



# IN THE COMMUNITY



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

September 2020 Edition

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

Iowa Total Care Community Relations Coordinators are excited to partner and connect with you, your organization, and your community.

Our Community Relations Coordinators connect you and our members to important educational resources and support the incredible work of Iowa community-based organizations.

*We encourage you to share Iowa Total Care’s newsletter with your community partners.*

 [Sign up for the newsletter!](#)



## News You Can Use

### ITC's Programs & Services Flyer

Want to learn more about ITC’s programs and services? Check out our Programs and Services Flyer!

The flyer is available in [English](#) or [Spanish](#).

### Open Choice Period

This month marks the start of open choice period, which runs from September 1 to October 30. 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 1-800-338-8366 or locally in Des Moines at 515-256-4606. You can also email Iowa Medicaid Member Services: [IMEMemberServices@dhs.state.ia.us](mailto:IMEMemberServices@dhs.state.ia.us)

# Iowa Total Care Community Connections

## Helping Iowa Recover from El Derecho

In the aftermath of the Iowa Derecho, communities across the state knew recovery would be a joint effort. Iowa Total Care quickly took action by:



- Coordinating recovery efforts with the Governor's office through daily phone calls.
- Donating 20,000 masks and gloves to the Iowa Department of Human Services.
- Conducting phone and door-to-door outreach with members.
- Purchasing flashlights, batteries, food and extension cords for those in need of essential supplies.
- Sharing information about how those impacted could request resources.
- Encouraging employees to volunteer through [Volunteer Iowa](#).

## ITC Helps Mother and Newborn Weather the Storm

Thanks to Iowa Total Care, a frightened member and her newborn survived the devastation of the early August derecho that pounded Cedar Rapids – and much of Iowa – with Category 3 hurricane-force winds of up to 140 miles per hour.

During the crisis, our Member Connections Representative (MCR) reached out as part of ITC's postpartum program. Our MCR came to the rescue of a new mother and baby, who, like many others in the county, would end up going without basic needs for six or more days. No refrigeration. No hot water. No lights. No cooking. No air conditioning.

Downed trees and broken power lines made streets dangerously impassible. Roof and structural damage created unsafe conditions for homes and businesses. Impossible to leave, unimaginable to stay. Especially with a newborn.

Our MCR spoke with the member, and helped our member connect with the Department of Human Services' (DHS) food replacement program. She helped our member recover losses from food spoilage by showing her step-by-step how to complete the DHS application for assistance without leaving home.

Our member has expressed appreciation for the recovery assistance provided by Iowa Total Care, and local state agencies. She is also grateful for her baby's health, happiness and calm disposition during a stormy first week of life.





# Iowa Total Care Community Connections



## Lending a Hand with Hot Meals USA

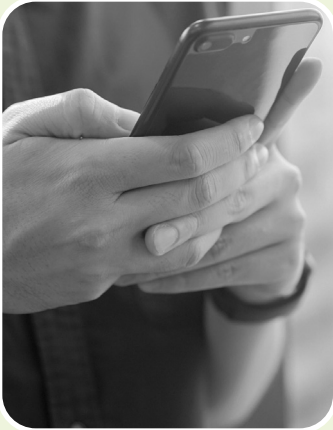
Many employees traveled to heavily impacted communities to offer what they could for those most in need. Community Relations Coordinators Jonathan Fritz and Chuck Seley joined Hot Meals USA in its effort to feed the hungry. In Tama, Jonathan and Chuck helped serve free meals of hot dogs and corn on the cob.

A few weeks later, ITC was on the ground again in Marshalltown and Cedar Rapids. This time ITC helped Hot Meals USA give away meal boxes of meat, dairy and produce. With collective support from organizations, volunteers and community leaders, Iowa can overcome whatever storm comes its way.

Visit the [Hot Meals USA website](#) to learn more about getting involved.



## Member Texting Campaign



Iowa Total Care has launched several texting campaigns to help members get the most out of their health plan. The texting campaigns include the following:

- Member reminders to follow up with their primary care doctor after an emergency department visit.
- Member resource lists, such as 24/7 nurse lines and urgent care centers in their area.
- Member reminders to schedule their annual check-up with their doctor.
- Member information about COVID-19 testing, the nearest testing site and additional resources.

To learn more about these texting campaigns, please contact Member Services at 1-833-404-1061 (TTY: 711).

## Reading Rocks! with Doc Literacy Campaign

Iowa Total Care's Reading Rocks! with Doc literacy campaign has launched to ensure children have the skills they need to become strong readers. Since early education is a social determinant of health, literacy is especially important for healthy childhood development.

Take a look at a few of the program's fun resources below!

Contact your territory representative to learn more about ITC's Read with Doc program.



Super Hero Activity Booklet



Kids Poster



Bookmark

## Stakeholder Advisory Board Meeting

Iowa Total Care's Stakeholder Advisory Board was held earlier this month. The purpose of the Stakeholder Advisory Board is to bring providers, members and Iowa Total Care staff together. Involvement in the meeting provides ITC feedback it can use to improve its programs and processes. Participating members even earn \$25 on their My Health Pays® VISA card!

For questions, call Member Services at 1-833-404-1061 between 7:30 a.m. to 6:00 p.m.





## National Hispanic Heritage Month

Each year from September 15 to October 15, our nation pays tribute to the achievements and contributions of Hispanic Americans by celebrating their histories and cultures. The dates for National Hispanic Heritage Month were chosen for their ties to significant events like Mexico's Independence Day and El Día de la Raza. As a way of celebration, consider doing some research about the rich history and culture of the Hispanic and Latino members we serve.

Iowa Total Care helps serve its widely diverse member base through a variety of language services. These include free interpretations during any service or grievance process. ITC can even arrange for an interpreter to be present at a medical appointment.

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



## Time for a photo recap!

Here's some of our favorite ITC on the Go memories from this month.



# Meet Your Community Relations Team Members!

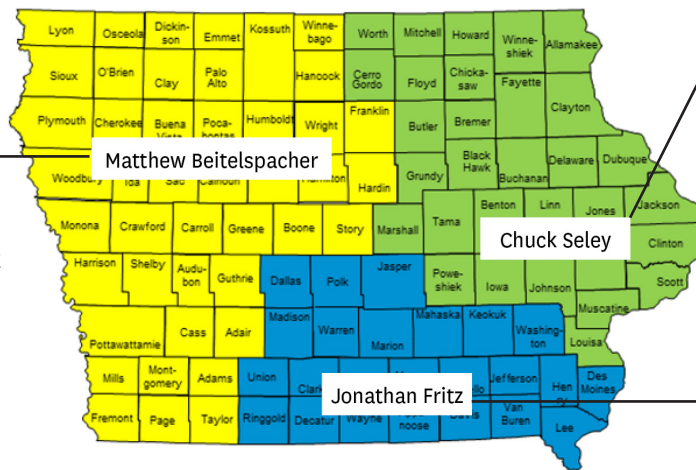
Below is ITC's Community Relations Coordinator regional territory map. If you've had a chance to speak with the Community Relations individual for your area, now you can put a face with their name.

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

## Community Relations Territory Regions



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