

# WHOLE you



Quarter 2 2026



## Health Literacy: Visiting Your Provider & Talking About Your Health

Did you know most provider visits last between 15 and 20 minutes? To make sure you're able to communicate with your provider during your visit, feel free to "Speak Up."

Here are a few tips that can help you talk to your health care 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 your provider if you need clarification.
- Ask questions.
- Learn how to access your online medical records using patient portal apps.
- If needed, ask for an interpreter in your preferred language. Remember your health is important! Review these tips. Speak up and follow up as needed.

For further assistance or questions, call Member Services at 1-833-404-1061 (TTY: 711).

[IowaTotalCare.com](https://www.IowaTotalCare.com)



## Updated Member Handbook: Now Available

Iowa Total Care's updated member handbook is **now available online!**

We appreciate you being a member of Iowa Total Care, and we want to help you be the healthiest you can be. As a member, you have many benefits. Be sure you understand them.

Please take time to look over your handbook. It includes:

- Your coverage & benefits, including value-added services,
- Your rights and responsibilities,
- When to use the emergency room,
- And so much more!

Nutrition is key to your well-being. Join us for our Green to Go events across Iowa this year! Iowa Total Care is hosting two Community Health Fairs this August, and we hope to see you there!



See our upcoming Green to Go events below:

**Sioux City** – In partnership with Siouxland Community Health Center

- Date: Thursday, August 6, 2026
- Time: 4:00 - 6:00 p.m.
- Location: 1021 Nebraska St. Sioux City, Iowa 51105



**Des Moines** – In partnership with Back 2 School Iowa

- Date: Sunday, August 23, 2026
- Time: 2:00 - 5:00 p.m.
- Location: 915 College Ave. Des Moines, IA 50314

Follow us on [Facebook](#) for more event details!

## 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 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 line at **1-833-404-1061** (TTY: 711).



### Iowa Total Care Joins American Heart Association for Heart Walk

In June, Iowa Total Care staff came together to lace up their sneakers and walk for a vital cause: supporting those affected by cardiovascular disease. For Iowa Total Care, participating in the American Heart Association's annual Heart Walk is more than just a tradition. It is a powerful reflection of the team's shared commitment to health and wellness.

ITC staff don't just walk; they actively champion a healthier future for the communities they serve, reinforcing ITC's mission to improve the lives of all Iowans, one person at a time.



### Supporting Fresh Food in Rural Communities Through Food Bank of Iowa Partnership

Iowa Total Care is thrilled to partner with the Food Bank of Iowa through a \$50,000 donation to launch the Park-It Pantry initiative. The mobile food pantry uses a large truck to deliver nutritious foods and resources directly to rural communities across Iowa, where fresh options are often challenging to access.

For ITC, this partnership is a crucial step in improving the lives of Iowans. By meeting Iowans exactly where they are, this initiative provides rural families with the foundational tools they need to live healthier lives.

## Iowa Total Care Nurse Advocates for Member's Care and Special Coverage



An Iowa Total Care member had a deadline coming up fast. Their "medically exempt" status – which gave them special health coverage – was about to end. But this timing wasn't good for the member, as they had an upcoming weight-loss surgery. Needing help, they reached out to one of Iowa Total Care's review nurses to see if the surgery would still be paid for by their insurance plan.

The review nurse looked into it and found two options for the member. They could have the surgery a little earlier, before their special coverage ended, or their main doctor (PCP) could ask for more time by extending the special coverage.

The nurse decided to step in and help. They called the member's case manager, their main doctor, the surgeon, and the other nurses involved. Because of all the nurse's communication, the doctor extended the member's special coverage. This allowed the surgery to be scheduled for a date that was fully covered by insurance.

By going the extra mile, Iowa Total Care advocated for the member's needs and helped them have autonomy on their road to better health.

## 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](http://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 at [IowaTotalCare.com](http://IowaTotalCare.com) 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 just need a ride to the doctor, we've got you covered.

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



### Literacy Program

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

Visit our [Literacy Program](#) page at [IowaTotalCare.com](http://IowaTotalCare.com) to get started!



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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 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)。