1080 Jordan Creek Parkway
Suite 400 South
West Des Moines, IA 50266

Information About Your Healthy Rewards Program

Dear Member,

We want to let you know about some changes to the My Health Pays® (MHP) Healthy Rewards program.

Starting November 1, 2026, Healthy Rewards will use a new rewards card. These changes are intended to make the program easier to use.

What Does This Mean for Me?

You can still get rewards when you complete healthy activities through Iowa Total Care.

While some parts of the program are changing, you can continue to get and use rewards.

Iowa Total Care will send you more information about:

- Important dates
- Rewards card updates
- How to use your rewards
- Any steps you may need to take

Helpful Tips:

- Keep doing healthy activities that help you get rewards
- Watch your mail, email and text messages for updates
- Follow instructions about using your rewards before any deadlines
- Keep any rewards cards until you receive more information
- Follow any updates or instructions from Iowa Total Care

Common Questions

What Can I Buy with My Rewards?

You can use your rewards to buy items and services allowed by Iowa Total Care.

The new rewards card cannot be used to buy gas or fuel at this time. To learn more about activities that earn rewards, visit the Healthy Rewards webpage: iowatotalcare.com/rewards.

Iowa Total Care will share more information about what you can buy with your rewards and any program rules you need to know.

Do I Need to Do Anything Right Now?

Most members do not need to do anything right now.

Why Is the Rewards Program Changing?

These changes are being made to make the program easier to use.

When Do the Changes Start?

The changes are expected to start on November 1, 2026.

Can I Still Get Rewards?

Yes. You can still get rewards for healthy activities before and after the changes start.

Will I Get a New Rewards Card?

Members may get a new rewards card.

Who Do I Call if I Have Questions?

We are here to help. Call Member Services at the phone number on your member ID card if you have questions or need help.

Thank you for being an Iowa Medicaid member.

We appreciate the opportunity to support your health and well-being.

Sincerely,

Iowa Total Care