

WHOLE you



Quarter 2 2025



MEMBER PORTAL UPDATE:

Self-Report Demographic Profile

All Iowa Total Care members are now able to self-report race, ethnicity, language and sexual orientation in the [member portal](#)!

Here's how:

1. [Log in to your account](#).
2. Scroll down to **Health Demographic Profile**.
3. Click on **View or Update your demographic profile**.
4. Update your information.

Why does Iowa Total Care want this information? We ask for this information to:

- Improve the quality of your care and services.
- Better understand your health care needs.
- Know your language preference when seeing healthcare providers.
- Provide healthcare information to meet your care needs.
- Offer programs to help you be your healthiest and reduce health disparities.

Access your healthcare information, claims, ID cards, demographic profile and more online. Go to Member.IowaTotalCare.com. Create a new account or sign in - it's free and easy!

You can also access benefits and your member ID card all from your smartphone. Download the Iowa Total Care app to begin.

Download the mobile app: [App Store](#) | [Google Play](#)

NOTICE: Race, ethnicity, language, and sexual orientation are protected by your health plan. This means the information you provide is private and secure. Your answers to these questions are voluntary. You will not be denied care based on your answers.

MEMBER STORY:

Iowa Total Care Provides Full Range of Solutions



At Iowa Total Care, our name reflects more than just what we do – it represents our mission. Providing “Total Care” means we support the whole person, addressing not only medical needs but also the everyday challenges that impact your health.

Many of our members face complex circumstances, such as end-stage illnesses, visual impairments, diabetes, memory loss, food insecurity, and little or no family support. These challenges can be overwhelming and often lead to mental health issues like anxiety and depression, which can further complicate care.

That’s where Iowa Total Care steps in. Through strong community partnerships, we connect members to the resources they need – whether that’s affordable housing, access to meals, or in-home medical support. By helping to remove barriers to care, we ensure our members can focus on their health and recovery.

Without Iowa Total Care and our local partners, these compounded struggles would be far more common. Together, we make a difference, providing care, support, and hope when it matters most.

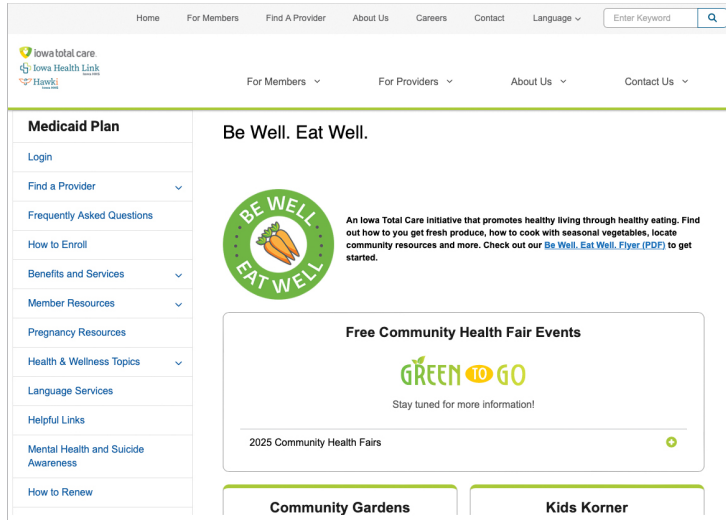
Healthy Kids Iowa

Healthy Kids Iowa is a new program from the Iowa Department of Health and Human Services (Iowa HHS) that will provide healthy foods options for kids during the summer months!

Learn more and sign up for updates. Visit the [Iowa HHS Healthy Kids Iowa page](#).



New Recipes Are Live on Our Be Well. Eat Well. Webpage!



We're excited to share the latest set of new recipes now available on our [Be Well. Eat Well. webpage](#)! We regularly update the page with fresh recipe cards, and the newest collection just launched this month.

With a full year of easy, healthy recipes, there's something tasty for every season and lifestyle. Our recipes are designed to meet a variety of needs, including:

- Cooking on a budget
- Managing diabetes
- Kid-friendly meals
- Multicultural flavors

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

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.



Value-added services

Get more from your Iowa Total Care health plan! Members get extra services at no added cost, because we care for the whole you. Whether you're having a baby, or just need a ride to the doctor, we've got you covered. We've added lots of new value-added services. Some of them include:

- Free car seat for pregnant members.
- Home delivered meals for pregnant members or members with a new baby.
- Foster care kits to members in foster care.



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](#) to 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)**.



Member Day at the Market

Iowa Total Care had a great time visiting and providing resources to the public at our booth at the Des Moines Downtown Farmers' Market in May. Members received Des Moines Farmer's Market gift cards and were able to talk to staff about Iowa Total Care's Health Risk Screening forms and other valuable resources.



Iowa Total Care Opens Empowerment Center with Central Iowa Shelter & Services

Last May, [Iowa Total Care](#) and [Central Iowa Shelter & Services](#) revealed the new Empowerment Command Center in Grinnell. Homelessness is one of the most complex challenges of our time and it needs more than short-term fixes. These permanent command centers will provide a space for those who need community-based organizations and resources.

[Watch our video](#) about the event!

Quick Links



Mobile App

Perfect for members on the go! Access benefits and your member ID card—all from your smartphone. Download the 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.](#) webpage to learn more!



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!



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](#)



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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 lingüística, ayudas y servicios auxiliares, material en letra grande, traducción oral y otros formatos alternativos. Para obtener estos servicios, 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) □