



# IN THE COMMUNITY



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

July 2023 Edition

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

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!](#)

## Iowa Total Care Literacy Program



The "100" Literacy Program is an annual outreach initiative where Iowa Total Care partners with different organizations each year to enhance their literacy objectives. This year Iowa Total Care partnered with 100 libraries across the state.

### How it works:

Iowa Total Care awards funds

to 100 libraries in Iowa along with literacy toolkits to help support young readers' literacy advancement.

100 Libraries in Iowa is part of the greater Iowa Total Care Literacy Program, which brings literacy to life by providing FREE online activities to engage children in reading. Visit [IowaTotalCare.com/LiteracyProgram](http://IowaTotalCare.com/LiteracyProgram) for fun and free summer learning materials for kids.

Don't forget any child 10 years old and under can join Doc's Kids Club at any time! Visit [IowaTotalCare.com/DocsKidsClub](http://IowaTotalCare.com/DocsKidsClub) to sign up. New club members get a free kids' activity book, ID card and sticker.

\*Doc's Kids Club is for Iowa residents only.



## Featured Partner

This month's featured partner is **HOME, Inc.** HOME, Inc. provides essential housing services to the unhoused, homeless, etc. Housing is one of the social determinants of health. "Access to housing and basic amenities are critical factors that influence positive health outcomes," said Mitch Wasden, Iowa Total Care Plan President & CEO.

Founded in 1967, HOME, Inc.'s mission is to meet individuals and families where they are in their housing journey. To learn more about HOME, Inc. and its mission visit [homeincdsm.org](http://homeincdsm.org).

# Redetermination



Every year, Iowa does an eligibility review of people with Medicaid coverage. These reviews were paused due to COVID-19, and all Iowa Medicaid and Hawki members stayed enrolled, regardless of changes in eligibility.

## Renewals start again in spring 2023. Members need to take action to keep or change their healthcare plans.

Members can follow these steps to determine if they still qualify:



Update mailing address and contact information with Iowa Medicaid.



Check mail for their renewal letter notice.



Complete all directions in the renewal notice letter before the deadline.



If coverage is needed, here are options to help:



### Was coverage ended by mistake?

Contact the state agency to reapply for Medicaid or CHIP.



### If member needs new coverage

Check other plans available through the Health Insurance Marketplace.



### Because of employment change

Check if health coverage is available through the employer.

Visit [healthcare.gov](https://www.healthcare.gov), or call the Marketplace Call Center at **1-800-318-2596 (TTY: 1-855-889-4325)** to get more details about Marketplace coverage.

# A Healthy You



## Be Well. Eat Well.

Did you know there could be a community garden near you? Our [community garden guide](#) lists organizations that Iowa Total Care partners with to help provide fresh produce for Iowans.

To find more resources on healthy eating, visit [IowaTotalCare.com/BeWellEatWell](http://IowaTotalCare.com/BeWellEatWell). There are free cooking classes available under the Eating Healthy with Iowa Total Care section, with budget-friendly, diabetes-friendly and kid-friendly options.

Iowa Total Care's Be Well. Eat Well program promotes healthy living through healthy eating. From community gardens to free recipes, we offer many resources on how to incorporate healthy eating into your daily routine.

### NEW TO THE BE WELL. EAT WELL. WEBPAGE:

- Eating Healthy with Iowa Total Care cooking videos:
  - Dressed-Up Toast.
  - Chicken Apple Crunch Salad.
  - Taco Pizza Quesadilla.
- Hy-Vee recipe flyer.
- Fun recipes to prepare you for summertime!
- Free dietitian nutrition services.

### Recipe of the Month:

## Chicken Apple Crunch Salad Serves 4



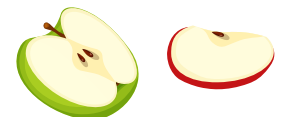
### INGREDIENTS

- 2 cups cubed cooked chicken
- 1 cup diced Gala apples
- 1/2 cup diced celery
- 1/3 cup light mayonnaise
- 1 tablespoon light sour cream
- 1 tablespoon lemon juice
- 1/4 teaspoon black pepper



### INSTRUCTIONS

1. Combine chicken, apple and celery in a large salad bowl.
2. Whisk together mayonnaise, sour cream, lemon juice and black pepper. Pour over the chicken-apple mixture and toss.
3. Refrigerate to chill prior to serving.



*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



### Free 24/7 Nurse Advice Line

Medical experts can answer your health questions and help set up doctor visits. Use this option if you need help caring for a sick child or to know if you should see your PCP. Call our 24/7 Nurse Advice Line: **1-833-404-1061 (TTY: 711)**.



### My Health Pays®

Earn **My Health Pays** rewards when you complete healthy activities like a yearly wellness exam, annual screenings, and other ways to protect your health. [Log in to your member account](#) to check your current My Health Pays rewards balance.



# Member Story

## Member Story - Going the Distance to Connect



Telephones are lifelines. Especially in matters of healthcare. When Iowa Total Care was unable to reach one of its members by phone to arrange follow-up after hospitalization, Iowa Total Care staff went the distance.

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 Iowa Total Care later learned made going the

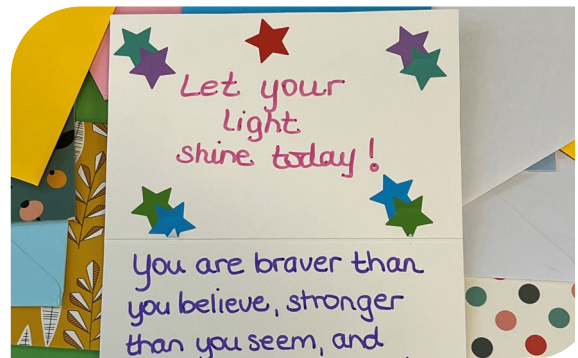
distance – the company's caring service style – even more worthwhile.

After many attempts to contact the member by phone, the Iowa Total Care 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 Iowa Total Care 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.



### Green to Go Cedar Rapids

On June 24, Iowa Total Care hosted our second Green to Go event in Cedar Rapids, Iowa. The Green to Go event is a free community health fair supported by community partners to help promote Iowa Total Care's initiative of healthy living through healthy eating. During the event, free produce was given to 194 Iowa Total Care members and had 726 attendees.



### Iowa Total CARE Cards

Iowa Total Care Operations staff created over 350 birthday and encouragement cards to donate to four different organizations. A variety of cards were created to help uplift and celebrate our members and community.

## Quick Links



### Mobile App

Perfect for members on the go! Access benefits and your member ID card—all from your smartphone. Download the Iowa Total Care app to begin. Find it in the [App Store](#) or [Google Play](#).



### Member Portal

Access your healthcare information, claims, ID cards and more online. Go to [Member.IowaTotalCare.com](https://Member.IowaTotalCare.com). Create a new account or sign in—it's free and easy!

# 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 Ayala**



**Kay Tannatt**

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



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