



IN THE COMMUNITY



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

October 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

Get Rewarded for Healthy Decisions

Did you know members who complete healthy activities get rewarded? Members who engage in healthy behaviors can earn predetermined nominal dollar amounts. It's all part of our My Health Pays® rewards program! Here are a few ways to earn rewards:

\$30: Health Risk Screening

Must complete within 90 days of enrollment.

\$25: Notification of Pregnancy Form

Must be completed within second trimester.

\$20: Annual Adult Well Care Visit

Ages 21 and up. Once per year.

\$10: Annual Flu Vaccine

Ages 18 and up. Once per flu season.
September – April.

Check out our [My Health Pays® web page](#) to view other rewards.

News You Can Use



Open Choice Period Ends October 30!

During Open Choice period, members can change their Managed Care Organization (MCO) for any reason. If you have Iowa Total Care, you don't have to do anything. You will automatically be re-enrolled with us. [Here's what Iowa Total Care has to offer.](#)

For questions, call Iowa Medicaid Member Services at 1-800-338-8366. For a local Des Moines call, dial 515-256-4606. You can email Iowa Medicaid Member Services at IMEMemberServices@dhs.state.ia.us.

Video Appointments with a Doctor 24/7*

Did you know Iowa Total Care offers Telehealth Services? Iowa Total Care provides 24/7* access to medical care. Plus, there is no added cost for members! With Telehealth, members can:

- Have a video appointment with a doctor, face-to-face anytime.
- Talk with a doctor about non-emergency issues.
- Get medical advice and referrals.

[Learn more at Iowa Total Care's website.](#)

**Behavioral health services are available Monday – Friday 7:00 a.m. to 7:00 p.m. CST.*



Breast Cancer Awareness Month



October is Breast Cancer Awareness Month. Learn more about the national campaign at the [National Breast Cancer Foundation, Inc. website](#). Show your support by wearing a pink ribbon and maintaining healthy habits!

One of the best ways women can stay healthy is to schedule a yearly well-woman checkup. Well-woman checkups are a covered benefit for our members.

Getting a well-woman checkup each year along with an Adult Well Visit can help catch problems early. And you can earn up to \$20 in rewards through ITC's My Health Pays® program.

View our [Women's Health web page](#) for additional resources.

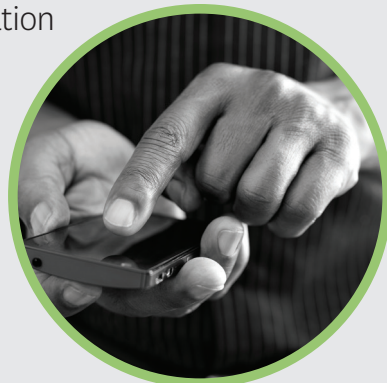
ITC In The Community

Iowa Total Care's Mobile App

Iowa Total Care has a secure mobile app! It is free to members who have a smart phone. The app gives you resources that help you manage and take charge of your health. With the app, you'll have access to your benefits and personal health information—anytime, anywhere!

ITC's app includes access to information like:

- ID Card
- Health alerts
- Benefit information
- And more!



ITC's Derecho Response is a "Success Story"

"Iowa Total Care goes above and beyond to help members weather the storm," says Iowa Department of Human Services. Learn more about ITC's recovery efforts by [viewing the DHS e-news story](#).

The story shows how ITC helped:

- deliver food to a pregnant member.
- assist a mother and her newborn with food replacement.
- replace a diabetic member's medicine.

Get Paid for Your Opinion

Members can help Iowa Total Care improve the way its 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 meeting takes place on Dec. 2. Join the board by signing up online by completing our [Stakeholder Advisory Board form](#). For questions, call Member Services at 1-833-404-1061 (TTY: 711).

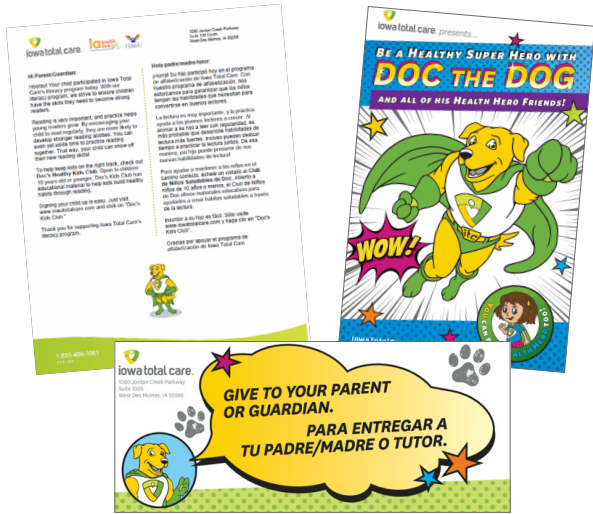




Reading Rocks! with Doc Literacy Campaign

Our Community Relations Coordinators have been hard at work this season. They've been distributing Reading Rocks! With Doc literacy materials across Iowa! This includes ITC's Doc the Dog kids activity booklet and information packet. From public libraries to food pantries, coordinators have been there.

Just this month, our coordinators visited Mason City, Council Bluffs, Fort Dodge and Glenwood. In total, that's over **34,000 materials** shared across **121 locations**. What a fun way to promote Iowa literacy!



A sample of the literacy materials our Community Relations team has been sharing!

Time for a photo recap!

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



FIRST ROW (left to right): Hawkeye Harvest Food Bank, Mason City; Community Kitchen of Iowa, Mason City; Emmet County Resource Fair, Estherville

SECOND ROW (left to right): Community Action Agency of Siouxland, Sioux City; Food Bank of Siouxland, Sioux City; Milo Public Library, Milo

Meet Your Community Relations Team Members!

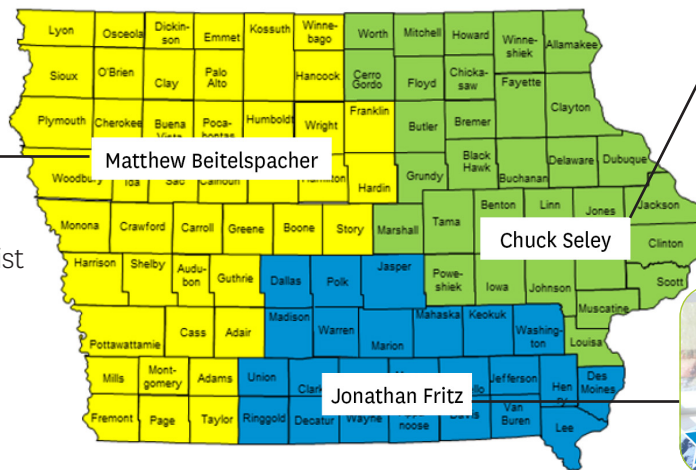
Below is ITC's Community Relations Coordinator regional territory map. If you've had a chance to speak with the Community Relations individual for your area, now you can put a face with their name.

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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