



Quarter 3 2023

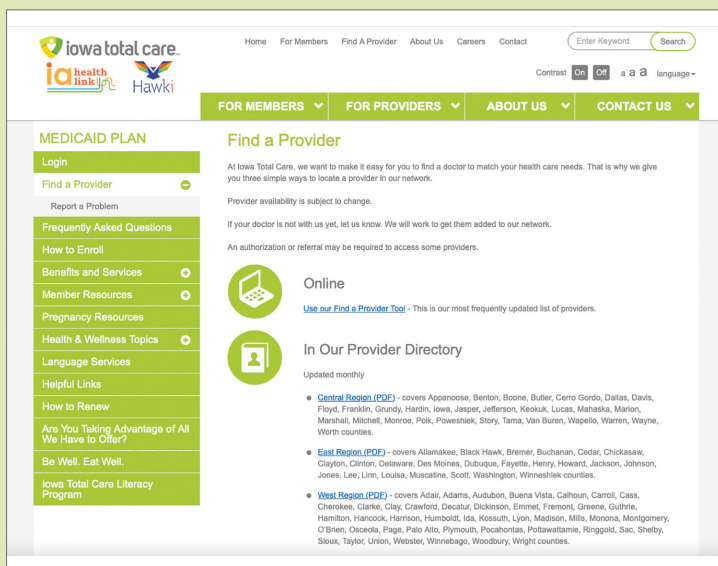
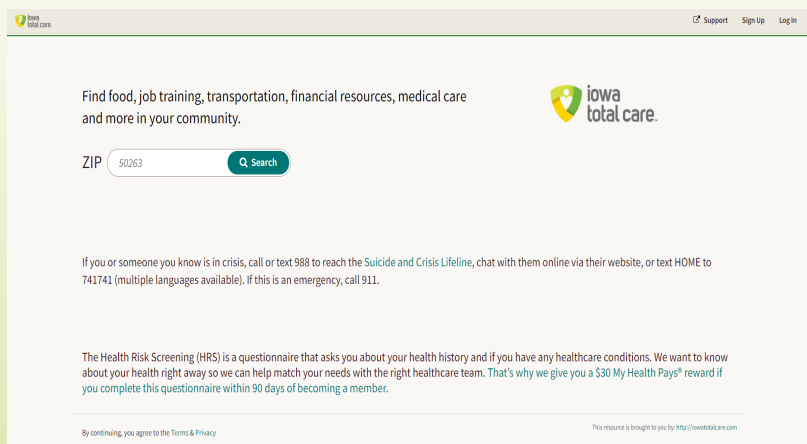
Find resources on the Iowa Total Care Website



When it comes to your health it shouldn't be a game of 20 questions. The Iowa Total Care website allows you to find information ranging from benefits to resources. You might be wondering where to even start. The easiest way is to start with the basics!

How do I find community resources?

Find community resources in your area! Visit iowatotalcare.findhelp.com to find programs and services for food, shelter, healthcare, work, financial assistance and more. You can contact one of our Housing & Resources Specialists directly:
Housing_ITC@IowaTotalCare.com or
ITC_Resource_Referral@IowaTotalCare.com



How do I find a provider?

Finding a doctor that meets your healthcare needs is only a click away with our find a provider tool! Enter in your address, city, county, or ZIP code to find providers in your area. Take it a step further with the organized categories to help find exactly what you're looking for. From medical facilities to pharmacy and medical supplies, this tool is customizable to what you're looking for.

Visit the [Find a Provider](#) page to get started.

Find resources... continued on page 2

The screenshot shows the Iowa Total Care website. At the top, there's a navigation bar with links: Home, For Members, Find A Provider, About Us, Careers, and Contact. A search bar is on the right. Below the navigation bar, there are tabs for FOR MEMBERS, FOR PROVIDERS, ABOUT US, and CONTACT US. The main content area is titled 'MEDICAID PLAN' and includes a sidebar with links like Login, Find a Provider, Frequently Asked Questions, and How to Enroll. The main section is 'Benefits Grid' which states: 'Iowa Total Care provides valuable programs and services so you and your family can stay healthy. You can view healthcare services that are covered by Iowa Health Link (Medicaid) below. Review the [Programs & Services Brochure \(PDF\)](#) for an overview. Refer to the [Member Handbook \(PDF\)](#) for a complete list of the benefits and services available to you. To learn about the Waiver Program, visit [Iowa Department of Human Services' website](#).' Below this is a table titled 'Preventive Services'.

SERVICES	IA HEALTH LINK	IA HEALTH & WELLNESS PLAN - IA WELLNESS PLAN	HAWKI
Affordable Care Act (ACA) Preventive Services	Covered	Covered	Covered
Routine Check-Ups	Covered	Covered, limitations may apply	Covered
Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)	Covered, up to age 21	Covered, up to age 21	Not Covered

What is covered by my insurance?

Did you know you can access a breakdown of your benefits on the Iowa Total Care website? The benefits grid shows programs and services available to you and your family and the services you are eligible for. Learn more today by visiting IowaTotalCare.com!

I'm always on the go, how I do get easy access to my information?

Having the mobile app and being registered on the Iowa Total Care member portal allows you:

- To manage your health benefits.
- Access to your member information.
- To check your My Health Pays® rewards balance.
- And so much more!

With resources at your fingertips you'll be able to take charge of your health whether it's at home or on the go. [Follow the steps here](#) to sign up today!

The infographic is divided into two main sections: 'Online Using a Computer or Tablet' and 'Using a Smartphone'. The computer section has six steps: 1. Go to Member.IowaTotalCare.com and select 'Create New Account'. 2. Enter your information (Email, Last Name, Language Preference, Password) and select 'Create Account'. 3. You should have an email asking you to 'Activate Your New Account'. Select the link. 4. Select 'Login to Register' to complete the registration process. 5. Enter your account email and password you created in Step 2. Select 'Log In'. 6. Enter your information. Your Member ID can be found on your ID card. Select 'Submit'. The smartphone section has three steps: 1. Download the Iowa Total Care app from the App Store or Google Play. Or scan the QR Code to download. 2. Enter your member portal username and password. Select 'Log In'. If you don't have a member portal account, follow steps 1-6 shown at the left. 3. You can now use the mobile app! The infographic also includes a 'Register Your Account' section with a form for Member ID, Member Date of Birth, and a checkbox for 'I am a caregiver for this member'.



Interpretation and Translation Needs

Understanding what is being said and what you are reading is important to your health.

Do you or someone you know need an interpreter? Do you need materials translated into another language other than English? If you answered yes to either of these questions you can receive guidance by:

- Reaching out to our team at C&L@IowaTotalCare.com.
- Contacting your **case manager**.
- Calling member services at **1-833-404-1031 (TTY: 711)**.
- Visit the [Iowa Total Care Language Services webpage](#) to get information on:
 - Completing an online interpreter request form.
 - Finding language services resources like our quick reference guide.



MEMBER STORY: Iowa Total Care makes Transitions Smooth



Mothers by definition are guardians. Never more so than when a child has a rare genetic disorder. A mother in that situation needed help from an organization that demonstrates a guardian's approach to accessible healthcare.

Unhappy with the services of her current case manager with a different company and having heard from Iowa Total Care members and her child's providers that Iowa Total Care excels at case management, she decided to transfer her son's care to Iowa Total Care. This mother contacted Iowa Total Care member services, requesting a transfer.

The mother wanted to make sure her child would be able to continue care with established specialists and current providers after switching to Iowa Total Care. She was assured, and membership enrollment transition went smoothly.

Mother and child were welcomed into the Iowa Total Care family of services without interruption of care. Now they are benefiting from better case management. That's what good guardians do. It's the Iowa Total Care way.



Pregnancy Resources

Do you know how to Start Smart for Your Baby®? Whether you already have children or if it's your first child, there can be an overwhelming number of resources to the point where you don't know where to start.

At Iowa Total Care, our Start Smart for Your Baby program is one stop shop for advice and resources. From your pregnancy journey to thriving with your baby at home, the program is designed to be customizable to the support and care that you need.

If you're pregnant, it's especially important to see a doctor in the first 12 weeks. Pregnant Iowa Total Care members may receive up to \$60 in **My Health Pays® rewards** when they see their doctor and complete a Notification of Pregnancy form in the first trimester. Learn more on our [Pregnancy Resources 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.

You need to take action to keep or change your healthcare plans.

If coverage is needed, here are options to help:

- Was your coverage ended by mistake?
 - Contact the state agency to reapply for Medicaid or CHIP.
- Has your employment changed?
 - Check if health coverage is available through your employer.

For more information on Marketplace coverage, visit [Healthcare.gov](https://www.healthcare.gov) or call the Marketplace Call Center: **1-800-318-2596 (TTY: 1-855-889-4325)**.



Other Resources



My Health Pays®

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

[Log in to your member account](#) to check your current My Health Pays rewards balance.



Community Resources

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



Transportation

You may be eligible for a no-cost ride to your non-emergency doctor visits, even a monthly bus pass. To schedule a ride contact Access2Care: **877-271-4819**.



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 provider. Call our 24/7 Nurse Advice Line: **1-833-404-1061 (TTY: 711)**.



Giving Back to the Community



Green to Go Event August 8, 2023 Sioux City, IA

On August 8, Iowa Total Care gave out free fresh produce as part of the third “Green to Go” event in Sioux City, Iowa. Partnering with the Siouxland Community Health Center for their Rock the Center event, Iowa Total Care was able to promote our initiative of healthy living through healthy eating.



Back to School Bash August 20, 2023 Des Moines, IA

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 4th anniversary! As part of celebration, we held our 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!

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!



Food Resources

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

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



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!



Check Out Other Iowa Total Care Newsletters

Learn more about Iowa Total Care, find free tips for healthy living, and more.

[Community Outreach Newsletter](#)

[Doc's Kids Club Newsletter](#)

[Teen Tips Newsletter](#)



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