







## Stakeholder Advisory Board

June 7, 2023

#### Why we're in business

#### **OUR PURPOSE**

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

What we do

**OUR MISSION** 

Better health outcomes at lower costs

#### What we represent





Focus on the Individual



Whole Health





#### What drives our activity

#### **OUR BELIEFS**

We believe healthier individuals create more vibrant families and communities.

We believe treating people with kindness, respect and dignity empowers healthy decisions. We believe we have a responsibility to remove barriers and make it simple to get well, stay well, and be well We believe in treating the whole person, not just the physical body.

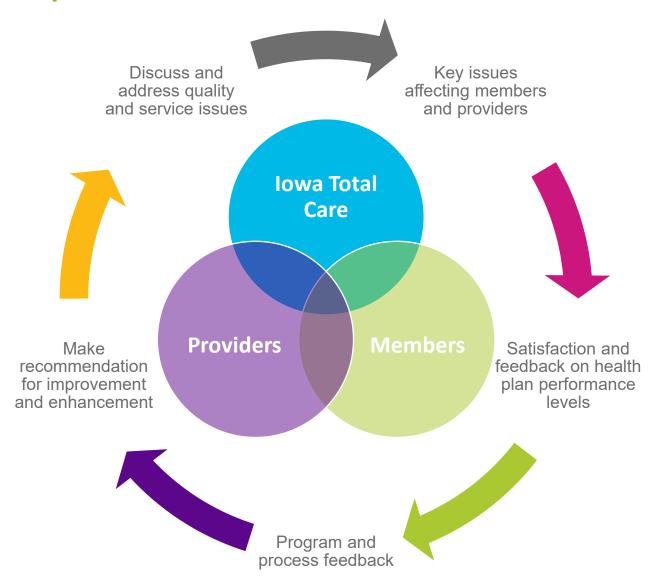
We believe local partnerships enable meaningful, accessible healthcare.







## SAB Purpose









## **Agenda**

- Welcome Introductions
- Iowa Medicaid Town Halls
- You Said, We Did
- 2023 ITC on the Go
- Survey Questions
- Iowa Total Care Focus Child Wellness
- Health Equity
- Open Discussion
- Closing and Future Meetings







# Iowa Medicaid Town Halls

## Iowa Medicaid holds monthly virtual town hall meetings with providers and members to:

- Gather feedback on the current state of the program.
- Ways to improve the program.
- Share information on current and future program projects and improvements.

#### Schedule:

- 2<sup>nd</sup> Thursday of the month (members only).
- 4<sup>th</sup> Thursday of the month (providers and members).

## **Upcoming Meetings\*:**

- Thursday, June 15<sup>th</sup> Member Town Hall.
- Thursday, June 29<sup>th</sup> Member & Provider Town Hall.
- Thursday, July 13<sup>th</sup> Member Town Hall.

## How do I sign up?

Iowa Medicaid Town Halls

(hhs.iowa.gov/ime/about/advisory-groups/townhall)

Need help? Contact Iowa Medicaid Member Services at 1-800-338-8366

These are virtual meetings, but there is a call-in option for those unable to stream live video.

\*Future regularly scheduled meetings will be posted on the website and is updated by Iowa Medicaid.







## You Said, We Did

Dental Benefits (hhs.iowa.gov/dental-wellness-plan)

Iowa Total Care only covers dental procedures done in a hospital setting. Through the Dental Wellness Plans available through Iowa Medicaid, members have access to diagnostic and preventative dental services (exams, cleanings, x-rays, fluoride); fillings for cavities and more.

**Iowa Medicaid and Hawki Members** enrolled in the Dental Wellness Plan or Dental Wellness Plan Kids



Member Services Phone: 1-888-472-2793



Member Services Phone: 1-855-247-6262

www.iowatotalcare.com/members/medicaid/health-wellness/dental-care.html







## You Said, We Did

## Vision Benefits **Frequently Asked Questions**







SERVICES	IA HEALTH LINK	IA HEALTH & WELLNESS PLAN - IA WELLNESS PLAN	HAWKI
Exams	Covered 1 complete preventive eye exam every 12 months	Covered 1 complete preventive eye exam every 12 months	Covered 1 complete preventive eye exam every 12 months
Eyewear	Covered  Age 1 and under: up to 3 pairs of eyeglasses every 12 months, up to 16 gas permeable contact lenses every 12 months  Age 1-3: up to 4 pairs of eyeglasses every 12 months, up to 8 gas permeable contact lenses every 12 months  Age 4-7: 1 pair of eyeglasses every 12 months, up to 6 gas permeable contact lenses every 12 months  Age 8 and over: 1 pair of eyeglasses every 24 months, 2 gas permeable contact lenses every 24 months	Covered Age 19 and 20 only: 1 pair of eyeglasses (frames and lenses) every 24 months	Covered \$100 retail allowance toward eyeglasses and contact lenses every 12 months
Repairs	<b>Age 20 and under:</b> replacement for eyeglasses lost or damaged beyond repair is not limited.	Covered Age 19 and 20 only: replacement for eyeglasses lost or damaged beyond repair is not limited.	Not Covered







## **Update Your Contact Information**

## How to Renew

When COVID-19 first began, there was a rule put in place to make sure all lowa Medicaid members received healthcare coverage, no matter if they were eligible for the program or not. This rule is known as Continuous Coverage Requirement. Starting April 1, 2023, this rule will be ending. This means you will go through a review process to see if you qualify for lowa Medicaid coverage.

As an Iowa Medicaid member, you can expect to receive mail from Iowa Medicaid soon. If you receive a request for information, be sure you respond in a timely fashion.

Make sure your address, phone number and email contact information are up to date.

For more information on the review process, visit:

Iowa Department of Health & Human Services | Unwind: The End of the Continuous Coverage Requirement

## To Update Your Contact Information

Contact Iowa Total Care Member Services at 1-833-404-1061.

## For Questions About Your Renewals

Contact Iowa HHS at 1-855-889-7985.







# ITC on the Go ITC ON THE GO ON THE G



## Eating Healthy with Iowa Total Care

Check out the latest cooking videos on the Be Well. Eat Well webpage.

(iowatotalcare.com/bewelleatwell)

- White Chicken Chili
- Hawaiian Panini
- Peanut Butter Energy Bites

Watch for free and/or download the recipe PDF.







## ITC on the Go





# **Green To Go Community Health Fairs**

## **Des Moines (March 25)**

- 1,000 free, fresh produce bags.
- 22+ Community Organizations.
- 40 Iowa Total Care volunteers.

## **Cedar Rapids (June 24)**

- In partnership with Tanager Place.
- Location: Imagination Square free family event.









## ITC on the Go









## Volunteerism

At the center of Iowa Total Care's purpose is our commitment to addressing the needs of the communities we serve.

441 hours donated Year to Date.

- Dress for Success.
- Give Grace Give Hope.
- Central Iowa Shelter & Services (CISS).
- Camp Courageous.







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## **Iowa Total Care Literacy Program**



## Iowa Total Care's Literacy Program

An Iowa Total Care initiative that promotes early childhood literacy through educational resources and statewide partnerships. Access educational tools and discover community organizations that help support literacy in Iowa's youth! Check out our <u>Iowa Total Care Literacy Program Brochure (PDF)</u> to learn more.

#### Doc's Kids Club

- Free to kids 10 and younger who live in Iowa
- New member welcome kit
- Monthly e-newsletter

#### Health Books for Kids & Teens

Available in English & Spanish







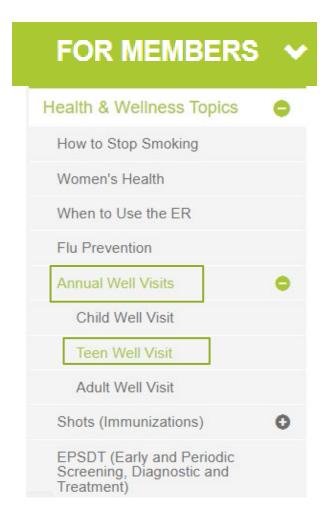
## Survey Questions



# ITC Focus Child Wellness

# TeenTips

- The TeenTips Newsletter is produced at least 2x a year.
- The newsletter is provided in English and Spanish.
- Three Components
  - Main Article
  - Side Article
  - Anticipatory Guidance
    - Information provided explaining expected growth and development.
- Visit the <u>Annual Wellness Visits</u> page to read the newsletter.
   (iowatotalcare.com/members/medicaid/health-wellness/annual-wellness-visits)









## TeenTips: Newsletter Highlights

myStrength: Available 24/7, this can help teens learn how to deal with stress, anxiety, chronic pain, and more.

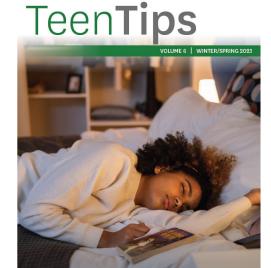
## Did you know section:

- Offers language barrier assistance (also found on the back page).
- Directs teen on how to check for free transportation eligibility.

**Kidshealth.org:** offers information on a range of other topics for teens including:

- Body
- Mind
- Sexual Health
- Food & Fitness
- Diseases & Conditions
- Infections

- Drugs & Alcohol
- School & Jobs
- Sports
- Expert Answers (Q&A)
- Staying Safe
- Videos











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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 obte this, please call 1-833-404-1061 (TTY: 71). | Usted tiene a su disposición, sin cost alguno, servicios de asistencia de idiomas, ayudas y servicios auxiliares, materia impreso en letra más grande, traducción oral y otros formatos alternativos. Pare obtener esto, llame al 1-833-404-1061 (TTY: 711). | 我们免费为您提供语言协服务,辅助设施和服务,更大字体。 口头翻译和其他替代格式。如需募此股务,请效电1-833-404-1061 (TTY: 711)。







## TeenTips: Article Highlights



#### Issue 1

- Sports Physical vs. Well Child Visit
- How often should you visit your doctor?
- Sun Protection

#### Issue 2

- Loneliness Affects Your Health
- Cold, Flu or Covid?
- Hand Washing

#### Issue 3

- Prevent Teen Smoking
- Break Free From Tobacco
- Swim Smart

#### Issue 4

- Signs of Seasonal Affective Disorder (SAD)
- Suicidal Thoughts?
   There is Help.
- Fighting the Blues with Physical Activity

#### Issue 5

- You Are What You Eat
- Fighting Stress with Superfoods
- Flossing

#### Issue 6

- Your Brain on Sleep
- Do You Have Asthma?
- Needed Sleep by Age







## **Immunizations**

Immunizations protect your child against diseases.

Examples: Polio, Influenza, Hepatitis, Whooping Cough, Measles.

Vaccines teach your body's immune system to recognize the virus or bacteria so you can build up your own immunity against that disease.

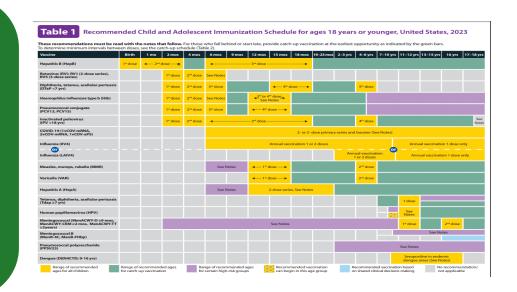
Childhood immunizations are covered by the Federal Vaccines For Children (VFC) program (available at doctor's offices and public health clinics).

Recommended vaccine schedule changes often, but the CDC (Centers for Disease Control and Prevention) always has updated information.

## To find more information:

- Contact your child's primary care doctor.
- Contact your County Public Health Department.
- Visit CDC.gov/Vaccines
- Call Iowa Total Care member services at

1-833-404-1061 (TTY: 711)









## Vaccine Spotlight

#### **Tetanus toxoid**

Summer is coming! Even if your children have had all their immunizations, an injury can mean a need to get a **tetanus** booster. A booster is an extra dose of a vaccine after an earlier shot. It provides a "boost" of protection for you.

## **Gardasil for Human Papillomavirus (HPV)**

This vaccine, **Gardasil-9**, protects against 9 viruses that can cause cancer.

- HPV is a common virus that spreads easily.
- When a person gets infected with the virus, there is no way to know who will develop cancer or other health problems later in life.

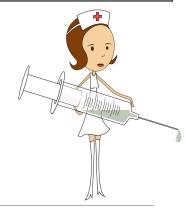


## **VACCINATING KIDS AT**

## **AGES 9–12 YEARS IS MOST EFFECTIVE**

PRE-TEENS PRODUCE MORE ANTIBODIES AFTER HPV VACCINATION.

**MORE ANTIBODIES EQUALS MORE PROTECTION.** 



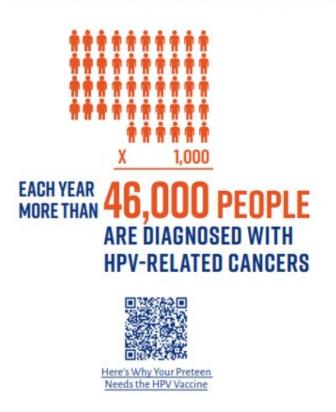


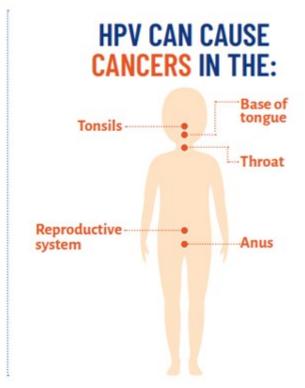




## **Human Papillomavirus Vaccine (HPV)**

## HPV IS MORE COMMON THAN YOU THINK





That is why your child or teen needs the HPV vaccine now—to protect against viruses that cause HPV-related cancers later.







## **Children Wellness Visits and Physicals**

Regular checkups are an important way to keep track of your child's health and development. It is a chance to learn as much as you can about helping your child grow and thrive!

## The Health providers will:

- Take measurements
  - Height, Weight, Blood Pressure, Hearing, Eye Test.
- Conduct a head-to-toe examination.
- Update immunizations.
- Answer questions.

## What can you do:

- Share successes and milestones
  - Started walking at 12 months.
  - Can name five colors.
  - Participates in music/art/sports at school.
- Share challenges in daily routines
  - Cries before going to school.
  - Isn't saying as many words as other playmates.
  - Can't sit up on their own.









## Benefits of discussions with a doctor

- Encourages Independence
  - Play an active role in their own health.
- Builds a trusting, open relationship with their doctors.
- Discuss important health topics
  - Sexual and reproductive health
    - Sexually Transmitted Diseases and Birth Control
  - Drug, Alcohol and Tobacco Use
  - Mental Health and Emotional Well-Being.
  - Risk taking.

- Pediatricians and other clinicians can help support parents in:
  - Understanding the importance of confidential, one-on-one time.
  - Encouraging parents to talk to each other about behaviors that impact their physical and mental health.

Less than 50% of adolescents and even fewer young adults have had regular preventive visits.









Iowa EPSDT is the state's federally mandated
Medicaid program for children and adolescents

In Iowa,
the EPSDT
program is called
Care for Kids and
is free to
children enrolled
in Medicaid

EPSDT = Early,
Periodic,
Screening,
Diagnosis and
Treatment

The role of EPSDT is to promote the physical, mental, social, emotional and behavioral health of children from birth to 21 years

## **EPSDT - The Acronym**

## E – Early

Children should receive quality healthcare as early as possible.

#### P - Periodic

Children should receive well-child visits at regular intervals.

## S – Screening

Children should be screened for developmental, health and behavioral concerns.

### D - Diagnosis

Children should receive further evaluation of health, developmental or social-emotional problems during well-child visits that may require treatment.

#### **T– Treatment**

Children should receive further evaluation of health, developmental or social-emotional problems identified during well-child visits that may require treatment.









-PSDT (	are EKids			- 1	Infa	ncy					Earl	y Cł	hildh	1000	d		Mid	. Chi	ildh	ood					-	Ado	lesc	enc	e			
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History Initial/Inter	val	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Physical Exam Well Visit		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Measurements	Length/Height and Weight	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
measurements	Weight for Length	•	•	•	•	•	•	•	•	•	•		П																		П	Т
	Body Mass Index											•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
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Oral Health	Screening and Risk Assessment	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Oral Health	Fluoride Varnish Applications						•	•	•	•	•	•	•	•	•	•																
Developmental	Caregiver Depression Screening	0	0	•	•	•	•																									
and Behavioral Health	Developmental Surveillance	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
	Developmental Screening							•			•		•																			
	Autism Screening										•	•																				
	Psychosocial/Behavioral Assessment	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
	Tobacco, Alcohol and Drug Use Assessment																					0	0	0	0	0	0	0	0	0	0	0
	Depression Screening																						•	•	•	•	•	•	•	•	•	•
Anticipatory Gui	dance	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Nutrition/Obesity Prevention Assess/Educate		•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Procedures	Newborn Screening - blood, bilirubin, hearing, critical congenital heart disease	•	<b>←</b>	٠	<b>→</b>						П		Г																			
	Immunization	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
	Hemoglobin/Anemia					0			•	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Lead Testing						0	0	•	0	0	•	0	0	0	0	0															
	Lipid Screening											0			0		0		0	+	•	-	0	0	0	0	0	+		•		-
	STI Screening																					0	0	0	0	0	0	0	0	0	0	0
	HIV Screening																					0	0	0	0	•	_	•	-	0	0	0
	Hepatitus C Virus Infection																												•			-
	Tuberculosis			0			0		0			0		0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Cervical Dysplasia Screening																															•

# When should children receive EPDST/Well Child Visit?

Babies grow fast and need a lot of EPSDT exams! They need exams at

- 1 month
- 2 months
- 4 months
- 6 months
- 9 months
- 12 months

**Toddlers** need exams at

- 15 months
- 18 months
- 24 months
- 30 months

After 30 months, children need an EPSDT/Well Child Visit yearly starting at age 3 up to age 21.







# Healthy Habits for Babies Monthly Mailer

- Mailed monthly to babies turning two months old in current month.
- Over 750 mailings each month.
- > 50% of members complete Infant Well Care Visits within 6 weeks of mailer.
- > 70% of member complete Infant
  Well Care Visits within two months of
  mailer.



#### INFANT WELL CARE VISITS

Infant well care visits are a chance to focus on your child's wellness and growth.

#### What to expect at an Infant Well Care Visit:

- · Talk about ways to keep your infant healthy.
- · Measure your infant's growth and development.
- Get information on screenings. These include vision, hearing, and lead.
- Education on childhood illnesses and immunizations.

It is advised that children see a dentist for the first time at 1 year of age, then every 6 months after that.

#### Healthy Habits for Babies Hábitos saludables para bebés

#### VISITAS DE ATENCIÓN PREVENTIVA DEL BEBÉ

Las visitas de atención preventiva de los bebés son una oportunidad para enfocarse en el bienestar y crecimiento de su niño.

## Qué esperar en una visita de atención preventiva de bebé:

- Hablar sobre maneras de mantener su bebé sano.
- Medir el crecimiento y desarrollo de su bebé.
- Obtener información sobre evaluaciones. Entre ellas se incluyen la vista, el oído y el plomo.
- Educación sobre enfermedades y vacunaciones en la infancia.

Se aconseja que los niños vean a un dentista por primera vez cuando tienen 1 año y después cada 6 meses.

#### How to earn up to \$20

Infant Well Care Visits are a part of our My Health Pays® Rewards Program. If your baby completes six well care visits by 15 months of age, they may qualify to earn \$20 in My Health Pays® Rewards.

Keeping track of your child's immunizations can be a challenge.
Ask your child's provider at each well care visit if they are up-to-date.

It is recommended Infant Well Care Visits occur at the following ages. These are the vaccines they will receive during this time.

Need help finding a doctor or scheduling a visit? Please call our Member Services Team at 1-833-404-1061 from 7:30 a.m. to 6:00 p.m. CST. They can also help you find a ride to your child's visit.

#### Cómo puede ganar hasta \$20

Las visitas de atención preventiva del bebé son parte del programa de recompensas My Health Pays\*. Si su bebé completa las seis visitas de atención

> preventiva a los 15 meses de edad, estas pueden ser elegibles para ganar \$20 en recompensas de My Health Pays\*.

El estar al día en todas las vacunas que tiene que recibir su niño(a) puede ser un reto. Pregúntele al proveedor de su niño(a) en cada una de las visitas preventivas si están al día.

Se recomienda que las Visitas de atención preventivas del bebé tengan lugar en las siguientes edades: Estas son las vacunas que recibirán en ese momento.

¿Necesita ayuda para encontrar un médico o programar una visita? Por favor llame a nuestro equipo de Servicios para los afiliados al 1-833-404-1061 de 7:30 a.m. a 6:00 p.m. CST. También le pueden ayudar a encontrar un medio de transporte para acudir a la visita de su niño.







## **Immunization Record Card**

owa total car	е.		ell Care Visit/ ation Record	iowa total care	Visita de atención preventiva del bebé Historial médico de vacunación								
Infant Well Care Visit	Recommended Vaccination	Date Given	Next App't Date	Visita de atención preventiva del bebé	Vacunas recomendadas	Fecha de administración	Fecha de la siguiente cita						
Birth	НерВ			Fecha de nacimiento	НерВ								
1 month	НерВ			1 mes	НерВ								
2 months	RV, DTap, Hib, PCV, IPV			2 meses	RV, DTap, Hib, PCV, IPV								
4 months	RV, DTap, Hib, PCV, IPV			4 meses	RV, DTap, Hib, PCV, IPV								
6 months	HepB, RV, DTap, Hib, PCV, IPV, Flu			6 meses	HepB, RV, DTap, Hib, PCV, IPV, Flu								
9 months				9 meses									
12 months	HepB, Hib, PCV, IPV, Flu, MMR, Varicella, HepA			12 meses	HepB, Hib, PCV, IPV, Flu, MMR, Varicella, HepA								
15 months	DTap			15 meses	DTap								
18 months				18 meses									
24 months				24 meses									
30 months			-	30 meses									
Age 3 (Annually)				3 años (Anualmente)									

## \$20 Infant Well Care Visits

Must complete 6 visits with a PCP within 2-15 months age range to earn.

## \$20 Early Child Well Care Visits

Must complete 2 visits with a PCP within the 15-30 months age range.

## \$20 Annual Child Well Care Visits

Once a year for children 3-20 years of age.







# Health Equity

## **Health Equity and Child Wellness**

Health Equity is a way to make sure every child can have the highest and best level of health care as possible, no matter where they live or who they are.

Illnesses that begin in childhood can often follow children throughout their lives. If a child doesn't receive 'equitable' health care to treat issues such as autism, asthma, or hearing loss, they are much less likely to be healthy as adults.

'Equitable care' means being treated the same as everyone else no matter who you are, where you come from or live, what your income is, your cultural beliefs or race.





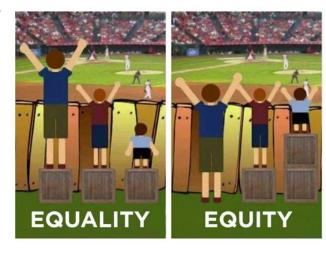




## **Health Equity**

A family's lack of access to nutritious foods and resources, homelessness and language barriers can also have an impact on their child's health and wellness.

Iowa Total Care provides free language services for your family's medical appointments to include interpreters and translation for written materials.



To make a request for interpretation you can either;

- Complete the <u>Language Access Services Request form.</u>
   (iowatotalcare.com/members/medicaid/resources/handbooks-forms)
- Call Member Services at 1-833-404-1061 (TTY: 711).

Please reach out to the Iowa Total Care Health Equity Specialists at <a href="Mailto:C&L@iowatotalcare.com">C&L@iowatotalcare.com</a> with any questions or concerns.







## Open Discussion

## **Meeting Details**

Upcoming Meeting Dates:

September 6, 2023	<b>December 6, 2023</b>							
Agenda being finalized	Agenda being finalized							
<ul><li>March 7, 2024</li><li>Agenda being finalized</li></ul>	June 7, 2024  • Agenda being finalized							

Phone Number: 1-833-404-1061 (TTY: 711)





