# Member Story

## Interpreting Needs Translates to Better Care

Receiving a new prescription can already be overwhelming but it can be even more difficult when you can't read the label on your prescription. An Iowa Total Care member didn't speak English nor did anyone in their family.

Upon receiving their new prescription, a member contacted Iowa Total Care for assistance translating the label on their prescription. Iowa Total Care staff worked diligently with an interpreter to explain how to use the new inhaler and put the member's mind at ease.

But our staff didn't just stop there, they reached out to the pharmacy and suggested they use the same professional translation and interpretation resources as Iowa Total Care when printing non-English prescription labels and medication instructions.

Another great example of how Iowa Total Care adapts and thinks of every way possible to help our members and remove barriers.



### The Four Days of Giving Back to the Central Iowa Shelter & Services (CISS)

Iowa Total Care staff helped serve lunch at the Central Iowa Shelter & Services in November and December. Our staff served over 500 meals! Another great opportunity to give back to our community one person at a time.



### Care Coordination

Care coordination and disease coaching are two health benefits provided at no cost for Iowa Total Care members. These programs provide services for many conditions, such as asthma, diabetes, COPD, high-risk pregnancy and many more. To learn more call Member Services at **1-833-404-1061** (TTY: 711).

## 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](http://Member.IowaTotalCare.com) to create an account or sign in.

# 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.



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## 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](mailto:Housing_ITC@IowaTotalCare.com) or  
[ITC\\_Resource\\_Referral@IowaTotalCare.com](mailto:ITC_Resource_Referral@IowaTotalCare.com).

### Health Equity Specialists




**Olga Esparza**




**Kay Tannatt**

Contact our Health Equity Specialists at  
[mailto:C&L@IowaTotalCare.com](mailto:mailto:C&L@IowaTotalCare.com).

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