



Provider Watch: April 2021

Provider Watch is a monthly publication to ensure that all network providers have the information and resources they need to serve our members.

Provider Relations Representatives are available to help with questions, concerns and provider education requests. Representatives are assigned to specific regions and provider groups, and can be contacted directly. Access the updated map [here](#).

Visit our website

Provider Education Opportunity

The U.S. Department of Health and Human Services (HHS) Office of Minority Health (OMH) has developed a new continuing education (CE) module, [Culturally and Linguistically Appropriate Services \(CLAS\) in Maternal Healthcare](#). This free, two-hour e-learning program is designed for providers and students seeking knowledge and skills related to cultural competency, cultural humility, person-centered care and combating implicit bias across the continuum of maternal health care. This program is accredited for physicians, physician assistants, nurse practitioners, nurses, certified midwives and nurse-midwives.

The training modules are as follows:

- In Module 1, *An Introduction to CLAS in Maternal Healthcare*, you will examine the role of CLAS in improving quality and eliminating disparities in maternal healthcare.
- In Module 2, *Self-Awareness*, you will become more aware of your beliefs and values, as well as your privilege, power, bias and stereotypes.
- In Module 3, *Awareness of a Patient's Cultural Identity*, you will learn how and why you should get to know a patient's cultural identity.
- In Module 4, *Providing CLAS in Maternal Healthcare*, you will explore ways to deliver respectful, compassionate, high quality care that responds to patients' experiences, values, beliefs and preferences.

Credit Information

This program is approved for two (2) Continuing Education Units (CEUs) by the American College of Nurse-Midwives (ACNM). ACNM Program # 2020/049. Expires July 31, 2021. Learn more at OMH's [Think Cultural Health](#) website.

April is National Minority Health Month

National Minority Health Month raises awareness about health inequity. This year's theme is #VaccineReady. The HHS Office of Minority Health (OMH) developed this theme to address the impact of COVID-19 on minority communities.

#VaccineReady strives to help communities:

- Get facts on COVID-19 vaccines.
- Practice COVID-19 safety measures.
- Become vaccinated.
- And more!

Learn more about #VaccineReady at [OMH's website](#).

Encouraging Members to Get Vaccinated

Visit IowaTotalCare.com for additional resources to find vaccine providers. Ask your members if they have received their vaccinations yet. If not, you can help them find a location that is convenient for them and their family. They might have questions and ITC has a [link to information about statewide updates](#).



Iowa Total Care is excited to launch a new series of videos to encourage members to get vaccinated. Centene has collaborated with some Hall of Famers to promote the concept COUNT ON ME. Click on the links below to watch the videos:

- [Anthony Muñoz \(English\) \(Spanish\)](#) – former professional football player who was an offensive tackle for 13 seasons with the Cincinnati Bengals.
- [Aeneas Williams](#) – former professional football player who played with the Arizona Cardinals and St. Louis Rams.
- [Darrell Green](#) – former professional football player who was a cornerback for the Washington Redskins.
- [Iman McFarland](#) – three-time women's basketball champion.
- [Dawn Staley](#) – basketball Hall of Fame player and coach, and a three-time Olympic gold medalist.
- [Drew Pearson](#) – former professional football player who was a wide receiver for the Dallas Cowboys.
- [Lisa Salters](#) – American journalist and former collegiate women's basketball player.



Spring Spotlight on Provider Relations Specialists



Daedra Collins

What can you tell us about yourself?

I live in Cherokee, IA with my two youngest kiddos, Eliot (12) & Maxxton (8). I have two older kids, Emma, age 23, a Staff Sergeant In the Iowa National Guard; and Ethan, age 21, who graduated from Iowa Lakes Community Colleges in Wind Turbine Mechanics. He currently travels the U.S. working on those big wind turbines for our energy. I have two dogs, Gigi & Sancho. Eliot, Maxxton and I enjoy fishing, camping, campfires, and nature in general.

What do you like about working at ITC?

I have a BA in Psychology & Human Services. For 13 years, I worked in the Human Services field. I loved helping people, families, and especially kids. I chose to apply at Iowa Total Care because I felt their values, mission and vision aligned with my own personal values. I am thankful to have an opportunity to be a part of the ITC Family. We have some amazing people working here in all departments: Claims, Contracting, Network

Management, etc. I can't wait to meet them all face-to-face and thank them for all they do to support the PR team.

What are you looking forward to – personal or professional/work related?

Currently, I'm looking forward to buying my first home on my own and going fishing within the next few weeks!



Linda Farrell

What can you tell us about yourself?

Born and raised in Iowa, I'm a faithful Iowa Hawkeye fan and a military veteran. No two-legged kids but have two awesome dogs: a Chihuahua named Jac and a Frenchnon named Tess. I love to camp, fish and hang out with friends around the campfire.

What do you like about working at ITC?

ITC is a very "person/family"-oriented company that really cares about its employees. The Provider Relations Team is such a great team!

What are you looking forward to – personal or professional/work related?

I am eagerly looking forward to getting out of the house to start doing face-to-face visits with providers.

Stakeholder Advisory Board

Iowa Total Care's purpose is to transform the health of the community, one person at a time. We exist to improve the health of members through focused, compassionate and coordinated care. One way to achieve our purpose is through our Stakeholder Advisory Board (SAB).

The SAB is an opportunity for collaboration between providers, members, members' representatives and health plan staff. Through the SAB, members and providers can share thoughts and ideas to improve the way the health plan works. Meetings take place across the state and online, so it is easy to attend. All meetings are held from 6:00 p.m. to 7:30 p.m.

The board meets quarterly. The next opportunities to join us are:

- June 2, 2021
- September 1, 2021
- December 1, 2021

Members will earn \$25 on their My Health Pays[®] Visa card by attending. Providers may contact their Clinical Quality Consultant or provider services at 833-404-1063 to learn more about compensation.

If you would like to join the board, please visit our [website](#).

Join our mailing list!

Stay connected by [signing up](#) for email updates from Iowa Total Care.

Provider Services Hours: Monday through Friday: 7:30 a.m. – 6:00 p.m.

Provider Services Phone Number: 1-833-404-1061

Find the ITC Provider Relations Specialist in your area [here](#).