



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!

November/December
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!](#)

NEW: Mental Health and Suicide Awareness Webpage

At Iowa Total Care we work to ensure members have all the resources they need, wherever they may be. New to the Iowa Total Care website is our Mental Health and Suicide Awareness webpage. For many, mental health can be hard to discuss. It can be challenging to know where to begin seeking help.

Our new webpage highlights resources within and outside of Iowa Total Care. Visit [iowatotalcare.com/suicide-awareness-education](https://www.iowatotalcare.com/suicide-awareness-education) today to learn more about:

- Behavioral health and mental health programs.
- Iowa Total Care resources.
- External resources.

Earn My Health Pays® Rewards and use them at Hy-Vee!

Iowa Total Care members can now use their **My Health Pays** at Hy-Vee. Now use them to shop for everyday items at your local Hy-Vee stores!

- Hy-Vee Grocery Stores.
- Hy-Vee HealthMarket Rx.
- Dollar Fresh Markets.



Learn more to earn more. Visit [iowatotalcare.com/MyHealthPays](https://www.iowatotalcare.com/MyHealthPays).

Des Moines Area Community College (DMACC) Scholarship Program



Iowa Total Care and DMACC have partnered to create a joint scholarship program for the Direct Support Professional Developmental Disabilities certification.

There are currently 28 individuals enrolled:

- 17 employees from 8 providers.
- 10 Iowa Total Care members.
- One Molina member.

This program continues Iowa Total Care's commitment to workforce development and joint partnership with DMACC.

Iowa Total Care is now a 4-star NCQA plan.



Iowa Total Care was recently named a 4-star NCQA health plan. The overall rating is the weighted average of a plan's HEDIS® and CAHPS® measure ratings.

This award is thanks to Iowa Total Care's staff and our commitment to transforming the health of our community, one person at a time.



Recipe of the Month:

Pineapple & Bean Quesadilla *(serves 6)*



INGREDIENTS

- ½ cup canned chunk pineapple, drained
- 2 10-inch whole-wheat flour tortillas
- 1 cup shredded reduced-fat Monterey Jack cheese
- 1 16-ounce can black beans, drained
- Salsa, for serving
- Nonstick cooking spray

INSTRUCTIONS

1. Chop pineapple into bite-sized pieces. Spray a large skillet with cooking spray. Over medium heat, lightly char the pineapple. Set aside.
2. Recoat the skillet with cooking spray. Place one tortilla in the skillet. Cook over medium-high heat until air bubbles begin to form. Spread half of the cheese evenly over the tortilla, covering it to the edges.
3. Top the cheese with half of the charred pineapple and half of the drained black beans. Cook until cheese starts to melt, then fold the tortilla in half. Flip folded tortilla over and cook until lightly toasted and the cheese is completely melted, about 1 to 2 minutes.
4. Transfer quesadilla to a cutting board. Repeat steps 2 and 3 with the second tortilla and remaining cheese and beans.
5. Cut each quesadilla into 3 wedges. Serve hot with a side of salsa.

To learn more, visit [IowaTotalCare.com](https://www.iowatotalcare.com).



Quick Links



Community Resources

Visit [iowatotalcare.findhelp.com](https://www.iowatotalcare.com/findhelp.com) to find programs and services for food, shelter, healthcare, work, financial assistance and more.



Get Paid for Your Opinion!

Any member can join the Stakeholder Advisory Board. They will receive **\$25** for joining the first meeting in 2024. Visit [iowatotalcare.com](https://www.iowatotalcare.com) for more info.

Getting Back to Mental Health Care

When an Iowa Total Care member suffered mental health symptoms severe enough to be in an emergency room (ER), Iowa Total Care followed up with an assessment. The case manager discovered the member had been in foster care without psychiatric services and medications for three years. The situation called for immediate action. In less than a week, the member was reconnected with the psychiatrist last seen, someone whom the member was comfortable with. The member was prescribed behavioral health medication. This member's swift-acting Iowa Total Care case manager was the conduit to mental health care. Additional Iowa Total Care services were explained and welcomed by the member.



Iowa Total Care partnered with **SuitUp** to challenge students with a real-life corporate issue. SuitUp's vision is to align the incentives of schools and corporations to ensure that all students have the access and awareness to pursue the college and career of their choosing. During the event 26 students had the opportunity to create and pitch a healthcare app targeted towards teens. The app was pitched to a panel of Iowa Total Care staff. The students were challenged to think and act like CEOs and work together as a team to present their app to a panel.



National Alliance of Mental Illness (NAMI) Walk – September 2023

Iowa Total Care was proud to be a presenting sponsor for the 2023 NAMI walk. NAMI is an alliance of more than 600 local affiliates who work in different communities to raise awareness and provide support and education that was not previously available to those in need. During this event, Iowa Total Care was also the largest walk group with over 160 Iowa Total Care participants!

Green to Go – Giving Back to Four Communities in Iowa



In 2023, Iowa Total Care gave out free fresh produce to four different communities in Iowa. During the Green to Go events, Iowa Total Care was able to serve the communities of Des Moines, Cedar Rapids, Sioux City, and Corning.

We were able to:

- Give out a total of 44,540 pieces of fresh, free produce including peppers, potatoes, bananas, apples, and pears.
- Serve 2,000+ attendees.
- And work with 50+ community partners.

Iowa Total Care will continue our Green to Go outreach in 2024 to continue promoting healthy living through healthy eating.



Community Email Blast

Are you not receiving Linda White's community email blast? Don't miss out on great Iowa Total Care updates. Subscribe today by emailing Linda White at linda.n.white@iowatotalcare.com.

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. 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 or
ITC_Resource_Referral@IowaTotalCare.com.



Health Equity Specialists



Olga Ayala



Kay Tannatt

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

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