

WHOLE you

July 2021

Open Choice Period is Approaching!

Open choice period runs from August 1 through September 30 this year. During this time, members can change their Managed Care Organization (MCO) for any reason. Members not wanting to change their MCO don't need to do anything!

For questions, call Iowa Medicaid Member Services at 1-800-404-1061 (TTY: 711).



Have You Gotten Your COVID-19 Vaccine Yet?

Find a list of vaccine providers at [Vaccinate.iowa.gov](https://vaccinate.iowa.gov).
For questions, call Member Services at 1-833-404-1061 (TTY: 711).



Use Your New Member ID Cards!

You should now be using your new member ID cards! Be sure to take your new ID card to the pharmacy when you fill prescriptions. Remember, it's important to take your medication on time! Call ITC's Member Services with questions.

Why choose Iowa Total Care?

- ★ Earn dollar rewards throughout your time as a member.
- ★ Get a free ride* to the doctor, pharmacy, and more.
- ★ Start Smart® for Your Baby program rewards & support for new and expecting moms.
- ★ 24/7 Nurse Advice Line for answers to health questions and more.
- ★ Free smartphone* from SafeLink Wireless®.

*Just a few of the extra benefits
you get as a member!*

**Restrictions apply. Call Member
Services for more details.*



Sun Safety



UV rays can damage your skin in as little as 15 minutes. You can protect yourself by wearing:

- sunscreen with SPF 15 or higher
- sunglasses
- long-sleeved shirts and pants
- a wide-brimmed hat

Don't forget to cover up even when it's cloudy!
Learn more sun safety tips at [CDC.gov](https://www.cdc.gov).

MEMBER STORY:

ITC Helps Keep the
Community Healthy

Iowa Total Care employees volunteered to assist with COVID-19 vaccinations at Burlington Memorial Auditorium. The clinic was for Iowans age 65 years or older. ITC staff helped patients throughout the vaccine process.

Patients noticed how easily the process flowed. It made people feel comfortable to share stories. Topics included the Hawkeyes, grandkids, chores and travels. Their stories filled the room with gratitude and pride. People were content doing their part to keep their families healthy.

Employees present that day found solace in their volunteer work. It allowed them to transform the health of the community, one person at a time.



Well Child Visits

It is important to keep your child's health and growth on track. Children need a well child visit, even when they are not sick. These visits can help uncover possible problems before they become serious.

Staying up to date on your child's shots is just as important. Your child should get shots during a well child checkup. View the [CDC's Vaccine Schedule](#) to see which vaccines your child needs. Learn more at [IowaTotalCare.com](https://www.IowaTotalCare.com).

Well Adult Visits

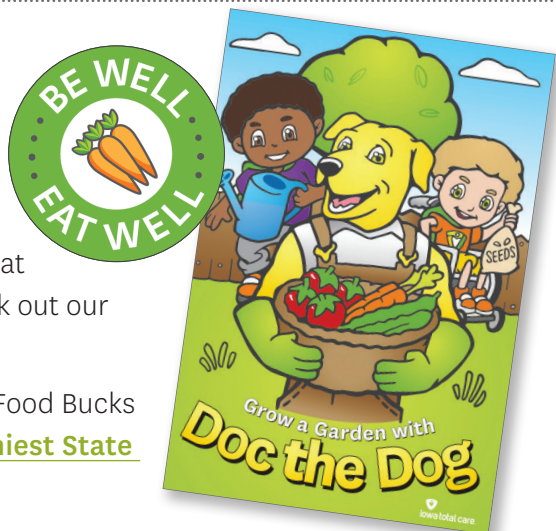
Kids aren't the only ones who need well visits. Regular screenings and checkups should be a priority for adults too! Visit [IowaTotalCare.com](https://www.IowaTotalCare.com) for more information.

Be Well. Eat Well.

We are proud to announce the launch of Be Well. Eat Well., an Iowa Total Care initiative to promote healthy living through healthy eating.

We're supporting community gardens, farmers markets, cooking classes and more! We've even created a healthy eating coloring book for kids that features healthy recipes. A healthier Iowa starts with healthy food! Check out our [Eating Healthy on a Budget flyer](#) to learn more.

Remember: those with SNAP benefits can take advantage of Double Up Food Bucks at participating Hy-Vee and Fareway locations. Learn more at the [Healthiest State Initiative's website](#).



Earn Rewards with My Health Pays®

Don't pass up free money! With the My Health Pays program, it's easy to earn dollar rewards for healthy things you're already doing! You're automatically enrolled in the program when your coverage starts. And you can spend your rewards at places like Walmart. Check out how to earn rewards:

- Annual Health Risk Screening
- Notification of Pregnancy Form
- Postpartum Doctor Visit
- Diabetes Care HbA1c Test
- Tobacco Cessation Coaching
- Stakeholder Advisory Board (SAB) Meeting
- Well Care Visits
- Annual Flu Vaccine
- Disease Management Coaching
- Controlling Blood Pressure



See the full list of activities and their reward amounts on our [website](#).
You can also watch our My Health Pays videos in both [English](#) and [Spanish](#).

Language Services



Interpreter services are provided free of charge to you during any service or grievance process. This includes American Sign Language and real-time oral interpretation.

If you need something translated into a language other than English, please call Iowa Total Care at 1-833-404-1061 (TTY: 711). We can also provide things in other formats such as Braille, CD or large print. Learn more at IowaTotalCare.com.



Not Satisfied with Your Care? File a Grievance

You can file a grievance if you are not happy with any part of your care from the health plan or doctors. Grievances can be filed by phone, email, mail or fax. Learn how at IowaTotalCare.com.

Digital Access to Your Medical Records

Starting soon in 2021, patients will have access to their Digital Medical Records.



Having access to your health information allows you to manage your health better. It is also beneficial to know what healthcare resources are available to you. Learn more today: IowaTotalCare.com.

Questions about Your Benefits?



For questions or concerns, call 1-833-404-1061 (TTY: 711) Monday – Friday from 7:30 a.m. to 6:00 p.m.

Giving Back to the Community



Fun at Farmers Markets!

ITC staff made new friends at farmers markets in Davenport and Council Bluffs! We celebrated **Double Up Food Bucks** and provided educational resources alongside **The 712 Initiative**.

It was all thanks to ITC's **Be Well. Eat Well.** initiative!



Volunteering at Four Oaks

ITC staff got to volunteer at Four Oaks in Ankeny. Employees helped brighten up the office with fresh paint, flowers and artwork.

Four Oaks believes that every child deserves to succeed. They serve children and families across Iowa's 99 counties! Learn more at [FourOaks.org](https://www.fouroaks.org).



Quick Links



Mobile App

Perfect for members on the go! Access benefits and personal health information—all from your smartphone. Download the Iowa Total Care app to begin. Find it in the [App Store](#) or [Google Play](#).



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!



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](#).



Stakeholder Advisory Board

Any member can join the Stakeholder Advisory Board. They will receive \$25 for joining the next meeting on September 1, 2021. Visit [IowaTotalCare.com](#) for more information.

Financial Help for Former Foster Care Kids



Iowa is taking action to provide additional support and financial assistance to youth and young adults who have been in foster care. The Iowa Department of Human Services (DHS) is giving one-time payments of \$750 to help those 18-26 years of age. DHS will deliver the funds primarily through contracted service providers, such as Youth & Shelter Services (YSS).

Anyone who is moving out, or has moved out of foster care can apply. You may be eligible if you:

- Are age 18 through 26
- Were in foster care or out of home placement at age 17 ½ or older
- Were adopted or entered subsidized guardianship from foster care at 16 or older

To learn more about the program, including application information, visit

<https://iowaaftercare.org/pandemic-relief/>

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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 de idiomas, ayudas y servicios auxiliares, material impreso en letra más grande, traducción oral y otros formatos alternativos. Para obtener esto, llame al 1-833-404-1061 (TTY: 711). | 可以免费为您提供语言协助服务、辅助用具和服务以及其他格式。如需获得这些服务，请致电 1-833-404-1061 (TTY: 711).