



Bringing a child home from Mental Health Treatment



iowa total care™



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.**

Get started:

- 1 Search 'Babylon Health' in the App Store or Google Play to download



- 2 Download the app



- 3 Register by entering your personal information and the code ITC. You must be 18 or older to register. If you are a parent or guardian registering for a child under 18, you must register first and then add the child to your account. A parent or guardian needs to be present during a Babylon video appointment with a minor.

- **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.

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
to learn more.

When to Seek Help?

Mental Health disorders are real, common and often treatable. If you notice any of the following signs, seek help:

- Suicidal thoughts.
- Medication reactions.
- Depression or sadness all the time.
- Talking or writing about death or suicide.
- Giving away possessions, especially those the person holds most dear.
- Change in eating or sleeping habits.
- Loss of interest in activities – especially those previously enjoyable.
- Poor work or school performance.
- Abuse of drugs or alcohol.
- Withdrawal from family members and friends.
- Feelings of hopelessness, being helpless or feeling trapped.
- Demonstrating strong feelings of anger or rage.
- Acting impulsively or recklessly.
- Feeling excessive shame and/or guilt.



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

Call Iowa Total Care at:

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1-833-404-1061 (TTY 711)

Review Your Child's Discharge Instructions

Be sure you keep your seven-day follow-up appointment with your child's provider.

Following up with a professional is important in the healing process, even if your child is feeling better. Your child's symptoms may have improved, but there are likely feelings and symptoms that remain after returning home.

If your child does not have an appointment scheduled, contact Iowa Total Care Member Services at 1-833-404-1061 (TTY 711).

Get \$30 for Keeping Your Appointment

Once your child is discharged, it's important to keep their scheduled seven-day follow-up appointment with their provider. After your child sees their provider and the claim is processed, your child 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.)

Your seven-day follow-up appointment

Telehealth In Person

Provider: _____

Date/Time: _____



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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).