

WHOLE you



Quarter 2 2023

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.



Update your mailing address and contact information with Iowa Medicaid.



Check your mail for the renewal letter notice.



Complete all directions in your renewal notice letter before the deadline.



Was coverage ended by mistake?
Contact the state agency to reapply for Medicaid or Children's Health Insurance Program (CHIP).



Because of employment change
Check if health coverage is available through the 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).

GREEN TO GO

Nutrition is key to your well-being. Iowa Total Care connects our members with resources to make eating well easier. Iowa Total Care will be hosting our second Green to Go event in Cedar Rapids, Iowa. **Free produce and resources available at the event.**

GREEN TO GO: CEDAR RAPIDS

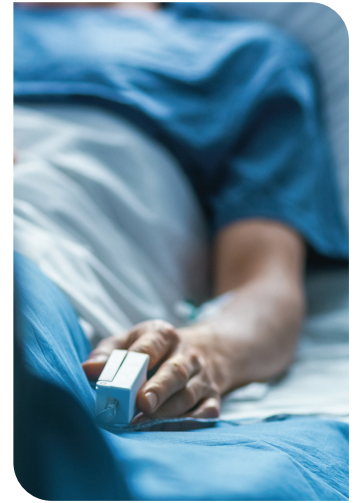
in partnership with Tanager
Imagination Square Event

June 24, 2023 | 11 a.m. – 1 p.m.
Greene Square Park – 5th Street SE

MEMBER STORY: Iowa Total Care Member-Provider Connection Saves Life

An Iowa Total Care member had multiple untreated health issues, but no providers. The member's conditions included high blood pressure, arthritis, COPD, anxiety, vision impairment, and yet-to-be-diagnosed cancer. When the member asked an Iowa Total Care case manager to arrange a connection with a physician, one thing led to another. Now, the member is being treated by a team of healthcare specialists, including a physician, therapist, psychiatrist, optometrist, and surgeon.

Because the team of providers treated the whole person with kindness, dignity and respect, stage 2 kidney cancer was discovered in time to operate. The kidney was removed, and the member's prognosis looks good. This member continuously expresses gratitude to the case manager and the Iowa Total Care healthcare team for their support and intervention. Getting the total care of needed attention, medications, treatments, and early cancer diagnosis was – in the member's words – "life-saving." Life-saving. That's why we do what we do.



Pregnancy Resources



Iowa Total Care takes a hands-on approach by providing members with pregnancy resources throughout the duration of their pregnancy journey.

Visit our [Prepare Yourself for a Successful Pregnancy](#) webpage to learn more about:

- Preparing for your baby.
- Questions to ask during a labor and delivery tour.
- Gearing up for your baby.
- What to pack for your hospital stay.

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](#).



Be Well. Eat Well.

Iowa Total Care's Be Well. Eat Well program promotes healthy living through healthy eating. From community gardens to free recipes, we offer many resources on how to incorporate healthy eating into your daily routine.

NEW TO THE BE WELL. EAT WELL WEBPAGE:

- New recipes:
 - Dressed-Up Toast.
 - Chicken Apple Crunch Salad.
 - Taco Pizza Quesadilla.
- Hy-Vee Green to Go flyer:
 - Fun recipes to prepare you for summertime!
 - Budget-friendly nutrition services.



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



Language Access Services Updates

Iowa Total Care offers many free language services to meet your needs, including:

- Interpreters for medical visits.
- Written translation in your preferred language.
- And more!

And now, we've made them easier to access with our Language Services webpage. Finding it is as easy as 1, 2, 3:

1. Visit iowatotalcare.com
2. Click on Members.
3. Click on Language Services.

MEDICAID PLAN

- Login
- Find a Provider +
- Frequently Asked Questions
- How to Enroll
- Benefits and Services +
- Member Resources +
- Pregnancy Resources
- Health & Wellness Topics +
- Language Services ←
- Helpful Links
- How to Renew
- Are You Taking Advantage of All We Have to Offer?

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. Make your match. Try our [Find a Provider](#) tool today!



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 portal](#) to check your current My Health Pays rewards balance.



Findhelp.org

Visit Findhelp.org to find programs and services for food, shelter, healthcare, 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](#).



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



Giving Back to the Community



Green to Go event – Donated 1,000 bags of fresh produce to the community.

On March 25, Iowa Total Care hosted Green to Go, a free health fair supported by 23 community partners who generously shared their time and resources. Fresh, free produce was given to 500 households and an additional 500 bags of produce was distributed to local food pantries and organizations.

Green to Go is part of Iowa Total Care’s **Be Well. Eat Well.** initiative, which promotes healthy living through healthy eating. Supporting sponsors of the event included Broadlawns Medical Center and Corinthian Baptist Church. The fresh produce was provided by Hy-Vee.

Giving back to the community one stitch at a time.

Iowa Total Care staff knitted and crocheted 257 baby hats and donated them to the Broadlawns Medical Center Birthing Center in Des Moines. Every new baby receives a new hat!

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 more!

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 [Literacy Program page](#) at [IowaTotalCare.com](#) 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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