

WE DECIDE
WHICH PLAN IS
RIGHT FOR US.



iowa total care™



Hawki



We choose
Iowa Total Care.



LOOK INSIDE TO FIND OUT WHY.



Programs



Services



Online Support
& Information

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Get the information and tools you need.



Sign up for an online member account.



Download our mobile app.



my health pays[®]

Get rewards for focusing on your health.

You can earn dollars by completing healthy activities, such as a yearly wellness exam or annual screenings. Once you complete a qualifying healthy activity and we have processed the claim, reward dollars⁺ are added to a VISA card* and mailed to you.

To see a list of the activities and their value amounts, visit the Rewards Program section under the Benefits and Services heading on IowaTotalCare.com.



*Card may not be used to buy alcohol, tobacco, or firearm products.

Questions?
Call
1-833-404-1061
(TTY 711).

⁺ For questions about rewards impacting Medicaid eligibility or client participation, please contact your Medicaid Income Maintenance Worker.



Free Smartphone from SafeLink Wireless

Iowa Total Care is proud to be working with

SafeLink Wireless. This program is offered at no cost to you.

Members who qualify get a free smartphone and up to 350 minutes per month. Unlimited texting is included too. To apply for this program, visit **safelink.com** and use promo code IATOTALCARE or call **1-877-631-2550**.



Start Smart for Your Baby[®]

This award-winning program helps pregnant women and moms who just had a baby. It gives you and your baby education and support needed to stay healthy. You can also receive a free breast pump, and pregnancy members with certain health conditions can get a free blood pressure monitor.

Complete a Notification of Pregnancy form within your first trimester. **You can earn up to \$50 in rewards through My Health Pays[®].** The form can be downloaded from **IowaTotalCare.com**.





Care Management Program

Care managers work with members, over the phone, to help find the right services, get health education and find community resources. All in an effort to improve your health and well-being.



24/7 Nurse Advice Line

This free service is available 24 hours a day, every day. Staffed with registered nurses who have spent lots of time caring for people, they are now ready and eager to help you. Assistance in English and Spanish is available. If you speak a different language, you can ask for an interpreter. To access the 24/7 Nurse Advice Line, call Iowa Total Care at **1-833-404-1061** (TTY: 711), **then press 2 for member services, then 7.**





Mobile App

Iowa Total Care offers a mobile app. It allows you to get the information and tools you need right on your phone. You can find providers and complete health screenings using the app.



Quit Smoking/ Program (Quitline)

Iowa Total Care offers Quitline. It's a program to help people reduce or stop using tobacco products. A coach helps create a plan to help you quit. You also have access to valuable information and tools. Call **1-800-QUIT-NOW (1-800-784-8669)** to speak with a quit tobacco specialist.



In-Home Diabetic Testing Kit

Iowa Total Care has partnered with Visiting Physicians Association (VPA) to provide in-home Diabetes Health Screening Kits to eligible members. Members 18 and older with a diagnosis of diabetes may request a kit, and complete it right in the comfort and privacy of their home. Results will be sent to the member and their doctor. Members who complete the test can earn \$15 in rewards through My Health Pays®.

To request a test kit, call Iowa Total Care Member Services at 1-833-404-1061 (TTY: 711).



Educational Program

Doc's Kids Club is a free educational program for kids age 10 and under. It's available to both Iowa Total Care members and the community at large. Kids who sign up will receive a welcome kit with a book, sticker and ID card. Visit IowaTotalCare.com and find the link to sign up for Doc's Kids Club under the Member Resources section.





Stakeholder Advisory Board

You can help Iowa Total Care improve the way its health plan works. Through the Stakeholder Advisory Board, members have a chance to share thoughts and ideas with us. This Board meets four times a year. You can join in-person, by phone, or by computer/internet. Each time you join, you can earn \$25 in rewards through My Health Pays[®]. Just call Member Services at **1-833-404-1061** (TTY: 711).





Case Management Services

Case Managers provide support to Home and Community-Based waiver members. They help members by linking them to local services that support their needs. The goal is to get members to live safely in their own community.



Transportation Services*

Don't have a way to get to your healthcare appointment?

As an Iowa Total Care member, you can get rides to non-emergency medical appointments at no cost.

Or, ask us about the mileage reimbursement program in advance of your appointment. Just call Iowa Total Care at **1-833-404-1061** (TTY: 711), **then press 2 for member services, then 1 for transportation.**



Language Access Services

If English is not your first language, you can get an interpreter. You have access to interpreters over the phone or face-to-face. You can get interpreters for American sign language, too. Just call Iowa Total Care at **1-833-404-1061** (TTY: 711) for help.

****Restrictions apply. Call Member Services for details.***



Wellness & Emotional Support with myStrength

Need to manage stress, improve your mood or sleep better? This online support group has resources to help you build strong mental health. You have access to tools to create real and lasting changes. To begin your journey, go to **IowaTotalCare.com** and find the link to myStrength under the Health & Wellness section.



Krames Online

We believe your well-being is above all else, and realize questions can slip your mind when speaking with your doctor. Krames Online lets you search for answers 24 hours a day. You have access to more than health and medication topics. Find answers to most questions—both big and small. Just log on to **IowaTotalCare.com** and find Krames Online under the Health & Wellness section.



Support for Healthy Living

LiveHealthier powered by Envolve People Care is an online site to help you live your healthiest life. Learn about living with chronic illnesses like asthma and diabetes. There is also information to help you eat healthy, find exercises you'd enjoy, and more. Just log on to **IowaTotalCare.com** and find the link to online lessons and tools under the Health & Wellness section.



Video Appointments with a Doctor

We have partnered with Babylon Health to give 24/7 access to medical care at no cost to Iowa Total Care members. Talk with a doctor about non-emergency issues. Get medical advice and referrals too. To get started, download Babylon Health from the App Store or Google Play. Then enter your personal information and the code ITC. Once you complete these steps you will be ready to make an appointment. Or call Babylon Health directly at **1-800-475-6168** (TTY: 711).



Health Books

Do you want to learn more about your health? Our Health Books library has the answers you need! These online books offer information and provide advice for adults, teens and children. Just log on to **IowaTotalCare.com** and find Health Books under the Health & Wellness section.



Online Member Account

Members can easily create and access their secure online member account. All that's needed to register and log in to your account is the last four digits of your social security number and date of birth, or your member ID number located on your card. Once logged in, you can view your claims, change your doctor, and more. You can even view, download and print a digital copy of your ID card.*

To create an account, go to **IowaTotalCare.com** and select login from the member home page.

**Be sure to talk with your doctor to make sure they accept digital ID cards.*





Resources



Search On Your Own Using FindHelp.org

FindHelp.org (powered by Aunt Bertha) is an online tool that connects people in need to the programs that serve them.

You can search for places that can help with food, housing, transportation, jobs and more! To find resources near you, just log on to **IowaTotalCare.com**. FindHelp.org is listed as Aunt Bertha under the Helpful Links section. Then enter your ZIP code to find help near you.



LET US HELP YOU FIND RESOURCES.

- **Member Connections Team** helps members get the most from their health plan's services.
- **Transition Coordinators** help members move through different levels of care.
- **Resource Specialists** help members in needs of general resources, like:
 - Where to get free or low-cost food
 - Help to pay for utilities
 - Waiver waitlist help
- **Employment & Support Specialists** assist members on Intellectual Disability Waivers, Brain Injury Waivers, and Habilitation Services find employment in the community and be more independent.
- **Housing Specialists** assist members in navigating potential housing barriers and crises due to homelessness or other social barriers.

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.

Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call 1-833-404-1061 (TTY: 711). | Usted tiene a su disposición, sin costo alguno, servicios de asistencia de idiomas, ayudas y servicios auxiliares, material impreso en letra más grande, traducción oral y otros formatos alternativos. Para obtener esto, llame al 1-833-404-1061 (TTY: 711). | 可以免费为您提供语言协助服务、辅助用具和服务以及其他格式。如需获得这些服务，请致电 1-833-404-1061 (TTY: 711).

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