

WHOLE you



Quarter 3 2025

Our Member Handbook is Updated!

Iowa Total Care's Member Handbook has been updated and is now live on our website! We spent the first half of 2025 making sure our Member Handbook is updated with the most accurate information for you.

Some new updates that you might see in our 2025 Member Handbook are:

- The addition of our newest value-added services,
- Information on our behavioral health toolkit/webpage,
- Details on how to find a provider,
- And so much more!

Want to take a look? Here's how to get there!

1. Go to IowaTotalCare.com.
2. Click on "For Members" (top menu).
3. Select "Medicaid Plan."
4. Scroll to "Member Resources."
5. Click on "Member Handbook, Manuals, and Forms."
6. Download "Member Handbook (PDF)."



GREEN TO GO

Another Successful Season of Green To Go Community Health Fairs

Iowa Total Care had another successful season of our Green to Go Community Health Fairs! Iowa Total Care employees worked hard to show up across the state and provide free, fresh produce and resources to our local communities.

In conclusion, we:

- Gave out a total of **22,743+** pieces of fresh, free produce.
- Served over **4,047** attendees.



Iowa Total Care will continue our Green to Go outreach in 2026 to continue promoting healthy living through healthy eating. Stay up to date on upcoming events on our Be Well. Eat Well. webpage.

MEMBER STORY:
Removing Barriers to Coverage

At Iowa Total Care, we want to provide coverage to our members wherever they need it – even if it means across state lines.

When one of our members needed coverage, but they were in another state at the time, Iowa Total Care stepped in.

The member was in a healthcare facility and needed their routine diabetic foot care. But being out of state, the member was unsure whether their care would be covered by insurance. The member reached out to Iowa Total Care, and Iowa Total Care got to work.

After going through some utilization review, Iowa Total Care quickly streamlined the path to authorized coverage for the member. We worked hard to locate a service provider and handle the details.

With Iowa Total Care's commitment to providing coverage with care, we work to remove barriers so our members can receive the care they need to stay healthy.

Member Experience Surveys – Let Us Know What You Think!

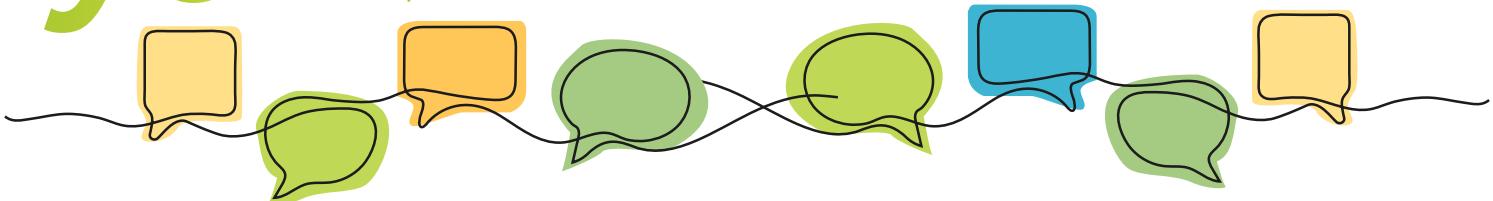
At Iowa Total Care, we want to make sure we provide the right resources for you. That's why we've sent out member experience surveys to a randomly selected group of Iowa Total Care members. If you got it, we'd love to hear from you!

The surveys will ask about your experience with mental and behavioral health care services. If you received one, please fill it out and return it as soon as you can.

All member experience surveys will be distributed and collected by Press Ganey. Surveys will not collect any personal or identifiable information. Survey responses are confidential.

Need a mental or behavioral health service right now? Get care anywhere, any time through [Teladoc](#), at no cost to you.





Are you ever wishing you had an interpreter with you at a medical visit? Or do you ever want an Iowa Total Care material translated into another language? If so, let us know! At Iowa Total Care, we offer free language services where we can help you.

We provide several different language services, including interpreters and written material translations.

Interpreters:

- Qualified interpreters are available for members whose primary language is not English.
- If you are deaf or hard of hearing, American Sign Language interpreters are also available.

Our interpreters can help at medical visits or with **complaints**. And they can assist from home via video, over the phone or in person.

To request interpretation, complete our [language services request form](#). Return by email at least seven days before your appointment. This will

allow us time to find the right person for you. You may also phone Member Services to schedule an interpreter: 1-833-404-1061 (TTY: 711).

Written Translation

Need help interpreting written materials? Please call Member Services: 1-833-404-1061 (TTY: 711) for material translation. We can also provide other formats such as Braille, audio or large print.

If you have questions or concerns about language services, please [email us](#) or call Member Services: 1-833-404-1061 (TTY: 711)

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)**.



Back to School Events

In August, Iowa Total Care loved supporting children with resources as the new school year began. Iowa Total Care employees provided lots of **literacy resources** and other essentials at clinics and other events across Iowa, helping members have a fresh and confident start to the new school year.



Shoes for Shots

Every year, Iowa Total Care employees help host the Shoes for Shots program. **Shoes for Shots is an HPV vaccination clinic** hosted by Iowa Total Care and local providers for Iowa Total Care members ages nine and older.

At the clinic, members get a chance to earn a new pair of shoes, meet with Iowa Total Care staff to learn about resources, and learn more about the importance of immunizations and child well care visits. And we had an amazing turnout over the summer! Lots of kids were able to get a new pair of shoes and an HPV vaccine.

Quick Links



Mobile App

Perfect for members on the go! Access benefits and your member ID card—all from your smartphone. Download the **Health Insurance Portal** 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! Visit our [Iowa Total Care Literacy Program](#) page at IowaTotalCare.com 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](#)

WHOLE you



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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)。