

WHOLE you



Quarter 2 2022

Giving Young Readers a “Head Start”



Iowa Total Care has launched the **100 Head Starts in Iowa** initiative to support young readers across the state. We’re partnering with 100 different “Head Start” programs that promote school readiness in early childhood.

How it works:

Iowa Total Care awards funds to Head Start programs, along with literacy toolkits featuring bookmarks, coloring sheets, flash cards and more.

How it makes a greater impact:

100 Head Starts in Iowa is part of the greater **Iowa Total Care Literacy Program**, which brings literacy to life by providing FREE online activities to engage children in reading. This program is backed by statewide partnerships and educational resources, like [Doc’s Kids Club](#). Check out the kid-friendly literacy resources available by visiting iowatotalcare.com/literacyprogram.



Get Involved with a Community Garden!



Community gardens help provide for families across Iowa. They support communities through increased access to fresh food and other health benefits. Getting involved at your local garden is a great way to take care of your community and your health! Use our [Community Garden Guide](#) to find a community garden near you.

Want more help with healthy eating? Just visit iowatotalcare.com/bewelleatwell. In the **Eating Healthy with Iowa Total Care** section, you’ll find free cooking classes with kid-friendly, budget-friendly and diabetes-friendly options.



MEMBER STORY:

Iowa Total Care Finds Support for New Mother

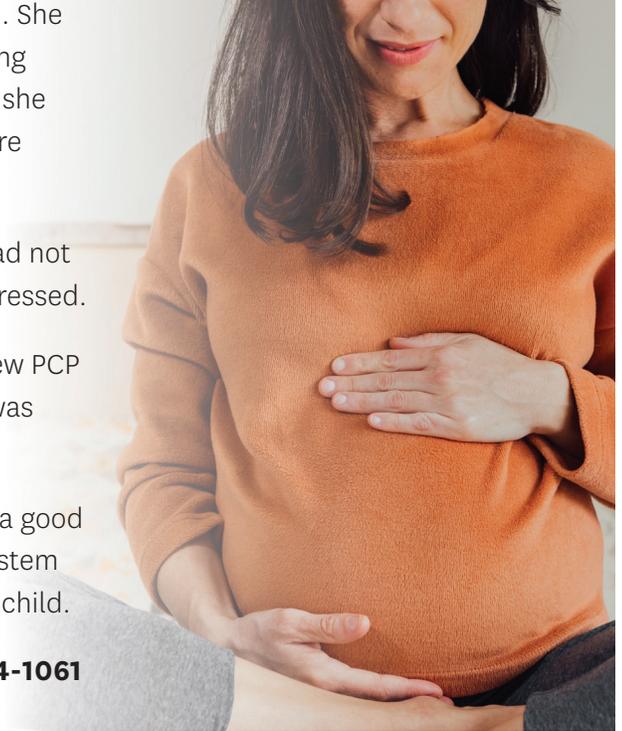
A new mother in a new town needed help for post-partum depression. She was in unfamiliar territory – all too familiar for many women after giving birth. She didn't know where to turn for professional assistance. And, she no longer had access to her previous Primary Care and Psychiatric Care Providers (PCPs).

During her pregnancy, she had stopped taking her psych meds and had not yet restarted. She also had a history of thyroid issues she wanted addressed.

An Iowa Total Care Case Manager helped get this member in with a new PCP within the week. Labs were performed for her thyroid, and a referral was made to a psych provider in the PCP's office for later that month.

In the play of life, motherhood is a wonderful role. But it does require a good supporting cast. Iowa Total Care was grateful to act as the support system for this new mother by keeping her on track for a healthy life with her child.

Please visit the [Start Smart for Your Baby®](#) website or call **1-833-404-1061 (TTY: 711)** to learn about support available for new moms.



We're on your side with behavioral health.

Behavioral health refers to mental health and substance abuse (alcohol and drug) treatment. Disorders can include depression, anxiety, ADHD and more. Other signs may include:

- Difficulty coping with daily life.
- Feeling very sad, stressed or worried.
- Not sleeping or eating well.
- Thinking about hurting yourself or others.
- Being bothered by strange thoughts, like hearing or seeing things other people don't.
- Drinking alcohol or using other substances.

Get the behavioral health support you need, when you need it.

If you have a behavioral health concern, Iowa Total Care can help. We have a FREE crisis support line to assist with depression, mental illness, substance use and other behavioral health needs. The toll-free phone number is **1-833-404-1061 (TTY: 711)**.

For urgent, life-threatening needs or a mental health crisis, dial 9-1-1 or go to your local emergency department.

Additional Resources:

- iowatotalcare.com
- [myStrength](#)
- [National Alliance on Mental Illness Iowa](#)
- [Iowa Healthiest State](#)

Are You Aware of Iowa Total Care's Free Language Access Services?



Iowa Total Care provides interpreter services **free of charge** to members 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](#).

For additional questions, please call Member Services at **1-833-404-1061 (TTY: 711)** or contact C&L@IowaTotalCare.com.



We get you care during pregnancy.

Start Smart for Your Baby® is an Iowa Total Care program to support members that are pregnant or new moms. It is designed to customize the care needed for a healthy pregnancy and baby.

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](#).

*Start Smart
for Your Baby.*

It's All Part of Your Plan.



Well-Woman Checkups

One of the best ways you can stay healthy is to schedule a yearly well-woman checkup. Well-woman checkups are a covered benefit for Iowa Total Care members. Learn more on our [Women's Health page](#).



Child Well Care Visits

Well care visits can help uncover possible problems before they become serious. Plus, infant, early and annual child well care visits are eligible for \$20 in My Health Pays® rewards! Learn more on our [Child Well Visit page](#).



In-Home Diabetic Test Kits

We partner with Visiting Physicians Association (VPA) to provide Diabetes Monitoring Tests— HgbA1c Kits—to members 18 years and older with a diagnosis of diabetes. The kit comes with items for sample collection, instructions and a pre-paid envelope to return the test. Learn more on our [Value-Added Services page](#).

Giving Back to the Community

Central Iowa Shelter & Services (CISS)



Our Marketing & Community Outreach team helped CISS get its garden ready for summer! CISS provides low-barrier shelter, meals

and support services at no cost to adults experiencing homelessness. Learn more at centraliowashelter.org.



Capital City Pride Fest

We loved joining the fun at the Capital City Pride Fest in Des Moines! Iowa Total Care is proud to support Capital City Pride and the LGBTQ+ community in Iowa. If you would like to learn more about Capital City Pride's mission, please visit their website at capitalcitypride.org.



Monroe Elementary Relay Races

We had a blast volunteering at the Monroe Elementary School Relay Races, where staff helped oversee team activities with kids from 1st to 5th Grade! As part of the **Be Well. Eat Well.** initiative, Iowa Total Care continues to support programs centered around healthy habits like exercise. Learn more about this initiative on our [Be Well. Eat Well. website](#).



Baby Bloom Event

Our staff loved bonding with pregnant members at the Baby Bloom event in Des Moines! We shared baby supplies, swapped stories and got to talk about our [Start Smart for Your Baby® program](#).

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 **September 7, 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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