

WHOLE you



Quarter 1 2025

Get Free Help This Tax Season!

Tax time can be confusing. You have many options for help with filling out your tax return and getting filed on time. **Best of all, these options are free to use.**



Volunteer Income Tax Assistance (VITA)

The Internal Revenue Service (IRS) offers a free program for people who need help filling out their tax documents. Volunteers are trained and ready to work with you throughout the tax season.

Tax Counseling for the Elderly (TCE)

If you are 60 years or older, the IRS provides free assistance with its

TCE program. IRS-certified volunteers can help with tax questions about pensions and retirement. VITA and TCE sites are close to where you live. You can find them nationwide at places like community centers, libraries and schools. Visit irs.treasury.gov/freetaxprep to find a VITA or TCE site. Or, call 1-800-906-9887. Before you go, make sure you have the paperwork you'll need. Find the full list of what to bring through the [IRS Checklist for Free Trax Prep](#).

IRS Phone Assistance

If you have questions about filling out your return, call the IRS at 1-800-829-1040 (TTY/TDD: 1-800-829-4059). Representatives are available to help from 7 a.m. to 7 p.m. Your wait time can vary. The IRS estimates it at about 15 minutes.



CAHPS Surveys

Member Satisfaction Surveys have been sent out to a group of randomly selected Iowa Total Care members. If you receive the survey, please fill it out and return it as soon as possible.

All Iowa Total Care Member Satisfaction Surveys will be distributed and collected by Press Ganey.

Please note: this survey will not collect any personal or identifiable information. **All survey responses are confidential.**



HOPE IN HAND:

How One Iowa Total Care Business Card Led to Life-Changing Care

An Iowa Total Care business card sparked hope and healthcare solutions for a member in need.

After a hospital discharged a homeless member with nowhere to go and no easy way to seek help, the member recalled an Iowa Total Care case manager's business card from an earlier occasion – and it pointed the way to safe solutions.

The member reached out to the case manager, who quickly helped them find available housing. After working with the case manager some more, the member was able to get treatment for liver infections and re-establish their behavioral health services.

What started with a little business card ended with a fresh start and essential care for the Iowa Total Care member.



View our 2024 Community Impact Report

Iowa Total Care made great strides in 2024. We worked hard to give back to our communities and build resources for our members.

Please take a look at our [2024 Community Impact Report](#) for a summary of our 2024 member benefits, community partnerships, new initiatives and so much more!

Get the support you need with our mental health programs.

If you're struggling with mental health, you don't have to do it alone. We get you the care you need.

Call 988: National Suicide & Crisis Lifeline.

Your Life Iowa: Offered by the Iowa Department of Public Health, this program is available to all Iowans. It offers free, confidential support and connects you to resources meant to help you get your life back on track.

Get care from anywhere 24/7: As a member, you get 24/7 access to virtual healthcare at no cost to you. [Visit our telehealth page to learn more.](#)

Iowa Total Care's Crisis Support Line: Iowa Total Care has a FREE crisis support line for members to assist with depression, mental illness, substance use disorders and other behavioral health needs. Call 1-833-404-1061 (TTY: 711) to learn more.

How to Talk With Your Provider



You can play an active role in your healthcare by talking with your provider.

Clear and honest communication between you and your physician or healthcare team can help you both make informed choices about your health. It's important to be honest and upfront about your symptoms, even if you feel embarrassed or shy. Have an open dialogue with your provider — ask questions to make sure you understand your diagnosis, treatment, and recovery.

Here are a few tips that can help you talk to your healthcare provider and make the most of your appointment:

- Write down a list of questions and concerns before your appointment.
- Consider bringing a close friend or family member with you.

- Feel free to take notes and ask the provider if you need clarification.
- Ask questions.
- Learn how to access your online medical records using patient portal apps.
- Ask for the provider or healthcare provider's contact information and their preferred method of communication.
- Remember that nurses and pharmacists are also good sources of information.
- If needed, ask for an interpreter in your preferred language.

Remember your health is important!
Speak up and follow up as needed.

For further assistance/questions: C&L@IowaTotalCare.com.

Other Resources



Find a Provider

At Iowa Total Care, we want to make it easy for you to find a provider to match your healthcare needs. Visit our [Find a Provider](#) page on **IowaTotalCare.com** to learn more!



My Health Pays®

[Earn My Health Pays® rewards](#) when you complete healthy activities like a yearly wellness exam, annual screenings, and other ways to protect your health.

[Log in to your member account](#) to check your current My Health Pays® rewards balance.



Identify and Report Scams

Scams are common. Learn the warning signs and ways to avoid them! Use this [Iowa Department of Health and Human Services \(Iowa HHS\) guide](#) to recognize scams in email, letters and on the phone. If you think a call, letter or email is not valid, call your provider or Iowa HHS help center at 1-855-889-7985.



Courage on the Court

We loved being a part of this year's 10th Annual Courage on the Court event hosted by Can Play. Can Play is an organization offering adaptive and recreational programs for children and adults who aren't able to go full speed due to a physical, cognitive or emotional disability. Iowa Total Care is proud to support Can Play and their mission.



Coldest Night of The Year Walk

In February, Iowa Total Care staff participated in the Coldest Night of the Year Walk, a winter-rific family-friendly walk which supports Central Iowa Shelter & Services, an organization providing housing meals and more for those in need. Our staff is working to change the tune for people experiencing hurt, hunger, and homelessness - because it's cold out there!

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](#). Create a new account or sign in—it's free and easy!



Food Resources

Find healthy recipes, community gardens, and additional food resources.

Visit our [Be Well. Eat Well.](#) page at [IowaTotalCare.com](#) to learn more!



Literacy Program

Access educational tools and discover community organizations that help support literacy in Iowa's youth!

[Learn more about our literacy program](#) on [IowaTotalCare.com](#) to get started!



Check Out Other Iowa Total Care Newsletters

Learn more about Iowa Total Care, find free tips for healthy living, & more.

- [Community Outreach Newsletter](#)
- [Doc's Kids Club Newsletter](#)



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