



# WHOLE you



Quarter 2 2024

## Health Pays at Hy-Vee

Iowa Total Care members can now use their My Health Pays® card at their local Hy-Vee to purchase\* everyday items.



- Hy-Vee Grocery Stores.
- Hy-Vee HealthMarket Rx.
- Dollar Fresh Markets.

Members can learn more to earn more. Visit [iowaTotalCare.com/MyHealthPays](https://iowaTotalCare.com/MyHealthPays).

*\*Members may not use their card to purchase alcohol, firearm products, lottery tickets, gift cards, or for cash.*

## View our 2023 Community Impact Report

Here at Iowa Total Care, we have three core beliefs: supporting holistic care, enhancing local partnerships, and practicing an innovative mindset. That's why in 2023 and into 2024, we have been prioritizing our outreach to communities and strengthening our goals.

Check out our [2023 Community Impact Report](#), full of our 2023 initiatives and impacts.



## GREEN TO GO

Nutrition is key to your well-being. Iowa Total Care connects our members with resources to make eating well easier. Iowa Total Care will be hosting Green to Go events all summer long. Free produce and non-perishable resources are available at the events!

### CHECK OUT OUR NEXT GREEN TO GO EVENT BELOW:

#### Green to Go: Sioux City

In Partnership with Siouxland Community Health Center's Rock the Center

August 8, 2024 | 4 p.m. – 6 p.m.

Siouxland Community Health Center  
1021 Nebraska St.  
Sioux City, IA 51105

## MEMBER STORY: Iowa Total Care Helps Member Enjoy the Freedom of Mobility

When an Iowa Total Care member couldn't be discharged from a nursing facility, we stepped in.

The member couldn't leave without receiving the medical equipment that they needed. This was an issue for the member. They had been waiting for equipment delivery for two months.















When our team learned that the member had been waiting this long, Iowa Total Care stepped in with speed. Our team delivered the equipment as soon as possible.

By solving the delay, our team reduced the time and cost of facility care. And the member was finally able to enjoy the freedom of mobility.



### Value-Added Services

We offer coverage that suits the needs of you or your family. Our value-added services are offered all at no added cost. Some of our value-adds include:

-  Start Smart for Your Baby<sup>®</sup>
-  MemberConnections<sup>®</sup>
-  Suicide prevention program
-  Doula program
-  Flu prevention program
-  Foster care kits
-  Car/booster seat
-  Diabetic at-home test kits
-  Education benefits
-  Home-delivered meals
-  Health coaching services
-  Doc's Kids Club
-  Transportation
-  Substance abuse support program

Whether you are having a baby, or just need a ride to the doctor, we've got you covered. For additional information, visit our [Value-Added Services page](#).

### Be Well. Eat Well

Iowa Total Care's Be Well. Eat Well. initiative promotes healthy living through healthy eating. From community gardens to free recipes, we offer many resources on how to incorporate healthy eating into your daily routine.

#### New to the Be Well. Eat Well. webpage:

- New recipes:
  - Cheesy Zucchini Coins,
  - Banana Sushi,
  - Egg Roll in a Bowl,
  - Rotisserie Chicken Burrito Bowls,
  - And more!



Visit our [Be Well. Eat Well webpage](#) to learn more.

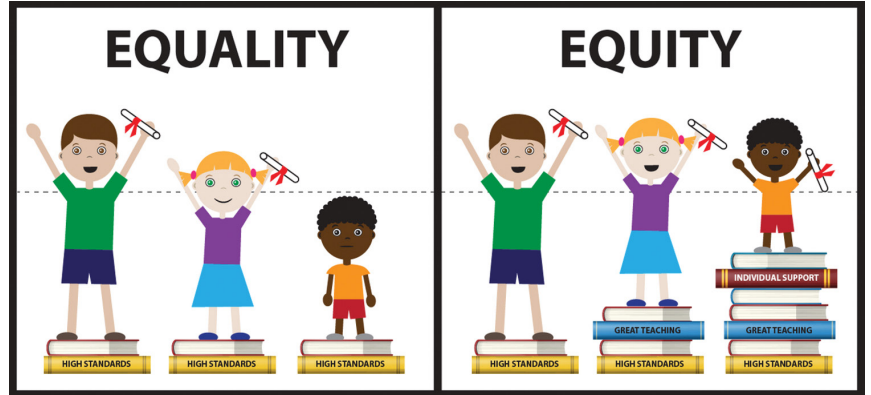
## Health Equality vs. Equity

Ever wondered what the difference is between health equality and health equity? Take a look at the differences to the right.

**Health Equality** means giving the exact same resources to each person, regardless of their situation.

**Health Equity** means giving each person the resources they need so everyone has the same opportunities.

Check out the [Centers for Disease Control website](#) for more information.



## 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!



### 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.



### Get Virtual 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)**.



## Check Out Other Iowa Total Care Newsletters

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

[Community Outreach Newsletter](#)

[Doc's Kids Club Newsletter](#)

[Teen Tips Newsletter](#)



# Giving Back to the Community



## Sioux City Baby Shower - Providing Baby Supplies and Resources

Iowa Total Care staff hosted our first baby shower of the season in Sioux City last spring. Iowa Total Care provided lots of baby supplies, like wipes and bottles, throughout the shower. For the rest of the year, we will be offering baby supplies at several Iowa Total Care community events.

Find us at Green to Go events, other community showers, and more events to come.



## Green to Go – Packaged 1,000 Bags of Non-perishable Resources for the Community

Iowa Total Care volunteers worked with community partners to pack bags of non-perishable items for our Green to Go events! In April, we partnered with the Food Bank of Iowa to pack over 1,000 bags for Green to Go.

## 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](#) at [IowaTotalCare.com](#) to get started!



### Doc's Kids Club

Know an Iowa resident age 10 or under? Let them know about Doc's Kids Club! Sign them up [here](#) and they'll get a free book, and an official Doc's Kids Club ID card and sticker.



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