



# IN THE COMMUNITY

Transforming the health of the community, one person at a time

Welcome to Iowa Total Care's (ITC) "In the Community" monthly newsletter!

September 2022 Edition

This publication is designed to give you a glimpse of what ITC is about.

We take pride in our mission of transforming the health of the community one person at a time. We support the important work of Iowa's community-based organizations.

Please share this newsletter with your community partners. Let's connect to help Iowans!

 [Sign up for the newsletter!](#)

## 988 Suicide & Crisis Lifeline

**National Suicide Prevention Week** is in September. For those at risk, the danger knows no date.

Wherever you may be in the United States, if you need help for yourself or someone else in emotional distress or suicidal crisis, call **988**.

This easy number – **988** – is always there. Even when it seems all is lost and no one cares. It's **FREE**. It's confidential. And it connects you – or someone you care about – to professional resources who can help. This new number is always available; any hour, every day and every night.

Learn more about this mental health crisis lifeline at [988lifeline.org](https://988lifeline.org).



### Quick Links



**The Doctor is in 24/7\***

Get **24/7** access to online medical care at **no added cost**. Just download the Babylon Health app at the [App Store](#) or [Google Play](#). Use code **ITC** to register. Then schedule a virtual visit today.

\* Behavioral health services are available Monday - Friday 7 a.m. to 7 p.m. CST.



**Get Paid for Your Opinion!**


Iowa Total Care members, you can join our Stakeholder Advisory Board and receive **\$25** for joining the next board meeting – where your opinion counts! Visit [iowatotalcare.com](https://iowatotalcare.com) for more information.

## Mothers-To-Be Earn Dollar Rewards

You know your health is especially important when you are pregnant. But, did you expect that you could earn dollars for making healthy decisions for you and your baby?

 Iowa Total Care's member rewards program, called **My Health Pays<sup>®</sup>**, gives you:

- **\$50** for completing and submitting the online [Notification of Pregnancy](#) (NOP) form using the Member Portal within the first three months (first trimester) of your pregnancy.
- **\$40** when you visit your doctor for a prenatal appointment within the first 12 weeks of pregnancy.
- **\$25** if you wait until your second trimester (months 4, 5 and 6) to fill out the NOP form and submit it using the Member Portal.

 You can also earn rewards for taking care of your new little one, whose healthy start in life depends on you.

- **\$20** for completing all six Infant Well Care Visits with baby's primary care provider at 2, 4, 6, 9, 12 and 15 months.
- **\$20** for completing both Early Child Well Care Visits at 15 and 30 months with child's primary care provider.

It goes without saying that the other rewards of motherhood are priceless.



### Recipe of the Month: Budget-Friendly Roasted Veggies

It's harvest time of the year, and garden- or market-fresh vegetables match the **COLORS** of the season. For great taste and plate appeal, try this [easy mixture of vegetables](#).

More budget-friendly and kid-friendly cooking class videos are available at [iowatotalcare.com/bewelleatwell](http://iowatotalcare.com/bewelleatwell).



#### FRESH INGREDIENTS

- 1 **purple** onion (small)
- 1 **green** zucchini
- 1 **yellow** squash
- 1 **red** bell pepper
- (See what we mean about color?)
- 2 tablespoons of olive oil
- Mixed Italian seasoning

#### PREP STEPS:

1. Preheat oven to 400 degrees.
2. Wash hands, vegetables and equipment.
3. Chop off ends of each vegetable.
4. Slice or dice half of small onion.
5. Cut the purple, green and yellow veggies into ½-inch round slices.
6. Slice the red bell pepper into long thin strips (remove white inside).
7. Place all veggies in clean glass bowl.
8. Add 2 tablespoons of olive oil over veggies and toss.
9. Sprinkle mixed Italian seasoning over veggies and toss.
10. Spread mixed veggies on ungreased oven-ready cookie sheet.
11. Place in preheated oven for 15 minutes.
12. Check for golden brown crunchiness and plate to serve.

# Member Story



## Going the Distance to Connect

Telephones are lifelines. Especially in matters of healthcare. When Iowa Total Care (ITC) was unable to reach one of its members by phone to arrange follow-up after hospitalization, ITC went the distance. Literally, traveling to the member’s home beyond another town and down a country road.

Not only did Iowa Total Care not have a working phone number on file for the member, but there was an additional barrier. What ITC later learned made going the distance – the company’s caring service style – even more worthwhile.

After many attempts to contact the member by phone, the ITC case manager drove to the address on record for the member. At arrival, the case manager became

very concerned. Broken windows, open doors, toppled furniture, and debris everywhere. Taping an ITC business card where it couldn’t be missed, the worried case manager returned to work with an even greater sense of connection to member needs.

The business card was found and the member called ITC – using a borrowed phone. The member’s own phone had been broken and was being repaired. The member’s phone number was updated with Iowa Total Care, and the case manager helped the member set up a follow-up appointment.



## Sioux City Jumps for Joy!

We celebrated National Health Week at Siouxland Community Health Center. Family fun, free food and bounce houses brought out the kid in everyone. Providing healthier resources puts a spring in our step, too.



## Back 2 School Bash

Free school supplies, haircuts, prizes, and sports clinics helped 1,500 Des Moines students return to class with confidence. This “ready to learn” carnival, held at the John R. Grubb YMCA, opens doors for youth and develops community partnerships.

## Appreciation Shows

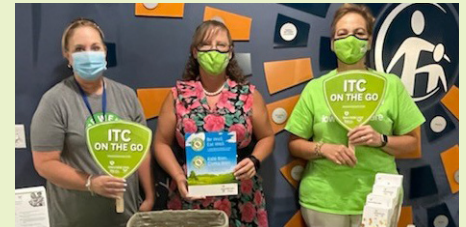
Community Outreach takes our show on the road. August is the official month for appreciating Health Care Centers. At each unique healthcare event, we hosted a Resource Table. Here are three of the many places where we recently gave thanks and guidance.



Primary Health Care (FQHC)\* in Des Moines



Peoples Community Health Center (FQHC)\* in Waterloo



Crescent Community Health Center (FQHC)\* in Dubuque

\* Federally Qualified Health Center

## Kids Get Ready with Head Start

Learning starts with reading. That’s why Iowa Total Care launched **100 Head Starts in Iowa**. This ITC partnership with schools gets kids ready for school and eager to read. ITC provides kid-friendly, hands-on learning tools and access to online early reader activities. Partnering with 100 Head Start programs across the state is just part of the Iowa Total Care Literacy Program.



**HEAD STARTS IN IOWA**

To learn more, visit [iowatotalcare.com/literacyprogram](http://iowatotalcare.com/literacyprogram).

Kids under 10 years old can also join **Doc’s Kids Club**, where the “paw-fectly” healthy caped K-9 teaches kids how to become Health Heroes.

# Your Community Relations & Resource Teams

## Iowa Total Care's Community Outreach Team

Have you had a chance to speak with a Community Relations individual? If so, you can now put a face with their name.

If you have not spoken with or met with an ITC outreach representative, we encourage you to reach out and discuss ways ITC may be able to support your organization.



**Nancy Thompson**

Director, Marketing & Community Relations  
[nancy.h.thompson@iowatotalcare.com](mailto:nancy.h.thompson@iowatotalcare.com)



**Peggy Mongar**

Manager, Community Relations & Outreach  
515-447-6147  
[peggy.mongar@iowatotalcare.com](mailto:peggy.mongar@iowatotalcare.com)



**Matthew Beitelspacher**

Community Relations Specialist  
515-204-9481  
[matthew.j.beitelspacher@iowatotalcare.com](mailto:matthew.j.beitelspacher@iowatotalcare.com)



**Linda White**

Community Relations Coordinator  
[linda.white@iowatotalcare.com](mailto:linda.white@iowatotalcare.com)

## Iowa Total Care's Resource Team

Our team helps members address Social Determinant of Health needs. We do this by connecting people to community resources, like housing options. Please contact us with your questions—we're here to help!

### Housing & Resource Specialists



**Nicole Naab**



**Diane Tinker McCoy**

Contact our Housing Specialists at  
[Housing\\_ITC@IowaTotalCare.com](mailto:Housing_ITC@IowaTotalCare.com) or  
[ITC\\_Resource\\_Referral@IowaTotalCare.com](mailto:ITC_Resource_Referral@IowaTotalCare.com).



### Health Equity Specialists



**Olga Esparza**



**Kay Tannatt**

Contact our Health Equity Specialists at  
[mailto:C&L@IowaTotalCare.com](mailto:mailto:C&L@IowaTotalCare.com).

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