

WHOLE you



Quarter 1 2022

Iowa Total Care Literacy Program

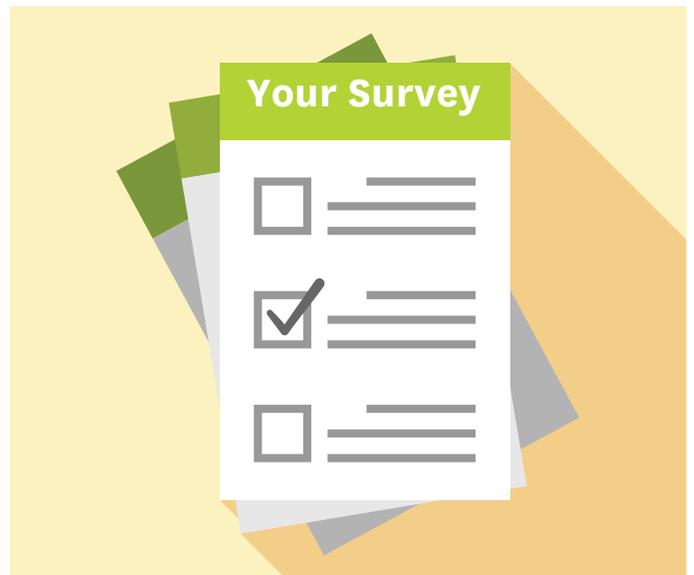
Iowa Total Care knows the importance of literacy and encouraging children to read. Please visit [our website](#) to find resources and organizations that support literacy in Iowa!



- Learn about our **100 Schools in Iowa & 100 Head Starts in Iowa.**
- Find reading toolkits and support for your child.
- Watch kid-friendly Doc the Dog videos.
- And more!

Want **FREE** kid-friendly activities every month? Sign up for Doc's Kids Club today!

We Want to Hear from You!



We want to improve your experience as an Iowa Total Care member. Surveys have been sent out to a group of randomly selected Iowa Total Care members. If you receive the survey, please fill it out and return it as soon as possible.

All Iowa Total Care surveys will be distributed and collected by SPH Analytics. Please note: this survey will not collect any personal or identifiable information. **All survey responses are confidential.**



New Member Handbook Now Available! Find the new handbook on [Iowa Total Care's website](#).

MEMBER STORY: From Homeless to Hopeful

One Iowa Total Care member had a difficult start in life. He was adopted as a young child and raised in a family that didn't offer him much support or unconditional love.

Case managers recognized the member's yearning for independence. They offered him guidance and began making goals for his future. Even though progress was going well, the member's home life became restrictive, and he ran away.

Case managers worked hard to track down the member. He ended up residing at different friends' houses, keeping on the move. All the while, Iowa Total Care staff ensured he got his medications and important documents no matter where he was. They offered him support when he needed it most.

Now, the member has his own apartment and dog, along with a driver's license and new job. In just six short months, the member's life had completely turned around. It was all thanks to the member and the case managers refusing to give up hope that things could get better. And just like a fairytale, the member got his happy ending.



Connect with Housing & Resource Specialists!

Iowa Total Care's Resource Team can help connect you with community resources, like housing options and tax assistance. Contact a **Housing Specialist** at Housing_ITC@IowaTotalCare.com. Contact a **Resource Specialist** at ITC_Resource_Referral@IowaTotalCare.com.

Eating Healthy with Iowa Total Care

We're dedicating this month to healthy eating! Join us by visiting our [Be Well. Eat Well. page](#), where we have plenty of resources to help you better your health:



- Cooking classes with kid-friendly, budget-friendly and diabetes-friendly options.
- Healthy recipes perfect for all seasons.
- Locations of community gardens near you.
- And more!

Recharge, Refresh and Improve Your Mood

myStrength is an online tool to help you live your best life. You'll find help for stress, anxiety, chronic pain, and more. It's safe, secure and personalized – just for you. Track your health, enjoy activities, and become inspired. Start today!

[Sign Up Now](#)

myStrength is provided to you by

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Need emotional health support?

For kid-friendly support, visit the **Doc & Friends** section on our [Doc's Kids Club page](#). Iowa Total Care members can also use the [myStrength](#) online tool to get help for stress, anxiety, chronic pain and more. Find additional support in [this brochure](#).



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Interpretation Services are Part of Your Health Plan



Interpreter services are provided free of charge to you during any service or grievance process. This includes American Sign Language and real-time oral interpretation. Learn more about our services—like interpreter services and personalized support—on our [Benefits Overview page](#). You can also call member services at 1-833-404-1061 (TTY: 711).

Need help understanding your health information? Use these [Plain Language Materials & Resources](#) to help understand the meanings of complicated medical terms and phrases.



Pregnancy Resources Limited Doula Services Currently Available

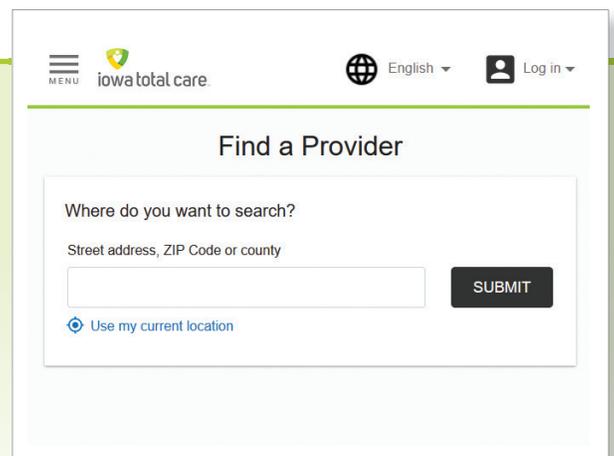
Doula services are currently available through the [Iowa Department of Public Health](#) to provide African-American and Black-identifying pregnant individuals with help during pregnancy and after birth. This program is available in Black Hawk, Dubuque, Polk and Scott Counties, and space is limited. Find the contact in your area to see if you qualify.

If you're pregnant, it's especially important to see a doctor in the first 12 weeks. Pregnant Iowa Total Care members can receive [My Health Pays® rewards](#) when they complete a Notification of Pregnancy form. Learn more on our [Pregnancy Resources page](#).

When Should I Get a Colon Cancer Screening?

The Centers for Disease Control and Prevention and the U.S. Preventive Services Task Force recommend that everyone 45 to 75 years old get a colorectal cancer screening.

Those with a family history of the disease or with other conditions that could lead to colorectal cancer may need to get screened earlier. Talk to your doctor about when you should get a screening. Visit [cdc.gov](#) for more information.



Use our [Find a Provider](#) online tool to locate a doctor in your area.

Giving Back to the Community



Sharing the Importance of Reading

Doc the Dog visited Monroe Elementary’s kindergarten classrooms to talk about the importance of reading. He shared special literacy resources and treats to help motivate young readers in a fun way.



Raising Super Readers!

Iowa Total Care partnered with Raising Readers in Story County to provide children with quality, age-appropriate books and literacy programming. This support will help Raising Readers continue to improve language and literacy development in children from birth to age eight, and nurture healthy parent-child relationships.

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!



The Doctor is in 24/7*

Get 24/7 access to medical care at no added cost.

1. Download the **Babylon Health** app.
2. Use code **ITC** to register.

Schedule a virtual visit today! Find Babylon Health at the [App Store](#) or [Google Play](#).



Get Paid for Your Opinion!

Any member can join the Stakeholder Advisory Board. They will receive \$25 for joining the next meeting on June 1, 2022. Visit [IowaTotalCare.com](#) for more information.



Check out the Community Outreach Newsletter!

Discover how we bring our initiatives to communities across Iowa in the [Community Outreach 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 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). | 可以免费为您提供语言协助服务、辅助用具和服务以及其他格式。如需获得这些服务，请致电 1-833-404-1061 (TTY: 711).