



# 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!

September 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!](#)

### National Suicide Prevention Week

National Suicide Prevention Week is in September. There is no limit for the date or time that those at risk need assistance.

Iowans who contact 988 will be directly connected to trained crisis counselors who provide crisis de-escalation and connect individuals to the services and supports they need, when they need it. All Iowa Total Care ID cards include the 988 number on the back for your reference.



To learn more about this mental health crisis lifeline, visit [988lifeline.org](https://988lifeline.org).

### ISU Extension and Outreach Programs Receive \$25,000 from Iowa Total Care

Growing Together Iowa and the Iowa Master Gardener Program, two Iowa State University (ISU) Extension and Outreach complementary projects, have received \$25,000 from Iowa Total Care, a wholly-owned subsidiary of Centene Corporation, committed to helping people lead healthier lives. The donation from Iowa Total Care will help to support training scholarships and a state-wide community garden initiative that provides fresh produce to local food pantries.

The Iowa Master Gardener Program equips community members to use research-based horticulture and gardening practices to educate people and coordinate projects that promote healthy communities. Growing Together Iowa brings together food pantries and Master Gardener volunteers to create custom gardens. The fruit and vegetables grown and harvested from these gardens are then donated to local food pantries. Supplementary nutrition education materials, such as recipes, are distributed with the fresh produce at the pantries.

### Community Resources

Need help finding community resources? Visit [iowatotalcare.findhelp.com](https://iowatotalcare.findhelp.com) to find programs and services for food, shelter, healthcare, work, financial assistance and more. Or contact one of our Housing & Resources Specialists directly: [Housing\\_ITC@IowaTotalCare.com](mailto:Housing_ITC@IowaTotalCare.com) or [ITC\\_Resource\\_Referral@IowaTotalCare.com](mailto:ITC_Resource_Referral@IowaTotalCare.com).



# 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 started 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.



## Annual Well Visits

Fall season calls for cool weather and annual physicals! With the weather change it is an important reminder to us to get an annual physical and updated immunizations. Visit our [Annual Well Visits](https://www.iowatotalcare.com/annual-well-visits) webpage at [IowaTotalCare.com](https://www.iowatotalcare.com) to get resources and tips on how to prepare for a doctor's appointment.

Stay on track and get a flu shot as well during your annual well visit! Iowa Total Care members can earn up to \$30 in My Health Pays® rewards for getting an annual checkup AND getting their flu shot so don't miss out!

# A Healthy You



## Recipe of the Month:

### 20-Minute Pasta Salad

Did you know all of our video recipes are available in Spanish as well? Check out this month's [20-Minute Pasta Salad recipe in Spanish](#).



## Quick Links



### Free 24/7 Nurse Advice Line

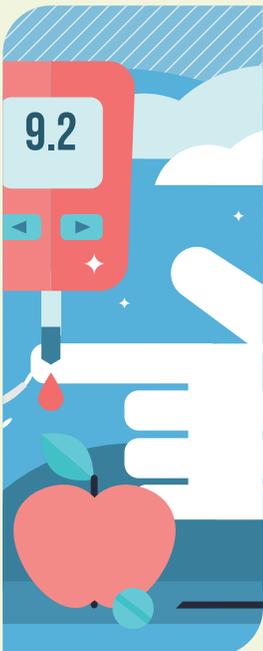
Medical experts can answer your health questions and help set up doctor visits. Use this option if you need help caring for a sick child or to know if you should see your PCP. Call our 24/7 Nurse Advice Line: **1-833-404-1061 (TTY: 711)**.



### Stakeholder Advisory Board

Get paid for your opinion! Iowa Total Care members, you can join our Stakeholder Advisory Board and receive \$25 for joining the next board meeting – where your opinion counts! Visit [iowatotalcare.com](http://iowatotalcare.com) for more information.

## Member Story - Iowa Total Care Turns Needs into Solutions



Hospitalization for unmanaged diabetes led to a suite of solutions for one member's many untreated healthcare needs. Diagnosis revealed nearly a medical textbook of health issues.

The member's heart, lungs, joints, spine, liver, and eyesight were at risk. To treat these concerns, the member would need increased Medicaid benefits. This is where Iowa Total Care came to the rescue, turning needs into solutions.

The Iowa Total Care case manager provided support for treatment of the member's diabetes by arranging for and attending appointments with a dietician. The case manager kept the member on track with follow-up checks on diet and blood sugar readings.

The case manager sent Medically Exempt paperwork to the member's provider for completion to obtain additional Medicaid benefits. As a result, the member qualified for needed medical benefits, eyeglasses coverage, food stamps, and other financial assistance.

The members medical conditions are under control now, and Iowa Total Care has a healthier and very grateful member.



# GREEN TO GO



## Green to Go Event September 19 – Corning, IA

On September 19, Iowa Total Care gave out free fresh produce as part of the final Green to Go event in Corning, Iowa. Partnering with the Taylor County Health Center, Iowa Total Care was able to promote our initiative of healthy living by giving fresh produce to over 160 attendees at the event.

Iowa Total Care was able to serve four communities this year and will continue our Green to Go outreach in 2024.



## Back to School Bash August 20 – Des Moines

Iowa Total Care was proud to partner with Back-to-School Iowa for the annual Back 2 School Bash to help provide back to school supplies and support education. It was a great way for us to share our mission and to lend a helping hand by volunteering. Held at the John R. Grubb YMCA, the event had enough school supplies for approximately 1,000 students.



## Hygiene Drive

Iowa Total Care celebrated our 4<sup>th</sup> anniversary! As part of celebration, we held our Iowa Total Care hygiene drive. Our staff donated over 740 hygiene items for Anawim Housing and Central Iowa Shelter & Services. We love to be able to give back to our communities!



## 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](mailto: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](http://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 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](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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