



IN THE COMMUNITY



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

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

March 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!](#)



Iowa Medicaid's Continuous Coverage Requirement is Ending and What it Means for Members

When COVID-19 first began, there was a rule put in place to make sure all Iowa Medicaid members received healthcare coverage, no matter if they were eligible for the program or not. This rule is known as Continuous Coverage Requirement. Starting April 1, 2023, this rule will be ending. This means they will go through a review process to see if they qualify for Iowa Medicaid coverage.

Iowa Medicaid members can expect to receive mail from Iowa Medicaid. It's important for members to check their mail regularly and respond for requests for information to make sure they don't lose coverage unnecessarily.

Remind Iowa Medicaid members to ensure their address, phone number and email contact information are up to date. They can call Iowa Medicaid Member Services at 1-800-338-8366.


For more information, visit: [Unwind: The End of the Continuous Coverage Requirement](#) | [Iowa Department of Health & Human Services](#)




Volunteer Income Tax Assistance (VITA) Program

Tax season is coming up soon and can be a stressful time for many. Lutheran Services in Iowa (LSI) and Immigrant and Refugee Community Services (I+RCS) is offering free tax preparation and filing for federal, state, and local taxes.

TO MAKE AN APPOINTMENT
 Text or call:
+1 (515) 443-2870
or email [**VITA@LSIOWA.ORG**](mailto:VITA@LSIOWA.ORG)

FEBRUARY 7 TO APRIL 15
 Tuesdays: 9 a.m. - 2 p.m.
Thursdays: 3 p.m. - 7 p.m.
Saturdays: 9 a.m. - 3 p.m.

LSI IMMIGRANT & REFUGEE COMMUNITY SERVICES
 5116 University Ave.
Des Moines, IA 50311

Learn more at [**LSIowa.org/VITA**](http://LSIowa.org/VITA)

A Healthy You

National Nutrition Month

March is National Nutrition Month and Iowa Total Care has numerous resources that promote healthy living through healthy eating.

Visit our [Be Well. Eat Well. page](#), where we have:

- Cooking classes with kid-friendly, budget-friendly and diabetes-friendly options.
- Healthy recipes perfect for all seasons.
- Locations of community gardens near you.
- And more!



Be Well. Eat Well. Cooking Classes

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

Recipe of the Month:

Greek Yogurt Egg Salad Serves 2

INGREDIENTS

- 6 hard-boiled eggs (you can purchase hard-boiled eggs or prepare them at home)
- 1/4 cup plain Greek yogurt
- 2 tablespoons green onion, finely chopped
- 1 teaspoon That’s Smart yellow mustard
- 1/4 teaspoon Hy-Vee salt
- 5 mini bell peppers, halved and seeded

INSTRUCTIONS

1. Finely chop 6 hard-boiled eggs, reserving 2 yolks. Mash reserved yolks in a medium bowl. Stir in Greek yogurt, green onion, yellow mustard, and salt. Gently stir remaining hard-boiled eggs into your yogurt mixture.
2. If desired, fill mini bell pepper halves with egg salad. Season, to taste, with salt and pepper. Garnish with fresh dill, if desired. Egg salad also pairs well on a slice of whole wheat toast for a healthier breakfast.



Adapted from: <https://www.hy-vee.com/recipes-ideas/recipes/greek-yogurt-egg-salad>

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 a.m. to 7 p.m. CST.



Start Smart for Your Baby®

Whether this is your first child or you already have children, extra support is always helpful. Start Smart for Your Baby® is designed to customize the support and care you need for a healthy pregnancy and baby.

To participate in the program, log in to your member portal account to complete a Notification of Pregnancy form. Or call Member Services at **1-833-404-1061 (TTY: 711)** to get started.

Member Story

Member Story - ITC Helps Depressed Member Get Back to Work



A severely depressed member's goal was to complete special treatments in order to return to work.

The member felt isolated with no family and no friends to help. And no transportation for the multiple

appointments needed for treatments.

Because of these obstacles, the member's depression was worsening. Severe depression drove the member to bed for nearly two years. During that time, the member gained weight and developed other serious health issues.

The Iowa Total Care case manager helped schedule appointments and treatments for the member. Iowa Total Care stayed on the member's case with compassionate check-ins, goal encouragement, and supportive accountability. Today, this member's goal has been achieved with return to work – albeit part-time – with expressed thanks to Iowa Total Care's treatment of the whole person.



Online Language Access Services Request Forms for interpretation:

Requesting an interpreter for an appointment is just a click away. Requests should be made at least seven (7) days before scheduled appointment to allow time to find interpreter(s) to meet member needs. Fill out a request form online today!

Member form (located on the ITC website under the Member Handbook, Manuals, and Forms page)

Provider form (located on ITC website under the Provider Resources page)



Helping Urban Dreams Grow

ITC staff volunteered on January 16 and 25 to help Urban Dreams move into their new office location. 18 ITC team members packed office supplies and dedicated over 50 hours of giving back.

Urban Dreams advocates for all members of the community, breaking down barriers to success and collaborating with key stakeholders to overcome obstacles and uplift underserved and underrepresented people.

Quick Links



Mobile App

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



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.

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 Ayala



Kay Tannatt

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

Stay In Touch!

 [Like us on Facebook](#)

 [Sign up for newsletter](#)