

# WHOLE you



Quarter 1 2023



## Get Free Help This Tax Season

Tax time can be confusing. You have many options for help with filling out your tax return and getting filed on time. Best of all, these options are free to use.

### **Volunteer Income Tax Assistance (VITA)**

The Internal Revenue Service (IRS) offers a free program for people who need help filling out their tax documents. Volunteers are trained and ready to work with you throughout the tax season.

### **Tax Counseling for the Elderly (TCE)**

If you are 60 years and older, the IRS provides free assistance with its TCE program. IRS-certified volunteers can help with tax questions about pensions and retirement. VITA and TCE sites are close to where you live. You can find them nationwide at places like community centers, libraries, and schools. Visit <https://irs.treasury.gov/freetaxprep> to find a VITA or TCE site. Or, call 1-800-906-9887. Before you go, make sure you have the paperwork you'll need. Find the full list of what to bring at <https://www.irs.gov/newsroom/heres-a-short-checklist-to-help-taxpayers-choose-a-tax-preparer-for-the-upcoming-filing-season>.

### **IRS Phone Assistance**

If you have questions about filling out your return, call the IRS at 1-800-829-1040 (TTY/TDD: 1-800-829-4059). Representatives are available to help from 7 a.m. to 7 p.m. Your wait time can vary. The IRS estimates it at about 15 minutes.

### **MyFreeTaxes**

The United Way and H&R Block have teamed up to create MyFreeTaxes. It's a website with 24/7 access to H&R Block expert software. Plus, you can use this free service to electronically file your state and federal taxes. The software can even check for any tax credits you may have missed. And that is important in helping you get your maximum refund. Visit [myfreetaxes.com](http://myfreetaxes.com) for more information.



## CAHPS Surveys

Member Satisfaction Surveys have been sent out to a group of randomly selected Iowa Total Care members. If you receive the survey, please fill it out and return it as soon as possible.

All Iowa Total Care Member Satisfaction Surveys will be distributed and collected by SPH Analytics. CAHPS surveys were scheduled to be sent out around February 24.

Please note: this survey will not collect any personal or identifiable information. **All survey responses are confidential.**

# WHOLE You



## MEMBER STORY: Interpreting Needs Translates to Better Care

Receiving a new prescription can already be overwhelming but it can be even more difficult when you can't read the label on your prescription. An Iowa Total Care member didn't speak English, nor did anyone in their family.

Upon receiving their new prescription, a member contacted Iowa Total Care for assistance translating the label on their prescription. Iowa Total Care staff worked diligently with an interpreter to explain how to use the new inhaler and put the member's mind at ease.

But our staff didn't just stop there, they reached out to the pharmacy and suggested they use the same professional translation and interpretation resources as Iowa Total Care when printing non-English prescription labels and medication instructions.

Another great example of how Iowa Total Care adapts and thinks of every way possible to help our members and remove barriers.

## Nutrition Month

March is National Nutrition Month and Iowa Total Care has numerous resources to allow you to be a healthy you. Everyone is their own unique individual and so are our diets.

Visit our [Be Well. Eat Well. page](#), where we have:

- Cooking classes with kid-friendly, budget-friendly and diabetes-friendly options.
- Healthy recipes perfect for all seasons.
- Locations of community gardens near you.
- And more!

## Be Well. Eat Well. Cooking Classes



Visit our Be Well. Eat Well. website under "[Cooking with Doc](#)" to get started.



## Mental Health Support

*If you're struggling with mental health, you don't have to go it alone. We get you the care you need.*

**Call 988:** National Suicide & Crisis Lifeline.

**[myStrength.com](#):** Iowa Total Care's web and mobile tools to help members get better and stay mentally strong.

**[Your Life Iowa](#):** Offered by the Iowa Department of Public Health, this program is available to all Iowans. It offers free, confidential support and connects you to resources meant to help you get your life back on track.

**Video chat with a doctor:** As a member, you get 24/7 access to medical care at no additional cost through the Babylon Health app. Download the app on your smartphone and use code ITC to register. [Learn more.](#)

**ITC's Crisis Support Line:** Iowa Total Care has a FREE crisis support line for members to assist with depression, mental illness, substance use disorders, and other behavioral health needs. Call 1-833-404-1061 (TTY: 711) to learn more.

For kid-friendly support, visit the Doc & Friends section on our [Doc's Kids Club page](#). Iowa Total Care members can also use the [myStrength](#) online tool to get help for stress, anxiety, chronic pain and more.

## Health Equity



Did you know most doctor visits last between 15 and 20 minutes? To make sure you're able to communicate with your doctor during your visit, feel free to "Speak Up".

Here are a few tips:

- Write down a list of questions and concerns before your appointment.
- Consider bringing a close friend or family member with you.
- Feel free to take notes and ask the doctor if you need clarification.
- Ask questions.
- Learn how to access your online medical records using patient portal apps.
- If needed, ask for an interpreter in your preferred language.

Remember your health is important! Review these tips. Speak up and follow up as needed. For further assistance or questions, email [C&L@IowaTotalCare.com](mailto:C&L@IowaTotalCare.com).



### Pregnancy Resources

Doula services are available through [Iowa Total Care](#) to provide pregnant individuals with help during pregnancy and after birth. This pilot program is available in Polk, Johnson, and Muscatine Counties. You can contact the doula team at 1-877-436-8527 x0.

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](#).

## Other Resources



### Find a provider

At Iowa Total Care, we want to make it easy for you to find a doctor to match your healthcare needs.

Visit our [Find a Provider](#) page on [IowaTotalCare.com](http://IowaTotalCare.com) to learn more!



### 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.



### Housing Resources

Visit [Findhelp.org](http://Findhelp.org) to find programs and services for food, shelter, health care, work, financial assistance and more.



### 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.

Schedule a virtual visit today! Find Babylon Health at the [App Store](#) or [Google Play](#).





## The Four Days of Giving Back to Central Iowa Shelter and Services (CISS)

Iowa Total Care staff helped serve lunch at Central Iowa Shelter & Services in November and December. Our staff served over 500 meals!

Another great opportunity to give back to our community one person at a time.



## Update Your Address

When COVID-19 first began, there was a rule put in place to make sure all Iowa Medicaid members received healthcare coverage, no matter if they were eligible for the program or not. This rule is known as Continuous Coverage Requirement. Starting April 1, 2023, this rule will be ending. This means you will go through a review process to see if you qualify for Iowa Medicaid coverage.

You can expect to receive mail from Iowa Medicaid. It's important to check your mail regularly and respond to

requests for information to make sure you don't lose coverage unnecessarily.

So, ensure your address, phone number and email contact information are up to date. You can call Iowa Medicaid Member Services at **1-800-338-8366**.

For more information, visit [Unwind: The End of the Continuous Coverage Requirement | Iowa Department of Health & Human Services](#).

**To Update Your Contact Information**  
Contact Iowa Total Care Member Services  
at 1-833-404-1061.

**For Questions About Your Renewals**  
Contact Iowa Medicaid Member Services  
at 1-800-338-8366.

## 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 at [IowaTotalCare.com](#) 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](#) at [IowaTotalCare.com](#) to get started!



### Check Out Our Other Newsletters

Learn more on what Iowa Total Care is all about. Read or subscribe to our other newsletters.

[Community Outreach Newsletter](#)

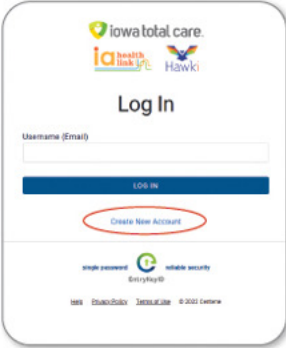
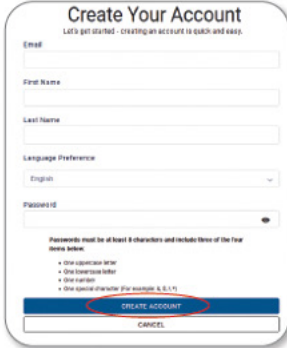
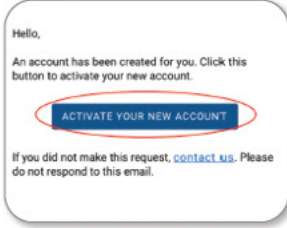
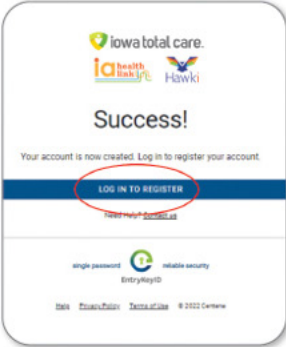
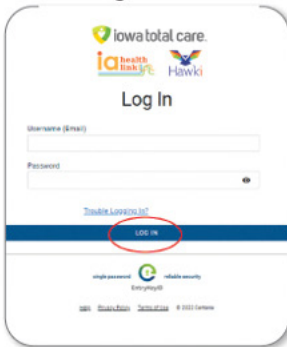
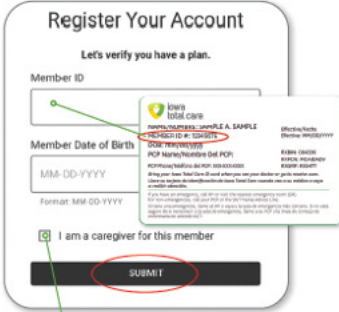
[Doc's Kids Club Newsletter](#)

[Teen Tips Newsletter](#)


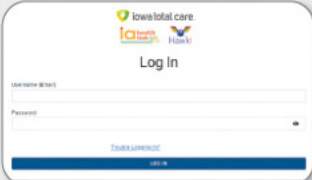
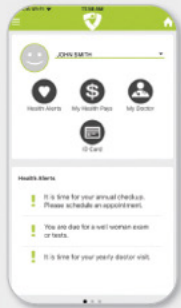
# Maximize Your Resources With Our Mobile App and Member Portal

Having the mobile app and being registered on the Iowa Total Care member portal allows you to manage health benefits, access to your information, etc. Both allow you to have resources at your fingertips whether you are on the go or at home. Follow the steps below to sign up today!

### Online Using a Computer or Tablet

- 1 Go to [Member.IowaTotalCare.com](http://Member.IowaTotalCare.com). Select **Create New Account**.
 
- 2 Enter your information. 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**.
 

### Using a Smartphone

- 1 Download the Iowa Total Care app from the [App Store](#) or [Google Play](#).
 
- 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!
 

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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 lingüística, ayudas y servicios auxiliares, material en letra grande, traducción oral y otros formatos alternativos. Para obtener estos servicios, llame al 1-833-404-1061 (TTY: 711). | 我们免费为您提供语言协助服务、辅助设施和服务、更大字体、口头翻译和其他替代格式。如需获得此服务，请致电 1-833-404-1061 (TTY: 711)。