



IN THE COMMUNITY

august

Transforming the health of the community, one person at a time

August 2021 Edition

Welcome to Iowa Total Care’s (ITC) “In the Community” monthly newsletter!

This publication is designed to give you a glimpse of what ITC is about. We take pride in our mission of transforming the health of the community one person at a time. We support the important work of Iowa’s community-based organizations. Please share this newsletter with your community partners. Let’s connect to help Iowans!

Sign up for the newsletter!



ITC’s New Breast Pump Program

ITC is launching a new Breast Pump Program to provide mothers with an electric breast pump to encourage breastfeeding. Breast pumps will be provided by Medline, and eligible mothers who are close to delivering can request a breast pump.

Who is eligible? ITC members can order their breast pump 30 days prior to their expected due date. Pregnant members are strongly encouraged to complete the Notification of Pregnancy (NOP) form, as it will secure their eligibility!

How members can complete an NOP form:

- 1 Call ITC member services. 2 Submit it on the secure member portal.

*Members who complete the NOP in their first trimester will receive \$50 in My Health Pays® rewards. Members who complete it in their second trimester will receive \$25 in rewards.

How members can request a breast pump:

- Visit athome.medline.com/en/iowatotalcare. Call 833-881-1425.

We Believe in Keeping EVERYONE Healthy

At Iowa Total Care, we believe everyone deserves the opportunity to be as healthy as possible. Our goal is to provide effective, equitable, understandable and respectful care. We do this by providing services responsive to:

- Diverse cultural health beliefs and practices
• Preferred languages
• Healthy literacy
• Other communication needs.

Learn more about our services—like interpreter services and personalized support—at IowaTotalCare.com. You can also call member services at 1-833-404-1061 (TTY: 711).

A Healthy You



Be Well. Eat Well. *Healthy living starts with healthy eating*

Be Well. Eat Well. is an Iowa Total Care initiative created to address food insecurity. We're educating Iowans on where and why they should access affordable, nutritious food. Our free resources provide access to community gardens, cooking classes and kid-friendly programs to help Iowans eat well and be well. To learn more, visit iowatotalcare.com/bewelleatwell.



Community Gardens

Iowa Total Care has partnered with community gardens throughout the state to provide Iowans with greater access to healthy, local food. We've created a [Community Garden Guide](#) to help Iowans know where to get fresh produce!

Cooking with Doc

We've teamed up with Hy-Vee to offer **FREE cooking classes** for kids and adults! You can also find healthy recipes perfect for any season on our [Be Well. Eat Well. website](#).

Kids Korner

We're providing healthy resources to kids through Doc's Kids Club. **Doc's Kids Club** is a FREE educational program that provides kid-friendly recipes, activities and healthy tips every month. Signing up is easy at iowatotalcare.com/docskidsclub.



Other Resources

Finding access to affordable, healthy food can be hard. That is why we've gathered a list of resources to help Iowans save money while eating healthy, such as:

- [FindHelp.org](#) – offering online access to programs and services for food assistance.
- [Double Up Food Bucks Program](#) – providing Iowans with easier ways to buy fruits and vegetables.

Recipe of the Month: Sunshine Salad

Oranges help to brighten up this tasty veggie salad! It is quick and easy to make. Top it off with your favorite dressing. Makes 5 servings.

INGREDIENTS

- 5 cups spinach leaves (packed, washed and dried well)
- 1/2 red pepper (sliced)
- 1/2 red onion (sliced thin)
- 1 cucumber (whole, sliced)
- 2 oranges (peeled and chopped into bite-size pieces)
- 1/3 cup vinaigrette dressing ("lite," around 15 calories per tablespoon or less)

DIRECTIONS

Toss all ingredients together in a large bowl. Add dressing and toss again. Serve immediately.

**This recipe is provided by the U.S. Department of Agriculture. For more resources like this, visit the [SNAP-Ed Connection](#) website.*



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!

Giving Back to the Community



ITC Employee Becomes “Guardian Angel” for Member’s Family

It can be scary to begin a new healthcare journey as a non-native speaker. But, as many members have come to realize, Iowa Total Care wants to ensure everyone receives the care they need. This member didn’t expect such an easy experience. She was in for a pleasant surprise.

The member was amazed when the ITC case manager greeted her in Russian, her native language. The case manager had taken time to learn a few words in Russian, knowing the language allowed the member to feel

comfortable. From that moment on, the member knew she had no need to worry.

That experience happily reflected what was to come. Two years of compassionate care left the member and her family with nothing but gratitude. For that simple kindness—and the many that followed—the member would always describe her case manager as “a guardian angel to our family.”



We have been so proud to share our **Be Well. Eat Well.** mission with others. This summer, we’ve been helping Iowans access healthy food by supporting community organizations across the state.



Supporting Lutheran Services in Iowa (LSI) Global Greens

LSI Global Greens provides former refugee farmers with land to grow food. Our support has helped them continue to help their farmers sell produce.



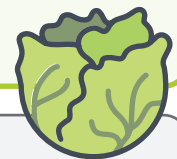
Supporting the Food Bank of Siouxland’s Mobile Food Pantry

The “Food to You” Mobile Pantry provides food to areas other food banks cannot reach. Our contributions have ensured the Mobile Pantry will remain up and running through 2022!



Supporting The 712 CreekTop Garden

ITC helped kick off The 712 Initiative’s new CreekTop Garden! This space will provide for 50 community gardeners renting plots. It will also help teach students about gardening and growing produce.



Quick Links



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 info.

Your Community Relations & Resource Teams

Iowa Total Care's Community Outreach Team

Have you had a chance to speak with a Community Relations individual? If so, you can now put a face with their name.

If you have not spoken with or met with an ITC outreach representative, we encourage you to reach out and discuss ways ITC may be able to support your organization.



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Iowa Total Care's Resource Team

Our team helps members address Social Determinant of Health needs. We do this by connecting people to community resources, like housing options. Please contact us with your questions—we're here to help!

Housing Specialists



Nicole Naab



Diane Tinker McCoy

Contact our Housing Specialists at
Housing_ITC@IowaTotalCare.com.




Resource Specialist



Kay Tannatt

Contact our Resource Specialist at
ITC_Resource_Referral@IowaTotalCare.com.

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