



IN THE COMMUNITY



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

November 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

Community Resources: Aunt Bertha Has a New Name

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.

[Findhelp.org](https://findhelp.org) is a social care network that connects verified social care providers to people seeking help. It also helps nonprofits coordinate efforts. This makes it easy for people to find social services in their communities.

[Findhelp.org](https://findhelp.org) allows people to find programs and services for:

- Food
- Shelter
- Financial assistance
- And more!

[Findhelp.org](https://findhelp.org) is accessible to the public and has resources available in Spanish. For questions, visit [Iowa Total Care's website](#) or call Member Services at 1-833-404-1061 (TTY: 711).



ITC In The Community

News You Can Use

In-Home Diabetes Monitoring Test Kits

Iowa Total Care recently partnered with Visiting Physicians Association (VPA) to provide in-home Diabetes Monitoring Test Kits at no cost to Iowa Total Care members. The test is completed right in the comfort and privacy of their home. Members can earn \$15 through [My Health Pays®](#) when the test is taken.

For questions, members can call VPA at 1-866-987-1506 (TTY: 711), Monday through Friday from 7:30 a.m. to 3:00 p.m. CST.



Get Paid for Your Opinion

Members can help Iowa Total Care improve the way our health plan works. Through the Stakeholder Advisory Board, members can share their thoughts and ideas. Participation is easy since meetings take place virtually. We also offer transportation if needed. Iowa Total Care members will earn \$25 on their [My Health Pays®](#) VISA card by attending a meeting.

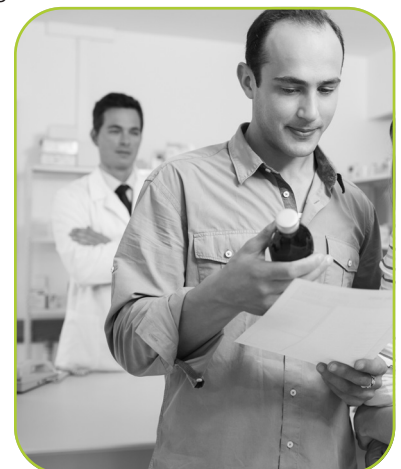
The next Stakeholder Advisory Board meeting is December 2 from 6:00 p.m. to 7:30 p.m. Interested members can sign up online by completing our Stakeholder Advisory Board form. For questions, call Member Services at 1-833-404-1061 (TTY: 711).

Member Story: Helping Member Overcome Barriers to Health

An Iowa Total Care (ITC) case manager helped an Iowa veteran overcome barriers to get the necessary medications he needed to stay healthy. The member had gone for one month with no medication for diabetes and liver disease because he could not afford the \$37 commercial pharmacy copay.

An ITC case manager stepped in to help the member. Instead of filling the prescriptions through a commercial pharmacy, the case manager worked with the member's physicians to get the prescriptions filled through the Veterans Administration (VA) Hospital Pharmacy. However, the VA Pharmacy was not able to fill all of the member's prescriptions right away. The case manager worked with the commercial pharmacy to fill what the VA Pharmacy could not.

When the prescriptions were ready for pickup, the member could not go and get them because he doesn't drive. So, the ITC case manager helped arrange transportation for the member. The ITC case manager helped remove the member's barriers to health, making it simple for them to get well, stay well and live well.





Reading Rocks! With Doc and Hitting the Radio Waves

Iowa Total Care Community Relations Coordinators have been on the go and sharing our Reading Rocks! With Doc literacy materials across Iowa. To date, over **48,700** literacy materials have been distributed! ITC also partnered with nonprofits such as Raising Readers in Story County to encourage children to read.

Iowa Total Care was a guest on Des Moines Spanish radio show Las Macheteras. Iowa Total Care's Cultural Competency Specialist, Olga Esparza, joined Community Relations Coordinator Carolina Cañas to share helpful Iowa Total Care resources with Latino listeners.

ITC is very grateful for our many community partnerships. Please contact your ITC Community Relations Coordinator and let us know how we can connect and partner with you!



TOP PHOTOS: Carolina & Olga with Las Macheteras host; BOTTOM PHOTOS: Raising Readers books and Doc with staff.

Time for a photo recap!

Here's some of our favorite recent ITC on the Go memories.

- Hy-Vee resource tables in Sioux City, Des Moines, Cedar Rapids, Waterloo and Council Bluffs
- Hawkeye Area Community Action Program, Inc. (HACAP) Mobile Food Pantry
- Creston Area Food Pantry
- Newton's Drive-Thru Trick-or-Treat event
- Day of the Dead Block Party (sponsored by Capitol Park Neighborhood Association and La Q Buena radio station)



ITC In The Community

ITC's Impact in Iowa

Check out Iowa Total Care's [Impact in Iowa flyer](#) to learn about ITC's:

- Member Outcomes
- Provider Network
- COVID-19 Response Resources

ITC Making a Difference

View our [Making a Difference flyer](#) to learn more about ITC's:

- Physical and Behavioral Healthcare
- Long Term Support Services
- Value Adds



Improve Your Health Literacy

Health literacy refers to how well a person is able to get, communicate, process and understand health information. This helps people make good health decisions. Patients can improve their health literacy by:

- Asking questions
- Taking notes
- Bringing someone to appointments

Iowa Total Care helps members navigate their health challenges through unique member benefits. Visit our [Health & Wellness Topics page](#) to view useful resources like Krames Health Library and Health Books. For interpreter services, call Iowa Total Care at 1-833-404-1061 (TTY: 711).

Native American Heritage Month

November is Native American Heritage Month, also known as American Indian and Alaska Native Heritage Month! This month allows us to reflect on the diverse cultures, traditions and histories of native communities. It also allows us to educate ourselves about health challenges Native Americans continue to face.

To learn more about Native American Heritage Month or access minority-specific health data, visit:

- [5 ways to honor Native Americans during Native American Heritage Month](#)
- [NCAI information on Native American Heritage Month](#)
- [Iowa Office of Native Americans information](#)



National Diabetes Awareness Month

November is National Diabetes Awareness Month. In the U.S., it is estimated over 10 percent of the population has the disease with 7.3 million cases going undiagnosed. Individuals with diabetes face higher healthcare costs that are 2.3 times greater than those without it.

At Iowa Total Care, those diagnosed with diabetes can earn My Health Pays® rewards for taking care of their health. To learn more, visit our [My Health Pays® web page](#) or call Member Services at 1-833-404-1061 (TTY: 711).

Meet Your Community Relations Team Members!

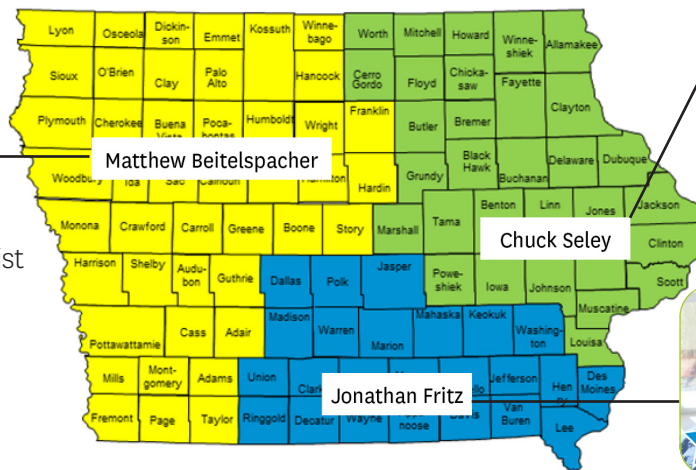
Below is ITC's Community Relations Coordinator regional territory map. If you've had a chance to speak with the Community Relations individual for your area, now you can put a face with their name.

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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