

WHOLE you



Quarter 1 2026

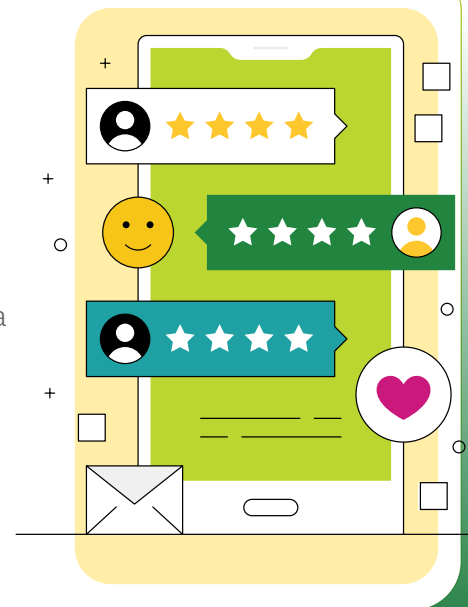
Consumer Assessment of Healthcare Providers & Systems (CAHPS) Surveys

Do you have feedback about the healthcare that you have been receiving? If you received our annual CAHPS survey, you can fill it out and let us know!

Member satisfaction surveys were sent out this March to a group of randomly selected Iowa Total Care members. If you received the survey, please fill it out and return it as soon as possible. Surveys are sent out to members so we can learn more about your needs and what is working for you. Members who receive a survey can fill them out and send them back anytime between March and May.

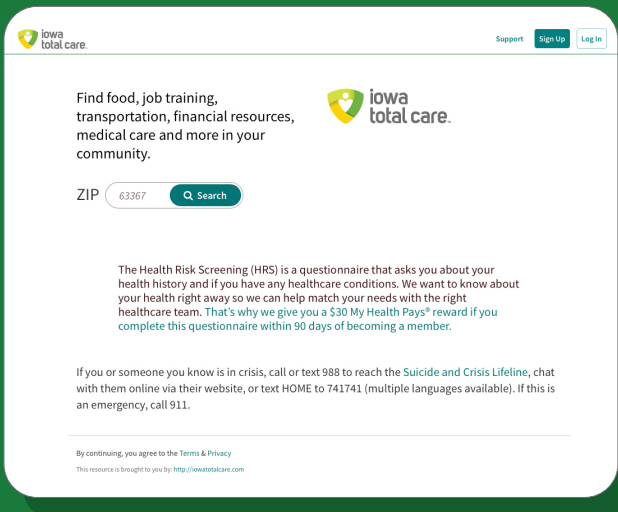
All Iowa Total Care member satisfaction surveys will be distributed and collected by Press Ganey.

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



Find resources at IowaTotalCare.FindHelp.com

Do you need help locating resources? Do you want assistance finding ways to get what you need, when you need it?



We can help you with:

- Getting rides to and from your medical appointments.
- Locating food pantries.
- Finding affordable housing.
- Locating baby supplies.
- Locating a primary care provider in your community.
- Finding an interpreter.
- Translating materials.

For assistance locating resources in your community or with questions:

- Log into IowaTotalCare.FindHelp.com,
- Call Member Services at **1-833-404-1061 (TTY: 711)**, or
- Visit the member page of our website: IowaTotalCare.com.






Introducing Our New Mobile App – Now Available for Download!

We are excited to announce the launch of our brand-new Health Insurance Portal mobile app, designed to enhance your experience and provide you with even more convenience and features on the go.






What's new?

Our new app offers a variety of features, including:

-  **Search for care:** Find doctors and urgent care near you, change your primary care provider and more.
-  **View your benefits:** See the benefits and services available to you.
-  **Access your member ID card:** Open and share your digital member ID card in the app or save it to your mobile wallet.
-  **Take a health quiz:** Let us know your health needs to better serve you.
-  **Let us know you're pregnant:** We can connect you to programs and services for a healthy pregnancy.

Why you'll love it:

-  **Convenience:** Access your benefits and services information anytime, anywhere.
-  **User-friendly:** An easy-to-navigate design that puts important items at your fingertips.
-  **Enhanced features:** Enjoy new capabilities that make accessing your benefits even easier.



Download the app today! The app is available in both the [App Store](#) and [Google Play](#):

1. Download the app: Search for **Health Insurance Portal**.
2. Select Iowa: From the "state" drop down menu, select **Iowa**.
3. Log in: Use your member portal login or create an account to get started.

Bringing Literacy to Life With Clover Kids



In October 2025, Iowa Total Care **launched a new partnership** with the 4-H Foundation's Clover Kids program as part of the Iowa Total Care Literacy Program. This initiative promotes early childhood literacy through new resources and collaboration within the community.

Together, we introduced a series of seven books designed to help children build life skills like confidence, teamwork and communication through interactive activities. Available in 100 county locations, these books make reading fun while supporting emotions and social skills. By combining literacy with hands-on learning, we're helping young readers develop skills that last a lifetime.

To learn more about the Iowa Total Care Literacy Program, visit IowaTotalCare.com/literacy-program. For details on Clover Kids, visit extension.iastate.edu/4h/iowa-4-h-clover-kids.



OTHER RESOURCES



Find a Provider

At Iowa Total Care, we make it easy for you to find a doctor to match your health care needs. Make your match. Try our [Find a Provider](#) tool today!



Get Rewards for Focusing on Your Health!

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



Get 24/7 Care

Mental health services are available for Iowa Total Care adult members through Teladoc for a no-cost visit. Members can download the Teladoc app on the [App Store](#) or [Google play](#) or visit Teladoc.com and schedule video appointments. Find more information on our [Telehealth page](#).



FREE 24/7 Nurse Advice Line

Medical experts can answer your health questions and help set up doctor visits. Use this option if you need help caring for a sick child or to know if you should see your primary care provider. Call our 24/7 nurse advice line: **1-833-404-1061 (TTY: 711)**.

2025 Health Equity, Race, Ethnicity and Language Data

We are proud to support our members. Each year, we gather data on our members' race, ethnicity and language interpretation requests. Check out our 2025 data results below!

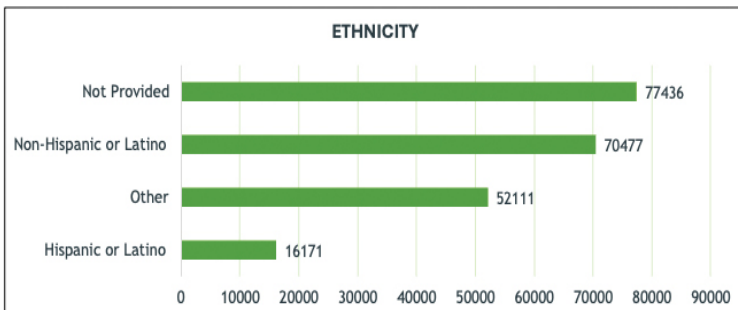
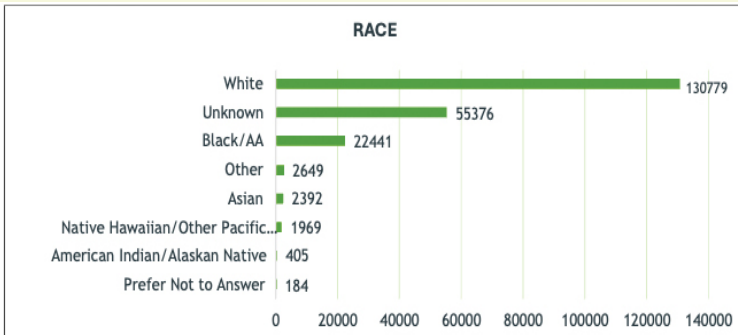
Race and Ethnicity

Of Iowa Total Care's 216,195 members in 2025, the three most self-identified races were:

- White (130,779 members).
- Unknown (55,376 members).
- Black/African American (22,441 members).

The top identified ethnicity was Hispanic or Latino.

Data collection of Race and Ethnicity (RE) is collected through the Health Risk Assessment and Member and Provider Self-Reporting in the member and provider portals on the Iowa Total Care website. Self-reporting is voluntary.



Language Interpretation Requests: Phone and In-Person

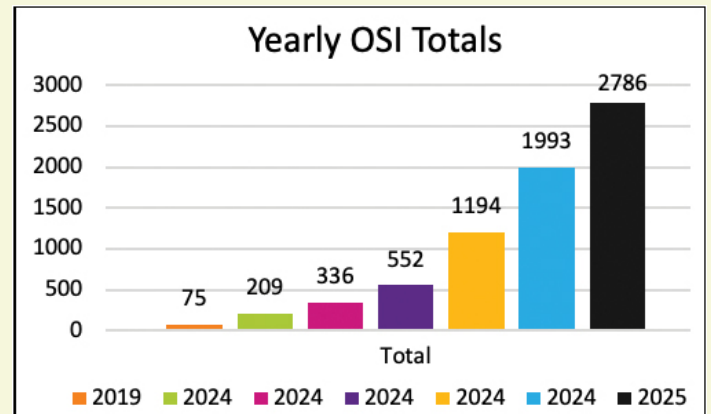
Over-the-Phone Interpretation Requests:

Iowa Total Care received a total of 11,605 requests to translate languages over the phone in 2025, which is 1,895 more requests than what we received in 2024.

On-Site Interpretation (OSI) Requests:

For on-site, face-to-face or in-person (OSI) translation requests, Iowa Total Care received 2,786 requests in 2025, which is 793 more requests than what we received in 2024. You can see the chart with Iowa Total Care's OSI requests below. While the data shows an increase from 2019 through 2025, we also note that numbers can fluctuate throughout any given year.

For on-site, face-to-face or in-person translation requests, the top two languages requested for interpretation in 2025 were Spanish and Arabic. Spanish translations were requested 806 times, and Arabic translations were requested 164 times.



Earn *my*healthpays® Rewards!

Get rewarded for focusing on your health!

Earn **My Health Pays® rewards** when you complete healthy activities like a yearly wellness exam, annual screenings, tests and other ways to protect your health.

Here are some of the rewards you can earn for healthy activities:

Activity	Reward
Annual health risk screening Must complete yearly after being an Iowa Total Care member for 9 months. Once per enrollment year.	\$30
Annual breast cancer screening Females ages 40-74. Once per calendar year.	\$20
Annual flu vaccine Ages 18 and up. Once per flu season. September – April.	\$10

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 My.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 to learn more!



Value-Added Services

Get more from your health plan! Members get extra services at no added cost, because we care for the whole you. Whether you're having a baby or need a ride to the doctor, we've got you covered.

New **Value-Added Services**:

- Sensory items & support.
- Home delivered meals for pregnant members/new baby.
- Foster care kits to members in foster care.



Literacy Program

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

Visit our [Iowa Total Care Literacy Program](#) page to get started!



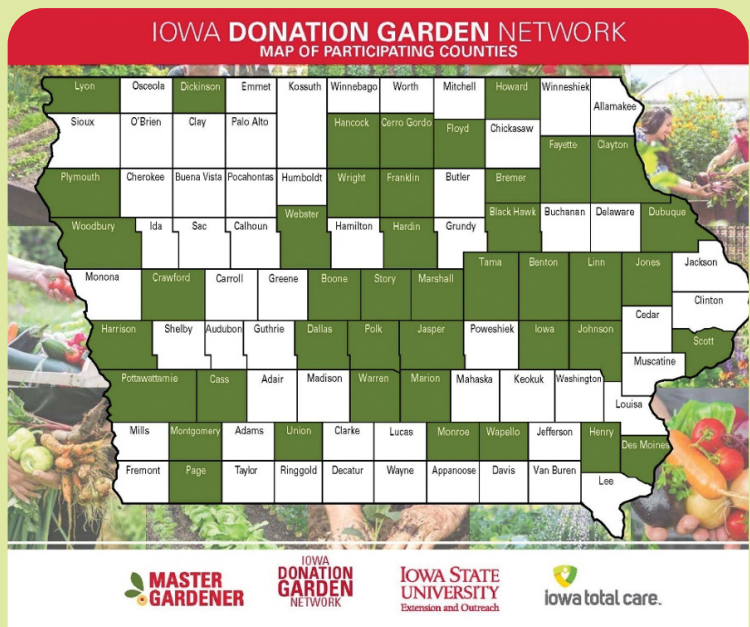
Blankets for the Alzheimer's Association®

At the end of 2025, Iowa Total Care staff spent two days constructing fidget blankets for the Alzheimer's Association® Iowa Chapter. Blankets were sewn together by hand, and fidget items were sewn on, too!

Partnering with the Iowa Donation Garden Network to support food pantries across Iowa

This year we are partnering with the [Iowa Donation Garden Network](#), a program coordinated by Iowa State University Extension and Outreach, to provide free memberships to anyone looking to join the Iowa Donation Garden Network in 2026.

Members of the Iowa Donation Garden Network have the chance to grow nutritious food and serve fresh produce to Iowa communities. Donation gardens span 43 counties, and the food from the gardens will support more than 105 food pantries across Iowa.





Iowa Total Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, which includes discrimination on the basis of sex characteristics, including intersex traits, pregnancy or related conditions; sexual orientation; and sex stereotypes. | Iowa Total Care cumple con las leyes de derechos civiles Federales vigentes y no discrimina por motivos de raza, color de piel, nacionalidad de origen, edad, discapacidad, sexo (lo que incluye la discriminación por características relacionadas con el sexo, como rasgos intersexuales, embarazo o situaciones relacionadas), orientación sexual, ni estereotipos relacionados con el sexo. Iowa Total Care no excluye a las personas ni las trata de manera diferente por su raza, color de piel, nacionalidad de origen, edad, discapacidad, sexo (lo que incluye la discriminación por características relacionadas con el sexo, como rasgos intersexuales, embarazo o situaciones relacionadas), orientación sexual, ni estereotipos relacionados con el sexo.

Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call 1-833-404-1061 (TTY: 711). | Usted tiene a su disposición, sin costo alguno, servicios de asistencia de idiomas, ayudas y servicios auxiliares, material impreso en letra más grande, traducción oral y otros formatos alternativos. Para obtener esto, llame al 1-833-404-1061 (TTY: 711). | 我们免费为您提供语言协助服务、辅助设施和服务、更大字体、口头翻译和其他替代格式。如需获得此服务，请致电 1-833-404-1061 (TTY: 711)。