

WHOLE you



October 2021



100 Schools in Iowa

This year, one of our biggest initiatives is childhood literacy development. That's why we're excited to announce the launch of our 100 Schools in Iowa literacy program!

Every school participating in this program receives a \$500 gift card and literacy toolkit to support student reading programs. We're so excited to engage young readers in Iowa! To access FREE kid-friendly tools and activities, visit iowatotalcare.com/docskidsclub.



Get Your Flu Shot!

Protect yourself and those close to you. Join the millions of people who get a yearly flu shot to stay healthy. Find a doctor or pharmacy close to you today at findaprovider.iowatotalcare.com.

Get Your COVID-19 Vaccine!

Looking for places to get your COVID-19 vaccine? Search online resources here at the [COVID-19 in Iowa](https://COVID-19.in.iowa) website. For questions or concerns, call 1-833-404-1061 (TTY: 711) Monday through Friday from 7:30 a.m. to 6:00 p.m.



Join the Iowa Total Care Board

We are looking for a Medicaid member to have a seat on our board. If you or someone you know is interested in being a board member, please send us an email at itc_news_flash@iowatotalcare.com.

In your email, please provide the following:

1. Tell us a little bit about yourself.
2. What other community activities are you involved in?
3. Why do you want to be a member on our board?

Qualifications for board members:

- Must be a current Iowa Total Care Medicaid member
- Must be able to attend one-hour board meetings, in person or by phone, 2-4 times a year

MEMBER STORY:

On the Road to Independence

Lack of transportation can be isolating for those who live alone, even when that someone is an ITC member who is part of the long term services and support program.

Iowa Total Care helped a member who wanted to become active in his community while staying healthy. For him, getting a bike would lead to greater independence as well as community connection.

ITC assisted this member in his application to the Iowa Bicycle Coalition for a free bike suited to his height and weight. Within a week, he qualified and a bike was available for him. ITC even helped him pick up his bike. The Iowa Bicycle Coalition also included a free helmet and biker's water bottle. All the ecstatic new biker needed next was a lock to protect his new possession.

Thanks to these two caring organizations, you might see this beaming ITC member riding his bike on the road to independence!



Fall Activities for the Whole Family!

Fall is a beautiful season in Iowa, and you can enjoy it with the whole family! Check out traveliowa.com for fun way to savor the colorful season, such as:

- Apple Orchards
- Pumpkin Patches
- State Parks
- Waterfalls
- And more!

Before heading out the door, please review the Center for Disease Control's [Families and COVID-19](https://www.cdc.gov/familiesandcommunities/index.html) recommendations to keep you and your loved ones safe.



"SMART" Snacking Tips for Kids

Nutrition is important for everyone, especially young students. Kids need the right kind of food to fuel their bodies while they learn. Hy-Vee's [SMART snacking tips](https://www.hyvee.com/healthy-eating-tips) can help kids develop healthy habits to support their growth!

For kid-friendly recipes and healthy eating tips, visit iowatotalcare.com/bewelleatwell.



Behavioral Health is Part of Children's Well-Being

It's good to know what can impact your child's behavioral health, also known as mental health or mental well-being. Some things that can affect your child's well-being are a sense of safety, school, diet, family issues and genetics. Talk to your child's doctor if you notice a change in how your child learns, plays, speaks or acts. Mental Health America has a [parent test](https://www.mentalhealthamerica.net/parent-test) to help you decide if your child is showing signs of a behavioral health condition.



Improve Your Child's Social-Emotional Skills with Sesame Street in Communities

We are excited to announce that we are teaming up with [Iowa Alliance for Healthy Kids](https://www.iowaallianceforhealthykids.org) and their partner, **Sesame Street in Communities**, to provide tools and resources to improve the social-emotional well-being of Iowa's kids!

Anyone can view or download these bilingual, multi-media tools from the [Sesame Street in Communities website](https://www.sesamestreetincommunities.org) to help kids develop social-emotional skills, such as:

- Managing emotions
- Showing empathy
- Building positive relationships
- Making good choices
- And more!



Visit iowatotalcare.com/docskidsclub for more kid-friendly resources.

When to Use the Emergency Room (ER)

Consider all of your options before you go to the ER. This care option is for issues that are life-threatening. This includes:



- broken bones
- bleeding that won't stop
- labor pains or other bleeding (if pregnant)
- shock symptoms (sweat, thirst, dizziness, pale skin)
- drug overdose
- ingesting poison
- bad burns
- convulsions or seizures
- trouble breathing
- sudden inability to see, move or speak
- chest pains or heart attack symptoms
- gun or knife wounds

Interpretation Services are Part of Your Health Plan



At Iowa Total Care, we believe everyone deserves the opportunity to be as healthy as possible. Our goal is to provide effective, equitable, understandable and respectful care. We do this by providing services responsive to:

- Diverse cultural health beliefs and practices
- Preferred languages
- Health literacy
- Other communication needs.

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).

No-Cost* Transportation Services



Don't have a way to get to your healthcare appointment? As an Iowa Total Care member, you can get rides to non-emergency medical appointments at no cost*. Or, ask us about the mileage reimbursement program in advance of your appointment. Just call Iowa Total Care at 1-833-404-1061 (TTY: 711), then press 2 for member services, then 1 for transportation.

Check out Iowa Total Care's new [Transportation Brochure](#) to learn more!

*restrictions apply

Over \$168,000 Donated to Improve Provider Accessibility

Iowa Total Care has partnered with the National Council on Independent Living (NCIL) to grant providers funds to improve practice accessibility. This "Barrier Removal Fund" has allowed 14 providers to remove one of their care site's identified barriers.

*"Thank you and Iowa Total Care for the \$5,500 Barrier Removal Fund (BRF) grant," said Patrick Peters, CEO of Guthrie County Hospital, "Guthrie County Hospital, along with the Guthrie County patients that it serves, truly appreciate the awarding of the Iowa Total Care and NCIL Barrier Removal Fund (BRF) grant in the amount of \$5,500. The hospital completed a remodel of the front lobby that included the installation of automatic doors for the hospital in 2017. With the generosity of the Iowa Total Care and NCIL Barrier Removal Fund (BRF) grant the hospital was able to add automatic doors at the hospital's cardiac rehab entrance along with the connector door between the hospital's lobby and emergency department. The addition of automatic doors in these high traffic patient areas truly did remove barriers. It is all part of our effort to improve patient accessibility to the medical services that they need. Thank you to Iowa Total Care for assisting Guthrie County Hospital in striving to accomplish our vision of: **Continue to improve the health of the communities we serve.**"*

Remember: you can use our Find a Provider tool to help you find providers and medical facilities that fit your needs at findaprovider.iowatotalcare.com.

WHOLE you

Giving Back to the Community



The Boys & Girls Club of Central Iowa

We are grateful to support the Boys & Girls Club of Central Iowa as they teach their club members all about healthy cooking! Iowa Total Care was able to provide nutritious snacks and meals for club members, helping the kids develop healthy eating habits. This even led to an exciting cooking competition!

You can find healthy recipes and tools for healthy eating at iowatotalcare.com/bewelleatwell.



ITC ON THE GO

iowatotalcare.com



The Food Bank of Siouxland

Iowa Total Care is a proud sponsor of the Food Bank of Siouxland's Backpack Program! The Backpack Program provides backpacks filled with food to children in order to keep them fed over the weekends. Thanks to the Food Bank of Siouxland's efforts, 10 elementary schools receive the Backpack Program's support. Visit the Food Bank of Siouxland's website to learn more.



Doc's Kids Club

Kids 10 and under can join Doc's Kids Club! It's a free educational program for any child age 10 and under—not just ITC members. Visit iowatotalcare.com/docskidsclub to sign up!

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](#).



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](#).



Stakeholder Advisory Board

Any member can join the Stakeholder Advisory Board. They will receive \$25 for joining the next meeting on December 1, 2021. Visit [IowaTotalCare.com](#) for more information.



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