

# Bringing a child home from Mental Health Treatment



## Take Charge of Your Child's Mental Health

We understand people may struggle from time to time. And, we are here to help. We connect members to the services and programs to meet their needs, **at no cost to them.**

### Transitions of Care Team to Support You and Your Child

Iowa Total Care offers a Transitions of Care team. They are part of your team, and can assist members on the road to recovery. A member of this team will contact you by phone to answer questions and provide support. Or, feel free to reach out to them at 1-833-404-1061 for any questions or assistance.

### Benefits of working with the Transitions of Care team:

- Help schedule provider visits.
- Help find providers for needed services.
- Help you understand your child's healthcare benefits.
- Provide education on health conditions or medications and how to manage them.
- Make referrals to providers for individual, group and family counseling sessions.

### Additional Resources Available

Iowa Total Care Members have access to the following free resources:

- **Telehealth** – 24/7 access to medical care. To use telehealth:
  1. Search "Babylon Health" in the App Store or Google Play to download.
  2. Download the Babylon Health app.
  3. Register by entering your personal information and code: **ITC**.
- **Transportation** – rides to and from non-emergency medical appointments.\*\*
- **Language line** – interpreters for just about any language, including American Sign Language.
- **Findhelp.org** – online tool to help find local resources like food and housing.
- **Free cell phone** through SafeLink Wireless.\*\*

\*based on when claim is processed.

\*\*some restrictions apply.

## Review Your Discharge Instructions

Be sure you keep your seven-day follow-up appointment with your provider. Following up with a professional is important for your healing process, even if you are feeling better. Your symptoms may have improved, but there are likely feelings and symptoms that remain after returning home.

If you don't have an appointment scheduled, contact Iowa Total Care Member Services at 1-833-404-1061 (TTY 711).

### Get \$30 for Keeping Your Appointment

Once you are discharged, it's important to keep your scheduled 7-day follow-up appointment with your provider. After you meet with your provider and the claim is processed, you will get a \$30 My Health Pays® Visa reward card.

Use the rewards to help pay for things like:

- Utilities
- Cell Phone
- Education

You can also use your reward dollars at Walmart to shop for everyday items (excluding alcohol, tobacco, or firearm products.)

### Seven-Day Follow-Up Visit HOW TO EARN \$30

An important first-step once a patient is discharged from an inpatient facility is to follow-up with their provider. In fact, we know this step is so critical to their health that we will give them \$30 on a My Health Pays® Visa card once they attend\* their 7-day follow-up appointment.

Visit [IowaTotalCare.com](http://IowaTotalCare.com)  
to learn more.

### Your seven-day follow-up appointment

- Telehealth       In Person

Provider: \_\_\_\_\_

Date/Time: \_\_\_\_\_

Questions about your follow-up visit  
or access to any available services?

Call Iowa Total Care at: **1-833-404-1061**  
(TTY 711)

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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).