

WHOLE you

Winter 2022

The holiday season is here, and with it we have another edition of *Whole You*, a newsletter from Iowa Total Care. This issue has plenty of great information to help you wrap up 2022 on a good note. We hope you enjoy this issue, and that it helps you take better care of the whole you. Wishing you a happy and healthy holiday season.

Mothers-To-Be Earn Dollar Rewards

If you are *pregnant* or thinking about becoming *pregnant*, follow these steps:

- Go before you show! Go to your doctor as soon as you think you are pregnant. Early and routine care will help and protect you and your baby.
- Complete an Iowa Total Care [Notification of Pregnancy \(NOP\)](#) form.
- Join our Start Smart for Your Baby® Program for care and support throughout your pregnancy.
- Keep healthy lifestyle habits. This involves exercising, eating healthy meals and resting for eight (8) to 10 hours each night.

Did you know you can earn up to \$60 for going to the doctor and completing our NOP form in the first 12 weeks of your pregnancy through our [My Health Pays](#)® program?

For more information about these and other pregnancy related tips and resources, visit the [pregnancy resources page](#) on the Iowa Total Care website or call Member Services at 1-833-404-1061.



Get Your Flu Shot!

Join the millions of people who get a yearly flu shot to stay healthy. To find a doctor or pharmacy close to you, visit findaprovider.iowatotalcare.com. If you haven't gotten the COVID-19 vaccine, find resources at the [COVID-19 in Iowa website](#). For questions or concerns, call 1-833-404-1061 (TTY: 711) Monday through Friday from 7:30 a.m. to 6 p.m.



Help Make a Difference

As an Iowa Total Care member, you may receive a survey in the mail from SPH Analytics asking for your opinion soon. Please share your feedback. Your input helps us to improve. Thank you for being a member.

WHOLE You



MEMBER STORY: Going the Distance to Connect

Telephones are lifelines. Especially in matters of healthcare. When Iowa Total Care (ITC) was unable to reach one of its members by phone to arrange follow-up after

hospitalization, ITC went the distance. Literally, traveling to the member's home beyond another town and down a country road.

Not only did Iowa Total Care not have a working phone number on file for the member, but there was an additional barrier. What ITC later learned made going the distance – the company's caring service style – even more worthwhile.

After many attempts to contact the member by phone, the ITC case manager drove to the address on record for the member. At arrival, the case manager became very concerned. Broken windows,

open doors, toppled furniture, and debris everywhere. Taping an ITC business card where it couldn't be missed, the worried case manager returned to work with an even greater sense of connection to member needs.

The business card was found and the member called ITC – using a borrowed phone. The member's own phone had been broken and was being repaired. The member's phone number was updated with Iowa Total Care, and the case manager helped the member set up their follow-up appointment.

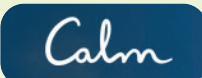
Free Mental Health Apps

Our mental health impacts how we think, feel, and act. Maintaining a good mental state is a major part of our well-being. But it's not always easy. If you have access to a smartphone, here are some free and helpful apps to check out.



Moodfit

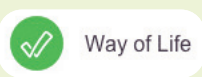
Moodfit: Helps you track your moods and gives you exercises for negative emotions. The app is adaptable based on your goals and has visual insights to keep you on track. Great for all-around mindfulness.



Calm: Get introduced to the world of meditation with **Calm**. Although there are in-app purchases, the app offers some free meditation programs to help you manage your well-being.



This Is Quitting: Not actually an app, this free text support service is geared toward young people who want to quit vaping. Simply text DITCHVAPE to 88709 for peer support on your quitting journey.



Way of Life

Way Of Life: Although very simple, **Way of Life** is a good, free goal tracking app. Just choose a habit you want to form or get rid of. Once you have picked your goal, you will get reminders and progress updates on how you are doing.

Get the support you need with our mental health programs.

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.](#)
- **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.

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 wellbeing. However, a study from the American Cancer Society found that cervical, breast and colon cancer screening 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
Cervical cancer	Women ages 21-65	Pap test every 3-5 years
Breast cancer	Women ages 50-74	Mammogram every 2 years
Colon cancer	Men and 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 from 7:30 a.m. to 6 p.m. at 1-833-404-1061 (TTY: 711).

Getting Help for Opioid Use Disorder and Opioid Addiction

If you or a loved one suffers from addiction to opioids, help is available. There are activities you can take part in, along with medication you can take, to get you well again. Talk to your doctor to determine the best plan for you.

Medications

There are three medications your doctor may prescribe to help with opioid addiction.

- **Methadone** is typically given in liquid form. It is taken once a day. It can help decrease cravings and withdrawal. Methadone can only be given through an opioid treatment program. Your doctor can help you decide if a methadone treatment program is right for you.
- **Buprenorphine** comes in several forms, including pill, tablet, patch or shot. Most of the pills and tablet forms are placed under the tongue and along the cheek once a day. The shot is injected under the skin once a month.
- **Naltrexone** comes in a pill and injection form. The injection is recommended for opioid addiction. It is given once a month.

Activities

Along with medication, there are other activities that can help treat opioid addiction:



Talking to a counselor.



Taking part in specialty programs that may include medication and behavioral therapy.



Getting help from family members, peers and friends.



Participating in recovery programs, such as 12-Step or SMART recovery.

We are here to help with additional tools and local resources. Contact us by calling **1-833-404-1061**.

Easterseals Iowa Recognizes Iowa Total Care as their 2022 Corporate Volunteer of the Year



Mica Roundcount accepting the “2022 Corporate Volunteer of the Year Award”.

On November 10, Iowa Total Care was recognized by Easterseals Iowa during their Iowa Annual Celebration Gala as their “2022 Corporate Volunteer of the Year Award” recipient.

This award was achieved due to the support and volunteerism of our staff at Bob & Billie Ray Child Development Center, Sunnyside Campus, and providing education resources for members and their caretakers.

Easterseals Iowa released a [press release](#) that provided additional partnership details which showcases how important they are to many of our members and staff. This is one way Iowa Total Care demonstrates our purpose of transforming the health of the community, one person at a time.



Community Baby Shower

Our staff enjoyed bonding with pregnant members at the Community Baby Shower and Toddler fest for Clinton and Jackson Counties. We shared baby supplies, swapped stories and got to talk about our [Start Smart for Your Baby®](#) program.



Back 2 School Bash

We had a blast volunteering at the John R. Grubb YMCA carnival in Des Moines. As part of the Iowa Total Care Literacy initiative, we continue to partner with organizations that help support literacy in Iowa's youth. Learn more about our [Literacy Program](#).



Latino Heritage Festival

At the Iowa's Latino Heritage Festival, we had an opportunity to bond with the community and share some of our new & exciting Be Well. Eat Well. resources with festival-goers. We even had balloon animal Doc the Dogs join in the fun! Learn more about our [Be Well. Eat Well.](#) initiative.

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!



Video Chat with a Doctor

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](#).



Check out our other Newsletters

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

[Community Outreach Newsletter](#)

[Doc's Kids Club Newsletter](#)
[Teen Tips Newsletter](#)



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