



IN THE COMMUNITY

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

Welcome to Iowa Total Care's (ITC) "In the Community" monthly newsletter!

Q1 2024 Edition

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!](#)

2024 New Year, Same Iowa Total Care

GREEN TO GO

2023 was a big year for Iowa Total Care! Partnering with 230+ organizations, Iowa Total Care participated in 150 events and interacted with over 19,000 attendees. One of our biggest initiatives of 2023 was **Green to Go**. By hosting four highly attended events, Iowa Total Care distributed 42,540 pieces of fresh, free produce.



In 2024, we'll continue to support communities through our **Be Well. Eat Well.** initiative and our **Iowa Total Care Literacy Program**. Here's to making another year better together!



Learn about our **Be Well. Eat Well** and **Green to Go** initiatives at iowatotalcare.com/bewelleatwell. Learn about the **Iowa Total Care Literacy Program** at iowatotalcare.com/members/medicaid/literacy-program.html.

Join Doc's Kids Club!

Hi! I'm Doc.

Are you ready to get healthy? My club is for kids like you who work together to get healthy and stay that way. Have an adult sign you up. When you do, you'll get a **free book, and an official Doc's Kids Club ID card and sticker.** Open to Iowa residents ages 10 and under.



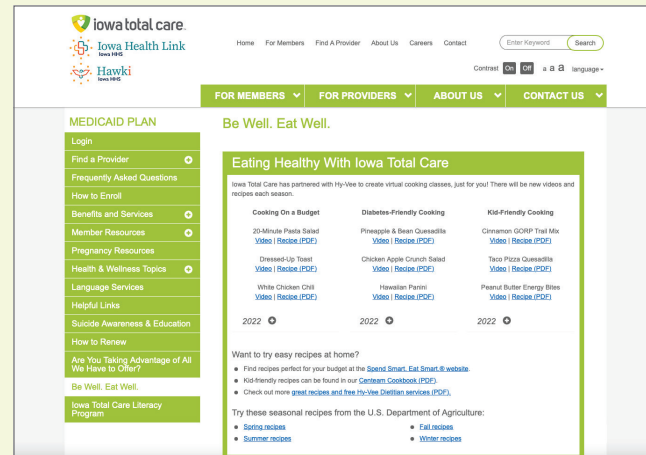
iowatotalcare.com

Be Well. Eat Well. Cooking Classes

Iowa Total Care partners with Hy-Vee to offer cooking classes to members! The recipes are simple by design with options that are:

- Diabetic-friendly.
- Budget-friendly.
- Kid-friendly.

New this month, we are sharing several new recipes with a variety of cuisine! Visit our [Be Well. Eat Well.](#) page under “Eating Healthy with Iowa Total Care” to get started.



Member Story: ITC Persistence Saved a Heart

An Iowa Total Care member needed help – and Iowa Total Care was there.

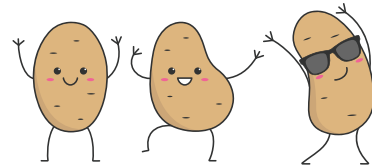


An Iowa Total Care member needed more time with a vital life vest that they rented, but Iowa Total Care didn't have approval for the member to use it that month on record. Iowa Total Care had received a previous authorization request, but it didn't include the current month, making the member's equipment approval not current.

The Iowa Total Care case manager on duty took this matter very seriously. The original authorization was tracked back to the hospital, where clinical notes led to the member's current healthcare provider. The Iowa Total Care case manager contacted the provider and received approval for the life vest rental.

Passing these documents forward without approval would have resulted in a denial. Iowa Total Care recognized the urgent need and persisted in getting what was required for authorization.

Recipe of the Month: Potato Soup Serves 4



INGREDIENTS

- 3 medium potatoes,
- 4 cups reduced-sodium chicken broth,
- ½ cup chopped cooked ham,
- 1 cup nonfat dry milk powder,
- ½ cup chopped onion,
- ½ cup corn, canned or frozen

INSTRUCTIONS

1. Wash potatoes and peel. Cut into 1-inch cubes; place in large pot.
2. Add broth to pan and bring to boil. Partially cover pot with lid and simmer 20 minutes or until potatoes are tender but not mushy.
3. Add ham, dry milk powder, onion and corn to the pot.
4. Bring to a boil. Reduce heat and simmer for 5 minutes.
5. Serve hot.



Iowa Total Care provides Medicaid health insurance to Iowans. Established in 2019, Iowa Total Care exists to transform the health of communities we serve, one person at a time.

Giving Back to Four Communities in Iowa in 2023, More to Come in 2024



During our 2023 Green to Go events, Iowa Total Care was able to serve the communities of Des Moines, Cedar Rapids, Sioux City and Corning.

Iowa Total Care served 1800+ attendees through these four events, giving out fresh, free produce including peppers, potatoes, bananas, apples and pears. Iowa Total Care will continue our Green to Go outreach in 2024 to continue promoting healthy living through healthy eating.



GREEN TO GO

Check out our upcoming 2024 Green to Go events below:

EveryStep's Baby Bloom Community Baby Shower event

Date: Saturday, April 20, 2024
Time: 11 a.m. – 2 p.m.
Location: Valley West Mall
West Des Moines

Des Moines Public Library's Day of the Child event

Date: Saturday, April 27, 2024
Time: 10 a.m. – 12 p.m.
Location: Union Park
715 Guthrie Ave
Des Moines

Quick Links



Community Resources

Visit [iowatotalcare.findhelp.com](#) to find programs and services for food, shelter, healthcare, work, financial assistance and more.



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!



Transportation Services

Don't have a way to get to your healthcare appointment? Iowa Total Care members are eligible for rides to nonemergency medical appointments. We also offer a mileage reimbursement program in advance of your appointment. To schedule a ride, please call Access2Care at 1-877-271-4819. Learn more at [iowatotalcare.com/members/medicaid/benefits-services/transportation](#).

Quick Links



Care Coordination

Care coordination and disease coaching are two health benefits provided at no cost for Iowa Total Care members. These programs provide services for many conditions, such as asthma, diabetes, COPD, high-risk pregnancy and many more. To learn more call Member Services at **1-833-404-1061** (TTY: 711).

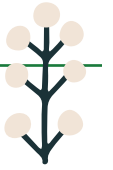


Mobile App

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](#).

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 & Resource Specialists



Nicole Naab

Contact our Housing Specialists at
Housing_ITC@IowaTotalCare.com or
ITC_Resource_Referral@IowaTotalCare.com.



Diane Tinker McCoy



Health Equity Specialists



Olga Ayala

Contact our Health Equity Specialists at
C&L@IowaTotalCare.com.



Kay Tannatt



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