

WHOLE you



Quarter 4 2023



Earn My Health Pays[®] rewards and use them at Hy-Vee!



Iowa Total Care members can now use their **My Health Pays** at Hy-Vee. Now use your rewards to shop for groceries and everyday items at your local Hy-Vee stores!

- Hy-Vee Grocery Stores.
- Hy-Vee HealthMarket Rx.
- Dollar Fresh Markets.



Learn more to earn more. Visit IowaTotalCare.com/MyHealthPays



Language Access Services Quick Reference Guide (QRG)

Did you know Iowa Total Care has a Language Access Services QRG? This one-page flyer breaks down how to request an interpreter and other language services offered at Iowa Total Care.

The QRG is now available in multiple languages:

- Arabic
- Bosnian
- Burmese
- Farci
- Karen
- Spanish
- Swahili
- Vietnamese



To learn more about language services at Iowa Total Care visit our [Language Services](#) webpage today! You can also email issues, concerns, and questions to: C&L@iowatotalcare.com.

NEW: Mental Health and Suicide Awareness webpage

At Iowa Total Care we work to ensure members have all the resources they may need wherever they may be. New to the Iowa Total Care website is our Mental Health and Suicide Awareness webpage. For many, mental health can be hard to discuss or even know where to begin seeking help.

Our new webpage highlights resources within and outside of Iowa Total Care. Visit [our Suicide Awareness and Education webpage](#) today to learn more about:

- Programs for behavioral health and mental health.
- Iowa Total Care resources.
- And more!

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

Suicide Awareness & Education

- How to Renew
- Are You Taking Advantage of All We Have to Offer?
- Be Well. Eat Well.
- Iowa Total Care Literacy Program

Suicide Awareness, Education and Prevention



Iowa Total Care values our members and their mental health & wellness. According to the National Alliance on Mental Illness (NAMI) 1 in 5 Americans have a diagnosable mental illness. The American Foundation for Suicide Prevention reports suicide is the 12th leading cause of death in the United States. Suicide and suicidal behavior among youth and young adults is a major public health crisis. The National Council for Mental Wellbeing reports suicide is the second leading cause of death among young people 10-24 years of age in the United States (US), and rates have been rising for decades. When more people are equipped with the tools they need to start a dialogue, more people can get the help they need.

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.

Every culture has a different way of looking at mental health. For many, there is growing stigma around mental health, and mental health challenges are considered a weakness and something to hide. This can make it harder for those struggling to talk openly and ask for help.

Iowa Total Care provides integrated quality physical and behavioral health services to our members. Our integrated services strive to address the whole person and ensure our members have quality of life and better health outcomes. Iowa Total Care's approach to behavioral health treatment stems from a system of care perspective. We strive to support the children, youth, adults, and families we service by providing community-based, culturally competent, evidence-based care in the least restrictive environment.



Behavioral Health Certification Program with Des Moines Area Community College (DMACC)

For the spring semester of January 2024, Iowa Total Care and DMACC will be providing scholarships, to those who qualify, to earn a Behavioral Health certificate.

This program provides education for individuals who may be new or currently working in the behavioral and mental health area. This curriculum encompasses:

- online learning,
- in-person instruction, and
- hands-on learning.

To learn more about the program and registration, please contact Lauren Powell at lauren.powell@iowatotalcare.com.



Getting Back to Mental Health Care

When an Iowa Total Care member suffered mental health symptoms severe enough to be in an emergency room (ER), Iowa Total Care followed up with an assessment. The case manager discovered the member had been in foster care without psychiatric services and medications for three years. The situation called for immediate action.

In less than a week, the member was reconnected with the psychiatrist last seen, someone whom the member was comfortable with. The member was prescribed behavioral health medication. This member's swift-acting Iowa Total Care case manager was the conduit to mental health care. Additional Iowa Total Care services were explained and welcomed by the member.

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



Find a Provider

At Iowa Total Care, we want to make it easy for you to find a doctor to match your health care 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 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, healthcare, work, financial assistance and more.



Language Services

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!

Visit [IowaTotalCare.com/LanguageServices](https://www.IowaTotalCare.com/LanguageServices) to get more information.



FREE 24/7 Nurse Advise 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



National Alliance of Mental Illness (NAMI) Walk – September 2023

Iowa Total Care was proud to be a presenting sponsor for the 2023 NAMI walk. NAMI is an alliance of more than 600 local affiliates who work in different communities to raise awareness and provide support and education that

was not previously available to those in need. During this event, Iowa Total Care was also the largest walk group with over 160 Iowa Total Care participants!

SuitUp – October 2023

Iowa Total Care partnered with **SuitUp** to challenge students with a real-life corporate issue. SuitUp’s vision is to align the incentives of schools and corporations to ensure that all students have the access and awareness to pursue the college and career of their choosing. During the event 26 students had the opportunity to create and pitch a healthcare app targeted towards teens. The app was pitched to a panel of Iowa Total Care staff. The students were challenged to think and act like CEOs and work together as a team to present their app to a panel.

GREEN TO GO

In 2023, Iowa Total Care gave out free fresh produce to four different communities in Iowa. During the Green to Go events, Iowa Total Care was able to serve the communities of Des Moines, Cedar Rapids, Sioux City, and Corning.

We were able to:

- Give out a total of 44,540 pieces of fresh, free produce including peppers, potatoes, bananas, apples, and pears.
- Serve 2,000+ attendees.
- And work with 50+ community partners.

Iowa Total Care will continue our Green to Go outreach in 2024 to continue promoting healthy living through healthy eating.



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](#)

Health Literacy



What is health literacy?

It is the ability to find, understand, and use health information and services.
It is the ability to make decisions and put a plan in place for yourself and others.

Examples of health literacy include:

- understanding prescription drug instructions
- understanding doctor's directions and consent forms

Nearly 9 out of 10 adults struggle with health literacy.

Even people with high literacy skills may have low health literacy skills in certain situations.

For example, someone who is stressed and sick when they're accessing health information may have trouble remembering, understanding, and using that information.

Why is Health Literacy Important?

Health literacy involves more than reading — it also includes specific skills, like managing the right dose of a medicine, following directions for fasting before a surgery, or checking a food label to make sure an item is safe for someone with a food allergy.

People with low health literacy skills may have trouble doing these things.

People with low health literacy skills are more likely to:

- Have poor health outcomes, including hospital stays and emergency room visits.
- Make medication errors.
- Have trouble managing illnesses.
- Skip preventive services, like flu shots and annual check ups.

People with higher health literacy skills are more likely to make informed health decisions. That means they're more likely to be healthy — and even to live longer.

Content source: National Library of Medicine: Iowa is included in Region 6. There are 7 Regions in the US
www.nlm.gov/guides/intro-health-literacy



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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) □