



IN THE COMMUNITY



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

May 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!](#)

May Celebrations

Mental Health Awareness Month



Iowa Total Care provides numerous mental health resources to support those with mental illnesses. Visit [myStrength](#) online for personalized resources to help overcome challenges and build mental strength. Iowa Total Care

has partnered with Babylon to offer 24/7 access to complete health care at no cost to members. Talk to a doctor, therapist, and more from our app or website. To learn more, visit our [Video Chat with a Doctor](#) webpage.

Asian American and Pacific Islanders Month



Within the Asian American and Pacific Islander community there is so much culture, diversity, and languages. Find more resources online from [Iowa Department of Human Rights](#) and [Asian/Pacific American Heritage Month](#).

National Foster Care Month



Every year the Children's Bureau's National Foster Care Month campaign has a different theme, this year's theme is "Strengthening Minds. Uplifting Families." This theme highlights a responsive approach to

support the mental health needs of those involved with child welfare. To learn more, visit the [National Foster Care Month website](#). Foster care resources are also available in the [Health Books](#) section

National Women's Health Week



Mother's Day kicks off National Women's Health Week on May 9! Learn about the importance of preventive care screenings and building positive health habits through our [women's health page](#).

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.

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 their mail for the 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.



Because of employment change

Check if health coverage is available through the employer.



If member needs new coverage

Check other plans available through the Health Insurance Marketplace.

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.

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.



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.

A Healthy You



Be Well. Eat Well.

GREEN TO GO

Nutrition is key to leading a healthy life and Iowa Total Care makes it a priority to give members the tools and resources to help lead a healthy lifestyle.

On June 24, 2023, Iowa Total Care will be hosting our second Green to Go event in Cedar Rapids, Iowa. Free produce and resources will be given to community members. This event will be held at Green Square Park at 5th St. SE in Cedar Rapids from 11 a.m. – 1 p.m., so save the date!

Recipe of the Month: **Hawaiian Panini** *Serves 1*



INGREDIENTS

- 2 slices whole-wheat bread
- 2 tablespoons Dijon mustard
- 2 slices Swiss cheese
- 3 slices deli smoked ham
- 1/4 cup canned crushed pineapple, drained
- Sliced green onions for garnish
- Nonstick cooking spray or butter

INSTRUCTIONS

1. Heat a skillet or frying pan to a medium heat.
2. Spread Dijon mustard on each slice of bread.
3. On one slice of bread, layer with Swiss cheese, ham slices, pineapple and green onions.
4. Top with remaining slice of Swiss cheese and bread.
5. Grease the pan or bread slices with cooking spray or butter.
6. Add the sandwich to the heated pan for a few minutes on each side or until the cheese melts. Enjoy!

Adapted from: <https://www.hy-vee.com/recipes-ideas/recipes/sheet-pan-panini>

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



Iowa Total Care Literacy Program

Access educational tools and discover community organizations that help support literacy in Iowa's youth!

Visit our [Iowa Total Care Literacy Program](#) page to get started!



Food Resources

Find healthy recipes, community gardens, and additional food resources.

Visit our [Be Well. Eat Well.](#) page to learn more!

Member Story

Iowa Total Care Member-Provider Connection Saves Life



An Iowa Total Care member had multiple untreated health issues, but no providers.

The member's conditions included high blood pressure, arthritis, COPD, anxiety, vision impairment, and yet-to-be-diagnosed cancer.

When the member asked an Iowa Total Care case manager to arrange a connection with a physician, one thing led to another. Now, the member is being treated by a team of healthcare specialists, including physician, therapist, psychiatrist, optometrist, and surgeon.

Because the team of providers treated the whole person with kindness, dignity and respect, stage 2 kidney cancer was discovered in time to operate. The kidney was removed, and the member's prognosis looks good.

This member continuously expresses gratitude to the case manager and the Iowa Total Care healthcare team for their support and intervention. Getting the total care of needed attention, medications, treatments, and early cancer diagnosis was – in the member's words – “life-saving.”

Life-saving. That's why we do what we do.



Giving back to the community, one stitch at a time.

Iowa Total Care staff knitted and crocheted 257 baby hats and donated them to the Broadlawns Medical Center Birthing Center in Des Moines. Every new baby receives a new hat!



Green to Go Event – Donating 1,000 bags of fresh produce to the community.

On March 25, Iowa Total Care hosted “Green to Go”, a free community health fair supported by 23 community partners who shared community and health resources. Fresh, free produce was given to 500 households and an additional 500 bags of produce was distributed to local food pantries and organizations.



Team Volunteering

On February 7, a team of Iowa Total Care waiver case managers in the Greater Des Moines area volunteered at Meals from the Heartland. The team volunteered for a two-hour shift and was able to package approximately 3,000 meals!

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

Access your healthcare information, claims, ID cards and more online. Go to 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 Iowa Total Care 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 determinants 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
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