

WHOLE you



January 2021

Save Lives. Donate COVID-19 Plasma

COVID-19 is affecting every aspect of our lives – how we live, how we work and how we relate to one another. It’s hard for many to be separated from loved ones who bring meaning to our lives. One way to lift your spirits is to help others.

Those who have recovered from COVID-19 have antibodies that can help others recover, too. If you or someone you know has recently recovered, a plasma donation can help those who are currently sick. To learn more, visit [The Fight in Us](#) or [LifeServe Blood Center](#) website.

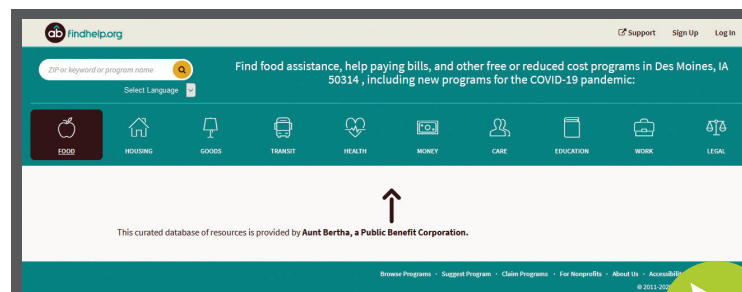
Tell Us How to Serve You Better



We want to know what you think about the service you get from your doctors and from us, your health plan. One way is for us to learn about is through a survey.



The survey may be sent to your home soon. It’s sent to a random sample of our members. If you receive one, it is important that you complete and return the survey. Your answers will help us serve you better. Surveys can be completed in English or Spanish. A postage paid envelope will be included to mail your survey back to us. We look forward to hearing from you.



PROGRAM & SERVICES HIGHLIGHT:

Findhelp.org

Iowa Total Care’s online community resource tool, AuntBertha.com is now called [findhelp.org](#). While the name has changed, what remains the same are the valuable community resources at your fingertips for you and our members.

- You can find programs and services for:
- Food
 - Financial assistance
 - Shelter
 - And more!

[Findhelp.org](#) is accessible to the public and has resources available in Spanish.

Case Manager's Caring Saves Mother and Son



An eleven-year-old boy was on the verge of placement in residential care. He was unable to control himself. Unable to sleep. Unable to concentrate, and having difficulty at school and at home. His frustrated mother had limited resources. She didn't know where to turn for help.

An Iowa Total Care Behavioral Case Manager began working with the mother and son. She taught the mother what signs and symptoms to watch for in the boy's behavior. The Case Manager set up personal therapy for them.

The autism spectrum was ruled out when the boy was diagnosed with Attention Deficit/Hyperactivity Disorder. He was given medication to help with sleep and focus. The boy is sleeping better now. He's also showing less aggression and is able to focus his attention.

The mother's condition has improved, too. She is no longer feeling defeat and despair. Instead of giving him up to a group home, she has learned to trust their Iowa Total Care Case Manager for encouragement. She is thankful for help in navigating a once-overwhelming healthcare system.

Ring in 2021 Smoke-Free



Quitting smoking is hard. But it's one of the most important decisions you can make for your health and the health of those you love. You can find support for your quit journey with Iowa Total Care's Quitline Program. You will learn how to work through challenges that arise. You will have tools to help you deal with the challenges. Use the counseling services or get quit aid prescriptions covered, such as nicotine gum, lozenges and patches. Coverage and limits vary by product.

Enroll today by phone at **1-800-QUIT-NOW (1-800-784-8669)** or [online](#).

When you enroll, you can earn \$30 in My Health Pays® Rewards when you complete five coaching sessions, and an additional \$30 for filling one quit aid prescription.

WHOLE you

Giving Back to the Community



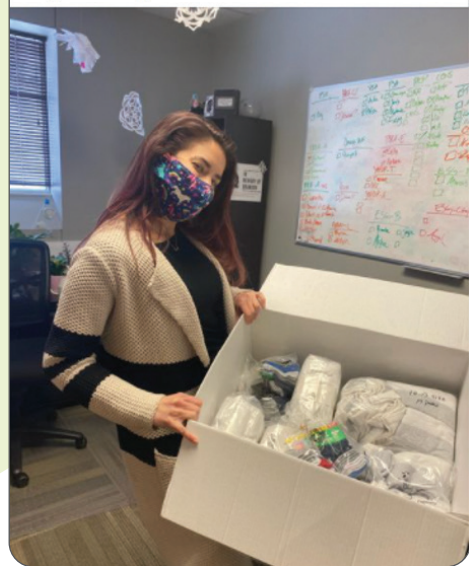
Iowa Total Care is honored to be giving back. Here are just a few ways we gave back:

Winter Clothing Drive. Over 580 new and gently used items were collected from employees during an Iowa Total Care Winter Clothing Drive. Items included coats, hats, gloves, shirts, socks and shoes.

New Sock Donation. Over 1,600 pairs of new socks were purchased delivered to different Iowa community-based health centers. People who visit these centers can grab a pair of socks to help keep them warm and cozy this winter.



Thank you Iowa Total Care for collecting and donating socks to our Homeless Support Team!
Want to donate to those experiencing homelessness? We are still in need of gloves.
You can Venmo us @Primary-HealthCare or drop off donations at 1200 University Ave. (West Entrance) Des Moines, IA 50314. Monday through Friday 8:00 a.m. - 4 p.m.



Get Paid For Your Opinion

You can help Iowa Total Care improve the way our health plan works. Through our Stakeholder Advisory Board, members like you can share your thoughts and ideas. It's easy for you to participate in the meetings since they take place in locations across the state, and online if you are not able to attend in person. We also offer transportation if needed. As an Iowa Total Care member, you will earn \$25* on your My Health Pays® VISA card by attending the meeting.

2021 Meeting Dates: March 3, June 2, September 1, December 1

Call Member Services at **1-833-404-1061** (TTY: 711) for more details.



See Why People Choose Us

We are your partner in health. We offer dollar rewards for healthy activities. We can help you get to and from doctor visits.* We have information about your plan right at your fingertips. An overview of these benefits and more are in our [Programs and Services Brochure](#).

** Some restrictions apply.*

Quick Links

- My Health Pays** – members get rewarded for focusing on their health.
- Telehealth** – 24/7 video appointments with a doctor.
- Start Smart® for Your Baby** – program that rewards and supports new and expecting moms.

Know Where to Go for Care

You want to take good care of yourself and your family. Part of this is knowing where to go when one of you is hurt or sick. Read on to learn more about the treatment you need for different issues. This way, you can get the right care at the right place and the right time.

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.

24/7 Video Chat with a Doctor

Use anytime and anywhere. For less severe health issues such as sinus problems, colds, skin problems or the flu.

Primary Care Provider (PCP)

Your PCP is your main doctor. If you don't need medical care right away, you can call the office and schedule your visit. This kind of care is for when you need a vaccine, a yearly checkup or help with colds or the flu. You may also visit for health issues like asthma or diabetes.

In-Network Urgent Care Center

Go here if your doctor's office is closed and you need care for a health issue that is noncritical. This includes flu symptoms with vomiting, ear infections, high fevers and sprains.



Emergency Room (ER)

Consider all of your options before you go to the ER. This care option is for issues that are life-threatening. This includes:

- broken bones
- bleeding that won't stop
- labor pains or other bleeding (if pregnant)
- drug overdose
- ingesting poison
- bad burns
- convulsions or seizures
- trouble breathing
- sudden inability to see, move or speak
- chest pains or heart attack symptoms
- gun or knife wounds

Reporting Fraud, Waste and Abuse

Fraud, waste and abuse (FWA) is a serious issue in healthcare. Our top priority is to prevent FWA. If you think you have been a victim, let us know. Examples of FWA include:

- your pharmacy did not give you all the drugs your doctor ordered. Your doctor ordered 30 and you were given 25.
- someone asks you to sell the use of your medical insurance card.
- your explanation of benefits (EOB) does not look correct. It shows a date that you did not see a doctor.



Report FWA if you suspect anyone is committing it. This includes healthcare providers.

Contact Iowa Total Care's hotline at 1-866-685-8664. You can remain anonymous.

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/individuals/checklist-for-free-tax-return-preparation>.

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 for more information.



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