

# WHOLE you

April 2021

## COVID-19 Vaccine Resources

Looking for places to get your COVID-19 vaccine? Search online resources through [COVID-19 in Iowa](#). For answers to general questions about the vaccine, visit the [Iowa Department of Public Health's site](#). We all have a role to play in keeping our community safe and stopping the spread of COVID-19. Wear a face mask, even in hospital and clinical settings. After you get the vaccine, continue to practice social distancing and wear a mask when out in public.

For questions or concerns, call 1-833-404-1061 (TTY: 711) Monday – Friday from 7:30 a.m. to 6:00 p.m.

### Upcoming Prescription (Rx) Number Change on Your ID Card



Iowa Total Care will be making changes to the Rx reference numbers on your member ID card. The pharmacy will need to use the new numbers on your card starting **July 1, 2021**. You will receive a new member ID before then. **Be sure to take your new ID card to the pharmacy when you fill prescriptions.**



Remember, you can search for pharmacies on our website by using the Find a Provider tool. Go to [iowaTotalCare.com](https://www.iowatotalcare.com) and click on "Find a Provider." You can also go directly to the tool by typing [findaprovider.iowatotalcare.com](https://findaprovider.iowatotalcare.com).

*Reminder: your pharmacy benefits apply only in Iowa.*

### Doc's Kids Club: Where Kids Become Super Readers!



Kids 10 and under can join Doc's Kids Club! It's a free educational program for kids. It teaches kids all about smarter, healthier living, and it's open to any child age 10 and under — not just ITC members.

Visit [iowaTotalCare.com/DocsKidsClub](https://www.iowaTotalCare.com/DocsKidsClub) to sign up. New club members get a free kids activity book, ID card and sticker. Join today!

## The Doctor is in 24/7\*



Get 24/7\* access to medical care at no added cost.

1. Download the **Babylon Health** app.
2. Use code **ITC** to register.

Skip the waiting room and schedule a virtual visit today! Find Babylon Health in the [App Store](#) or [Google Play](#).

Visit [iowaTotalCare.com](https://iowaTotalCare.com) or call 1-833-404-1061 (TTY: 711) for questions.

\*Behavioral health services are available Monday – Friday 7:00 a.m. to 7:00 p.m. CDT.

## April is National Minority Health Month



**#VaccineReady** | **April 2021**

National Minority Health Month raises awareness about health inequity. This year's theme is #VaccineReady. The Health and Human Services (HHS) Office of Minority Health (OMH) developed this theme to address the impact COVID-19 has on minority communities.

#VaccineReady strives to help communities:

- Get facts on COVID-19 vaccines.
- Become vaccinated.
- Practice COVID-19 safety measures.
- And much more!

Learn more about #VaccineReady at [OMH's website](#). Visit [iowaTotalCare.com](https://iowaTotalCare.com) for COVID-19 vaccine resources.

### Quick Links



#### **Member Portal**

Access your healthcare information, claims, ID cards, and more online. Go to [iowaTotalCare.com](https://iowaTotalCare.com). Click on "For Members" and then select "Login" on the top left. Create a new account or sign in — it's free and easy!



#### **Mobile App**

Perfect for members on the go! Access benefits and personal health information — all from your smartphone. Download the Iowa Total Care app to begin. Find it in the [App Store](#) or [Google Play](#).

## A Member's Rough Road to a Happy Ending

A 20-year-old member had a rough start in life. She had been in and out of mental health placement, foster care, and other treatment centers since she was five years old.

She was living with peers in a group home staffed 24/7 by Imagine the Possibilities. At that point, the possibilities for her did not seem bright. She was exhibiting many aggressive behaviors toward staff and housemates — yelling, throwing things and refusing housework escalated.

The member argued that she wanted to live in an apartment alone. Her guardian and the group home staff thought it was not a safe option. Her behavior grew worse. Finally, she received a 30-day discharge from the group home. Another placement would be unlikely, and she was firm about not going to a care facility.

The ITC support team found an apartment for the member. She moved in right before COVID-19 restrictions limited in-person help. The member contacted her support team during the transition. ITC staff were happy to help her set goals, like regulating prescription medications.

With guidance from ITC, she met her goals. Then she set new ones for herself, like taking pride in her apartment and staying on track with healthcare. She even made a plan to find a job. Every goal she achieved set her on a better, brighter path.

Because of ITC and cooperating agencies, this member's tricky transition got easier. After all her hard work, she found her confidence and her independence — a happy ending, indeed.



## Stakeholder Advisory Board

Get paid for your opinion.

Join the Iowa Total Care Stakeholder Advisory Board!

- As an Iowa Total Care member, you can receive \$25 each time you join a Stakeholder Advisory Board meeting.
- Join the meeting in-person, by phone, or by computer/internet.
- Mileage reimbursement or transportation provided, if needed.
- On-site child care available.
- Enjoy food and drinks.

2021 SESSIONS\*

March 3  
June 2  
September 1  
December 1

\*Not for members who join at locations throughout the state.

Seating is limited, so sign up today!

Call 1-833-404-1061 (TTY: 711) or visit [IowaTotalCare.com](http://IowaTotalCare.com)



Any member can join the Stakeholder Advisory Board. They will receive \$25 for joining the next meeting on June 2, 2021. Visit [IowaTotalCare.com](http://IowaTotalCare.com) for more info.

## My Vision Benefits

Vision benefits depend on the health plan in which you are enrolled. Each plan's benefits are different.



Services	Iowa Medicaid	Iowa Wellness Plan (members who do NOT have medically exempt coverage)	Iowa Wellness Plan (members who have medically exempt coverage)	Hawki
<b>Exams</b>	One complete exam each year	One complete exam each year	One complete exam every 12 months	One routine exam every 12 months
<b>Eyewear</b>	<p><u>Under 1 year of age:</u> up to 3 pairs of eyeglasses (frames and lenses)</p> <p><u>Age 1-3:</u> up to 4 pairs of eyeglasses (frames and lenses) every 12 months</p> <p><u>Age 4-7:</u> 1 pair of eyeglasses (frames and lenses) every 12 months</p> <p><u>Age 8 and over:</u> 1 pair of eyeglasses (frames and lenses) every 24 months</p>	One pair of eyeglasses are covered only for members age 19-20 every 12 months	One pair of eyeglasses every 24 months	Annual limit on eyeglasses
<b>Repairs</b>	Coverage for eyeglasses lost or damaged for members age 21 and over limited to once every 12 months	Coverage for eyeglasses lost or damaged for members age 19-20	Coverage for eyeglasses lost or damaged for members age 21 and over limited to once every 12 months	Not covered

Use the [Find a Provider](#) tool to find eye doctors contracted with Iowa Total Care. If a Walmart Vision Center lists "Equipment, Not the Service," you can only get your glasses or contacts there — no exams are offered. Call 1-833-404-1061 (TTY: 711) for help with your vision benefits.

## Cancer Screenings: Cervical, Breast, Colon

When you hear the word self-care, what do you think of? For some, self-care means getting a full night's sleep. For others, it means taking time to exercise regularly. One thing we can all agree on is that cancer screenings are an important part of self-care.

Cancer screenings are important for your health and well-being. However, a study from the American Cancer Society found that cervical, breast and colon cancer screenings declined in 2020. These screenings can help find problems early on when they may be easier to treat. The table below lists a description of each screening.

Screening	Who	When
<b>Cervical cancer</b>	Women ages 21-65	Pap test every 3-5 years
<b>Breast cancer</b>	Women ages 50-74	Mammogram every 2 years
<b>Colon cancer</b>	Women ages 50-75	Stool based test every year OR colonoscopy once every 10 years

These screenings are available to Iowa Total Care members at no cost. Take time to care for yourself by talking to your doctor about which types of cancer screenings are right for you. Need help finding a doctor near you? Iowa Total Care's Member Services team is happy to help! Call us Monday through Friday at 1-833-404-1061 (TTY: 711).



## Giving Back to the Community



Iowa Total Care is always proud to team up with the community to encourage healthy habits for kids. That's why ITC was happy to connect with Des Moines public schools and libraries this year. It all happened through No One Eats Alone and Des Moines Public Library's (DMPL) Library Learning Bags.

No One Eats Alone is a year-long program that addresses social isolation in schools. By partnering with Beyond Differences, ITC provided Des Moines schools with resources to help. This included lesson plans, toolkits, and more. We might've included some cookies, too. To learn about No One Eats Alone, visit the [Beyond Differences website](#).

ITC also provided wellness materials for kids through DMPL's Library Learning Bags. Library Learning Bags are free, take-home kits for kids that feature fun activities, crafts, and helpful tips. Find out more at the [DMPL website](#).

We love partnering with local organizations and can't wait to share more. Stand by for our July member newsletter to see other ways ITC is giving back to the community.





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