

# IN THE COMMUNITY



HELLO  
*December*

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

December 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!](#)



### Get Your COVID-19 Vaccine!

Looking for places to get your COVID-19 vaccine? Search online resources here 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 6:00 p.m.

## Season's Greetings from Iowa Total Care



*We are so grateful for everyone that has supported our mission of transforming the health of the community, one person at a time. May this season of giving shine its generous light on you and your loved ones. Wishing you happy and healthy holidays this year.*

Sincerely,  
Iowa Total Care

## Keep Yourself and Your Loved Ones Healthy



Your protection with the flu shot gets weaker over time. That's why a yearly flu shot is needed to keep you from getting sick. The flu shot is a good idea for just about everyone. But, these people are at an even higher risk of health problems from the flu:

- Pregnant moms
- People with a chronic condition or caregivers
- Children and families
- Seniors or those who care for them

Learn more from our [Flu Shots](#) page.

# A Healthy You



## 4 Tips for Holiday Cooking with Kids

- 1. Safety First.** Before you start, teach them to be clean from germs. Whoever is cooking should begin by washing their hands in warm, soapy water for 20 seconds.
- 2. Cover the Basics.** As children are just getting started in the kitchen, keep things simple. Give them basic tasks to master first. For example, let them get items from the pantry, crack an egg or measure an ingredient.
- 3. Think of Age.** Below is a set of suggested tasks for different age ranges:
  - **3-5:** mixing simple ingredients, tear lettuce for a salad, press cookie cutters
  - **6-7:** shuck corn, use a vegetable peeler, crack eggs, measure ingredients
  - **8-9:** use a can opener, juice citrus fruits, check the temperature of foods with a thermometer, pound chicken on a cutting board
  - **10+:** slice or chop vegetables, microwave foods
- 4. Go Slow.** Practice makes perfect! Your child will likely need time to learn these new skills. Let them get better over time with some trial and error. It's helpful to explain the reason for what you're doing as you go, such as baking versus broiling or the reason you're cooking certain dishes differently.

### Recipe of the Month: Frozen Banana Penguins

#### INGREDIENTS

- Bananas
- ½ cup chocolate chips
- Dried apricots
- Mini marshmallows or white chocolate chips

#### DIRECTIONS

1. Peel the bananas and slice in half, width-wise. Place on parchment-lined baking tray.
2. Melt chocolate chips (use 1 ½ tsp. oil for a smoother sauce). Dip each banana half into the melted chocolate.
3. Freeze to set.
4. Cut apricots in half to add as feet and beaks, using melted chocolate as the "glue." Do the same for the eyes, using mini marshmallows or chocolate chips.
5. Freeze again to set then enjoy!



Find holiday cooking classes perfect for the whole family at [iowatotalcare.com/bewelleatwell](http://iowatotalcare.com/bewelleatwell) under "Cooking with Doc."

\*Find this recipe and more from this [healthy dessert blog](#).

### 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](http://Member.IowaTotalCare.com). Create a new account or sign in—it's free and easy!



## Member Story: When Loneliness Calls Out for Help

Childhood difficulties and isolation from family left their mark on one Iowa Total Care member. The member was placed in various group homes and state hospital settings, but never adjusted. Moving from one residential location to another exacerbated the troubling sense of not belonging.

The member acted out loneliness in physical and verbal aggression toward others – staff, peers and community members. The result was *many* calls for help to 911 and nearly 100 dispatches of emergency services in one six-month period. After each crisis, the loneliness returned.

In finding a solution, Iowa Total Care worked with providers, hospitals, emergency services and the member. Although the member was reluctant at first, placement in the Host Home Services program of Community Supports Network became the next step.

Transition took a few months, but the member had finally found a place to belong. Case observers note that the host family included ITC’s member in holidays, family activities and special acts of kindness. By becoming part of the host family, the member was able to sense a connection and even began calling the host home’s mother *Grandma*.

Once again, ITC demonstrated the Centene Belief in treating the whole person, not just the physical body.



Visit [iowatotalcare.com/docskidsclub](https://www.iowatotalcare.com/docskidsclub) under “Doc & Friends” to find behavioral health resources for kids.



### 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](#).



#### **No-Cost\* Transportation Services**

Don’t have a way to get to your healthcare appointment? As an Iowa Total Care member, you can get rides to non-emergency medical appointments at no cost. Or, ask us about the mileage reimbursement program in advance of your appointment. Just call Iowa Total Care at 1-833- 404-1061 (TTY: 711), then press 2 for member services, then 1 for transportation. **Check out Iowa Total Care’s new [Transportation Brochure](#) to learn more!**

\*some restrictions apply



# Giving Back to the Community



## SCHOOLS IN IOWA



### 100 Schools in Iowa

Iowa Total Care has donated \$50,000 to support childhood literacy through our 100 Schools in Iowa initiative! Our outreach team has been busy delivering literacy toolkits and \$500 donations to elementary schools across the state. We're so grateful to see the positive impacts of this literacy initiative!

*"We want to thank you for choosing Lovejoy Elementary in Des Moines for the 100 schools in Iowa. We are beyond grateful for your generosity! Your gift will be used to purchase new books in our school library to support literacy, diversity, SEL, and science." – Lovejoy Elementary, Des Moines*

*"I received the box yesterday and am overwhelmed by this very generous donation! Our staff and students will all benefit from this! Thank you! Thank you!!"*

**– Clark Elementary School, Le Mars**



### ITC Employee Pie Giveaway

To celebrate the season of giving, Iowa Total Care raised donations for the Des Moines Area Religious Council (DMARC) during our annual holiday employee pie event. Even Doc made a surprise visit to help give away free pies to our staff!



### NAMI Walks Your Way

A group of ITC staff members (plus our miniature mascot, puppy Doc) made it to the finish line to raise awareness for mental health in Iowa! Learn more about the National Alliance on Mental Illness at [namiiowa.org](http://namiiowa.org).



# 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.



**Nancy Thompson**  
Director, Marketing & Communications  
[nancy.h.thompson@iowatotalcare.com](mailto:nancy.h.thompson@iowatotalcare.com)



**Peggy Mongar**  
Manager, Community Relations & Outreach  
515-447-6147  
[peggy.mongar@iowatotalcare.com](mailto:peggy.mongar@iowatotalcare.com)



**Matthew Beitelspacher**  
Community Relations Specialist  
515-204-9481  
[matthew.j.beitelspacher@iowatotalcare.com](mailto:matthew.j.beitelspacher@iowatotalcare.com)



**Linda White**  
Community Relations Coordinator  
[linda.white@iowatotalcare.com](mailto:linda.white@iowatotalcare.com)



## 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**



### *Resource Specialist*




**Kay Tannatt**

Contact our Housing Specialists at  
[Housing\\_ITC@IowaTotalCare.com](mailto:Housing_ITC@IowaTotalCare.com).

Contact our Resource Specialist at  
[ITC\\_Resource\\_Referral@IowaTotalCare.com](mailto:ITC_Resource_Referral@IowaTotalCare.com).

## Stay In Touch!

 [Like us on Facebook](#)

 [Sign up for newsletter](#)