



iowa total care™



Stakeholder Advisory Board

March 2, 2022

Why we're in business

OUR PURPOSE

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

What we do

OUR MISSION

Better health outcomes at lower costs

What we represent

OUR PILLARS



Focus on the Individual



Whole Health



Active Local Involvement

What drives our activity

OUR BELIEFS

We believe healthier individuals create more vibrant families and communities.

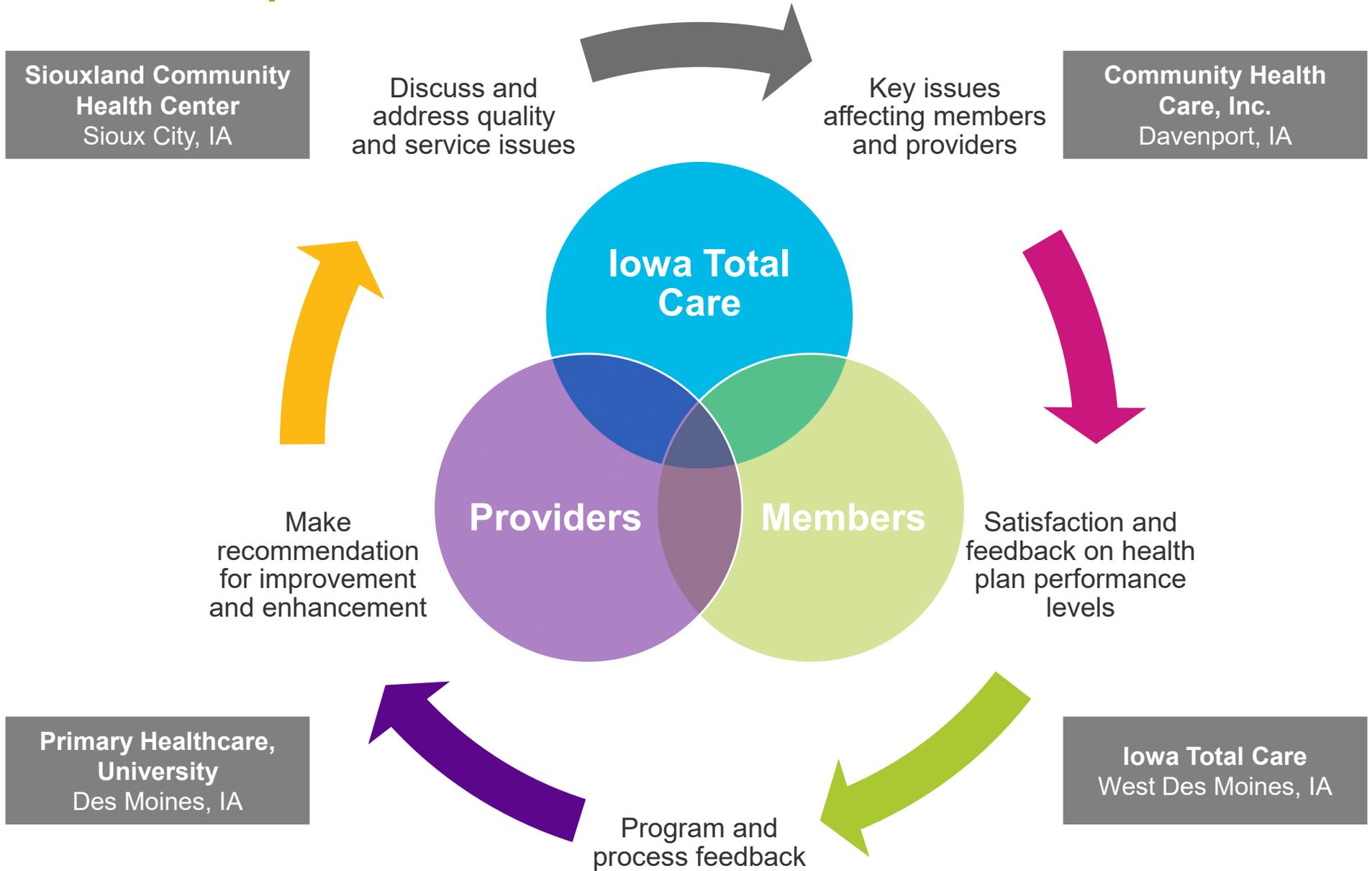
We believe treating people with kindness, respect and dignity empowers healthy decisions.

We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well.

We believe in treating the whole person, not just the physical body.

We believe local partnerships enable meaningful, accessible healthcare.

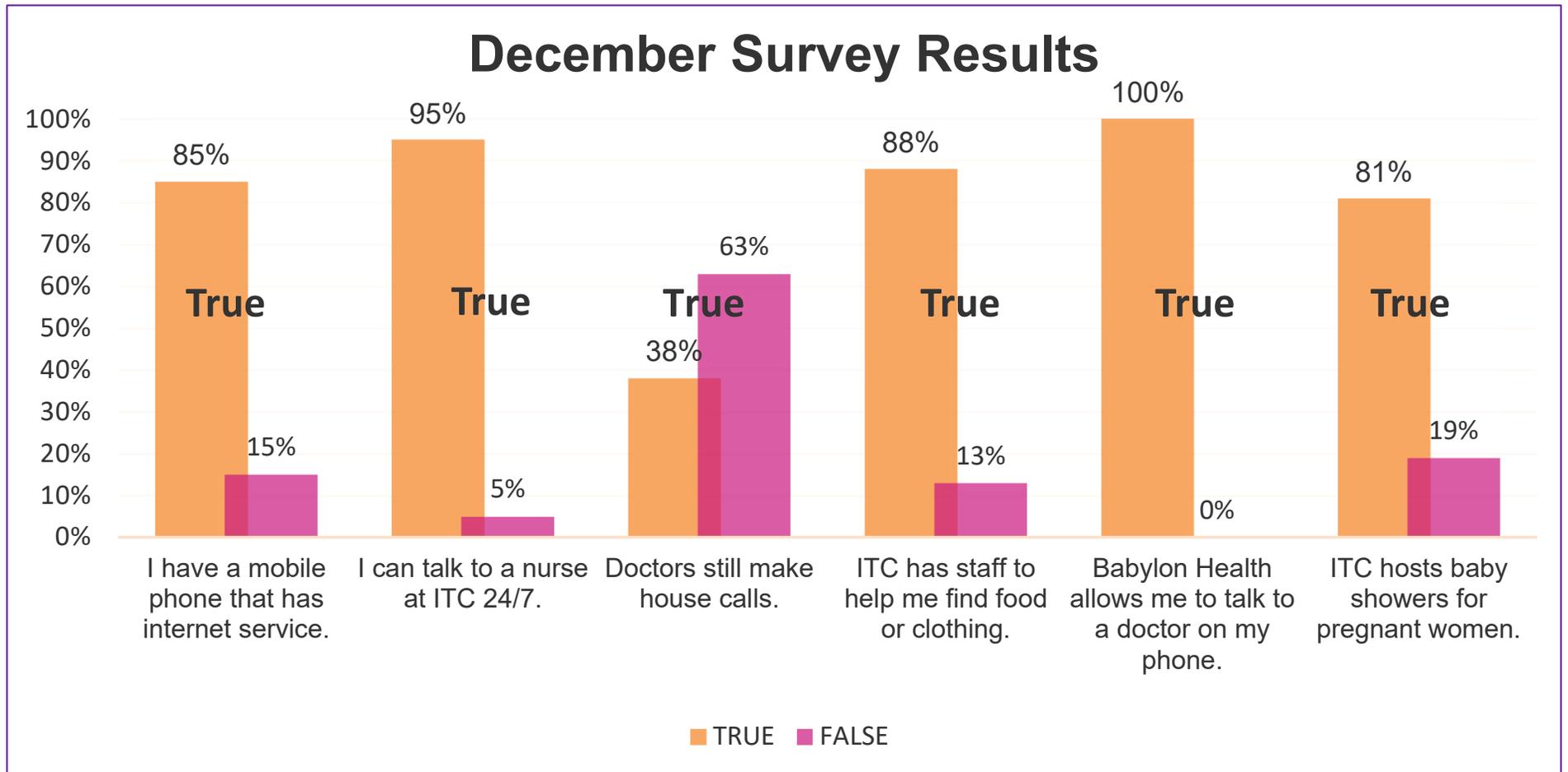
SAB Purpose



Agenda

- Welcome – Introductions / Survey Question
- Follow-Up Items
- 2022 ITC on the Go
- ITC Service Spotlight – Healthy Celebration Days; CAHPS Survey
- Survey Questions
- ITC Focus:
 - Smoking Quit line
 - Health Screening (Adult, Child)
 - COVID-19; Pharmacy Update
- What We Do – Message from the CEO
- Open Discussion
- Closing and Future Meetings

Follow-Up Items



ITC on the Go



Newsletters – Keeping YOU Informed

- Monthly In the Community Newsletter
- Quarterly Provider Watch
- Quarterly Member Newsletter



ITC on the Go



You've got mail! Sign up today:



In the Community

<https://bit.ly/3J82q9T>



Provider Watch

<https://bit.ly/34yZFPE>



Doc's Kids Club

<https://bit.ly/3AWKRGX>

ITC Services Spotlight

Healthy Celebration Days

Iowa Total Care partners with providers across the state to ensure that our members receive needed preventive health check-ups.

- Identify members who have missed certain preventive care visits
 - Assist with arranging rides, interpreters or other services as needed

2021 Healthy Celebration Days

- **River Hills Community Health Center, Ottumwa**
 - Child Focused
 - Face Painting
 - Giveaways
- **People's Community Health Clinic, Waterloo**
 - Big Ten Event
 - Prize Giveaways
 - Vendor Booths
 - Family Fun

2022 Healthy Celebration Days

- Planning has begun
- What is happening in your community?

Consumer Assessment of Health Providers and Systems (CAHPS®)

CAHPS Survey

- Once-a-year survey during spring
 - Rating of healthcare providers and health plan
- Chance to give feedback on the services provided by Iowa Total Care
- Group of randomly selected ITC members will receive survey in the mail
- Your feedback is valuable

Provider Tools

- CAHPS corner resources on ITC website

Survey Questions

ITC Focus: Smoking Cessation Program

Science Transforming Life



**Iowa Total Care
Stakeholder Advisory Board Meeting
March 2, 2022**



For 122 years, National Jewish Health has been at the forefront of research and medicine. We integrate the latest scientific discoveries with coordinated care. Our focus is on lung, heart and immune diseases.

We are consistently ranked the #1 or #2 hospital for respiratory care in the nation by *U.S. News and World Report*.

- **Enroll in the Standard 5-call Program:**
 - 5 coaching calls

- **Pregnancy/Postpartum Program (PPP):**
 - 5 coaching calls during pregnancy
 - 4 coaching calls postpartum

- **Nicotine Replacement Therapy (NRT) Options:**
 - Eligibility: 18 years of age or older
 - Mailed directly to the participant
 - Patches: 4-week supply;
 - Gum: 4-week supply; or
 - Lozenges: 4-week supply

- Participants can enroll by calling
 - 1-800-QUIT-NOW; or
 - 1-855-DEJELO YA

- Providers can refer a participant via fax or web referral
 - Within 24 hours, the Quitline will call the participant
 - If no answer, will leave a message and attempt to call 5 more times across 10 days

- Open Monday through Sunday 24 hours a day, all languages
 - Closed on Thanksgiving and Christmas, early closure on some additional holidays

Program Eligibility:

- Must be 13 years of age or older
- Confirms that the participant is an Iowa Total Care health plan member
- If pregnant, discusses enrolling in the Pregnancy/Postpartum Program

Nicotine Replacement Therapy (NRT) Eligibility:

- Must be 18 years of age or older



My Quit Journey 8-page booklet

- Welcome letter
- 3 handouts:
 - Secondhand Smoke
 - Vaping
 - Stress

- Coaches will talk to you with welcoming, warm, supportive and non-judgmental communication
- On each call, will assess your readiness for change:
 - Importance of Quitting on a scale of 1 to 10
 - Confidence to Quit on a scale of 1 to 10
 - Current tobacco use
- Give you guidance and support for overcoming challenges, managing stress, handling slips, and rewarding yourself as you hit milestones
- Discuss and recommend most appropriate NRT and submit an order that you will receive in the mail
- Schedule your next call

Questions?

ITC Focus: EPSDT



Early Period Screening Diagnosis Treatment

Definition

In Iowa, the EPSDT program is called Care for Kids and is free to children enrolled in Medicaid.

Focus

To assure that eligible children ages birth through 20 years get preventive healthcare services, including oral healthcare.

Early Period Screening Diagnosis Treatment

Member EPSDT Wellness Visits

What services are provided?

Initial and periodic health check-ups including, but not limited to, the following:

- medical history
- physical examination
- dental screening
- hearing and vision screening
- immunizations
- laboratory tests, including blood
- lead testing
- growth and developmental assessment
- referral for further diagnostic and treatment services, if needed

When should my child get an EPSDT exam?

Children should go regularly, even when they are *feeling well*.

Babies grow fast and need a lot of EPSDT exams. They need exams at:

- 1 month, 2 months, 4 months, 6 months, 9 months, 12 months

Toddlers need exams at:

- 15 months, 18 months, 24 months, 30 months

After 30 months, children need an EPSDT *Care for Kids* exam annually, starting at age 3 up to age 21.

Additional exams are also covered based upon a child's needs.

Early Period Screening Diagnosis Treatment Provider Training/Education

Informative EPSDT Websites

- Care for Kids: <https://idph.iowa.gov/epsdt>
- Iowa Total Care: <https://www.iowatotalcare.com/providers/resources/forms-resources.html>

Resources/Handouts

- EPSDT Toolkit
- EPSDT Quick Reference Guide (with Periodicity Schedule)
- EPSDT PowerPoint
- All available on ITC website:
<https://www.iowatotalcare.com/providers/resources/forms-resources.html>

Annual wellness is every year (one time during the calendar year)
No need to wait 365 days plus 1



Adult Well Visits

Your health is important and Iowa Total Care wants to help you get the most out of your visit to your primary care provider (PCP). Preventative care visits are covered by Iowa Total Care. This means visiting your doctor for a regular check-up, rather than waiting until you are sick.

Iowa Total Care covers an annual physical for adults:

- One time during the calendar year – no need to wait 365 + 1 days



Regular screening tests and check-ups are good ways to take control of your health.

Screenings that your doctor could recommend include:

- Cholesterol
- Blood pressure
- Diabetes
- Colorectal cancer
 - Members should have their first exam at age 50
- Women’s health screenings:
 - Mammogram
 - Pap test

Office Visit Worksheet Iowa Total Care | ia health link | Hawki

COMPLETE THIS SECTION BEFORE YOUR APPOINTMENT
If you need more room, use a separate piece of paper and bring it with you.

List all medications you are currently taking, including over-the-counter medications and supplements.

I am currently taking these medications/supplements:	Dose:	Time of day taken:

I have these questions/concerns: _____

Have there been any changes in your family since your last visit?
 Move Job change Marital status (marriage, separation or divorce)
 Death in the family Other (describe): _____

FILL THIS OUT DURING YOUR APPOINTMENT
Topics to discuss with your doctor:

Everyone: Ask about where to get a flu shot in the fall.
Find out about any tests or screenings for blood sugar and cholesterol.
Tell the doctor if you have trouble sleeping or if you feel dazed.
Let the doctor know if you are experiencing any side effects from medications you are currently taking.

Smokers: Consider talking about quitting and programs available.

Women: Ask about a well-woman exam, family planning and breast cancer screening.

Men: Ask about a prostate exam and family planning.

Prescriptions from your doctor:

Drug: _____ Dose: _____
 Is there a generic alternative? _____
 Instructions: _____

Referrals from your doctor:

Lab: _____ Specialist: _____
 Imaging: _____

Notes from your doctor visit: _____

FOLLOW UP AFTER YOUR APPOINTMENT

Next appointment to: _____ Next annual wellness visit to: _____
 Call back on this date for test results: _____
 Pick up these prescriptions: _____

1-800-404-1041 | TTY: 711 IowaTotalCare.com

Iowa Total Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. | Iowa Total Care cumple con las leyes federales de derechos civiles aplicables y no discrimina en base a la raza, el color, el país de origen, la edad, la discapacidad o el sexo.

<https://www.iowatotalcare.com/members/medicaid/health-wellness/annual-wellness-visits/adult-well-visit.html>



Choosing a Doctor

As an Iowa Total Care member, you can choose who you see for your healthcare needs from our network of doctors and providers.



View our online provider directory for a list of our providers.

- <https://www.iowatotalcare.com/members/medicaid/find-a-doctor.html>



If you need help choosing a doctor, call Member Services at

- 1-833-404-1061 (TTY: 711)



Earn My Health Pays[®] rewards when you complete healthy activities like a yearly wellness exam, annual screenings, tests or other ways to protect your health.

- <https://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html>



Adult Immunizations

Adults need vaccines too. Have you had your vaccines?

- ✓ Season flu (influenza)
- ✓ Tetanus, diphtheria, pertussis (Td, Tdap)

Members at a certain age or with a certain health condition may also need:

- ✓ HPV (human papillomavirus)
- ✓ MMR (measles, mumps, rubella)
- ✓ Zoster (shingles)
- ✓ Pneumococcal (pneumonia)
- ✓ Hepatitis A and Hepatitis B (liver disease)
- ✓ Meningococcal (meningitis)
- ✓ Varicella (chicken pox)

Where can you be vaccinated?

- ✓ At your doctor's office
- ✓ At public health departments
- ✓ At certain pharmacies



<https://www.iowatotalcare.com/members/medicaid/health-wellness/shots-immunizations/adult-shots-immunizations.html>



Health Screenings/Immunizations

Immunizations for Children:

- Federal Vaccines for Children program locations

Immunizations for Adults:

- At your primary care provider's office
- At your county public health department
- At certain pharmacies

COVID-19 Vaccination

Covid-19 is a virus. Viruses constantly change and sometimes result in a new strain of the virus.

- COVID-19 vaccination creates an antibody response without you having to experience sickness. This helps protect you.
- Getting vaccinated yourself may also protect people around you. Especially people at increased risk for severe illness from COVID-19.
- The **greatest risk** of spreading COVID-19 is among people who have not had the vaccine.
- COVID-19 vaccination is recommended for people who are pregnant, breastfeeding, trying to get pregnant now, or who might become pregnant.
- Getting a vaccine can help protect children ages 5 years and older from spreading COVID-19 to others.

COVID-19 Vaccination

The vaccine is safe. There are a number of common side effects which go away in a day or two, including:

- Sore arm
- Headache
- Chills
- Fever
- Nausea
- Tiredness



Serious safety problems are rare.

COVID-19 Vaccination Rates



Per the CDC as of 1/31/2022:

- 884,853 US deaths
- 8,501 in Iowa

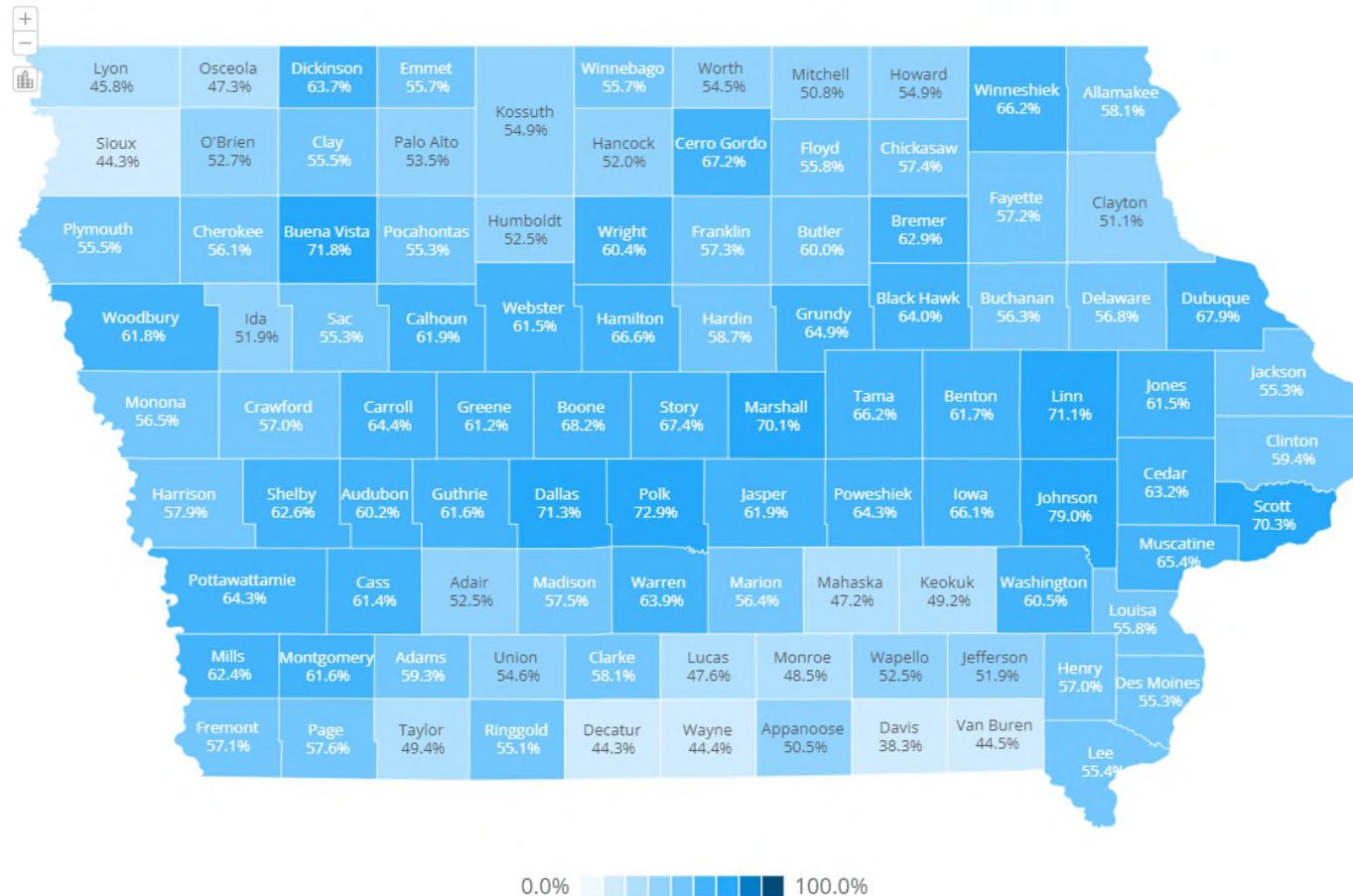
At least one dose of vaccine:

- U.S.: 75.3%
- Iowa: 66.4%
- Iowa Total Care: 33.6% (110,502)

Fully vaccinated:

- U.S.: 63.8%
- Iowa: 60.2%

% Total: At Least One Dose – CDC, Statewide: 66.7%



Important Ways to Slow the Spread of COVID-19



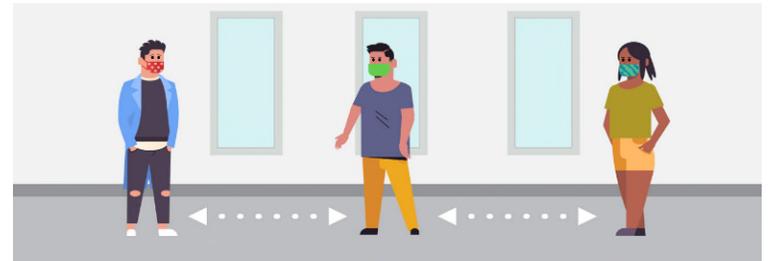
- Get a [COVID-19 vaccine](#) as soon as you can. [Find a vaccine](#).

- Wear [a mask that covers your nose and mouth](#) to help protect yourself and others.

- [Stay 6 feet apart from others](#) who don't live with you.

- Avoid [crowds and poorly ventilated](#) indoor spaces.

- [Test](#) to prevent spread to others.



- [Wash your hands often](#) with soap and water. Use hand sanitizer if soap and water aren't available.

What We Do

Message from the CEO

Accomplishments for 2021

- Membership at 331K vs budget of 326K
- Contract extension till 7/2025, won't be part of the current RFP process
- Quality measures for FUH/FUM on track
- 93% of employees vaccinated
- Value-based care agreements signed with providers
- Provider outreach for staffing support and COVID test kits
- Employee engagement survey 4/21 (92% vs Centene average of 86%), 10/21 (86% vs Centene average of 81%)
- Employee turnover: voluntary 13% (Centene average 16.9%), total 14.6% (Centene average 18.1%)
- Close claims CAPs / \$44M withhold restored
- Claims auto adjudication rate 95.7% (up from 87.9%)
- Met financial targets

Iowa Total Care 2022 Goals



Purpose:

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

Mission:

Better health outcomes at lower cost

To be an **INDUSTRY THOUGHT LEADER** and **PREFERRED PARTNER** in IOWA



ITC Culture	Innovation	Excellence	Results Oriented	Partnership	ITC Culture
	Invent the Future (Be a Health Plan thought leader)	Be Brilliant in the Basics (Get details right, every time, on-time)	Say Do Ratio of 1:1 (We do what we say we'll do)	200% Accountability (Of Self and Others; I've got your back!)	

100% of our focus should be on the ITC House or we're focused on the wrong things!

Open Discussion

Meeting Details

- Upcoming Meeting Dates:

<p style="text-align: center;">March 2, 2022</p> <ul style="list-style-type: none"> ITC Service Spotlight Healthy Celebration Days ITC ON THE GO: Update on Community Activities & Outreach Focus: <ul style="list-style-type: none"> Health Screenings: Adult & Child Immunizations Quitline Heart Disease: Blood Pressure Screening Weight Watchers What We Do: Message from CEO 	<p style="text-align: center;">June 1, 2022</p> <ul style="list-style-type: none"> ITC Service Spotlight: Start Smart for Your Baby ITC ON THE GO: Update on Community Activities & Outreach Focus: <ul style="list-style-type: none"> Pregnancy: PPC, Vitamins, Baby Blues Start Smart for Your Baby: Breast Pumps & Notice of Pregnancy Member Handbook: Rights & Responsibilities and Appeals & Grievances What We Do: Cultural Competency & Linguistics
<p style="text-align: center;">September 7, 2022</p> <ul style="list-style-type: none"> Agenda being finalized 	<p style="text-align: center;">December 7, 2022</p> <ul style="list-style-type: none"> Agenda being finalized

- Phone Number: **1-833-404-1061 (TTY: 711)**