



Stakeholder Advisory Board

March 4, 2026

Why we're in business

OUR PURPOSE

Transforming the health of the communities we serve, one person at a time.

What we do

OUR MISSION

Better health outcomes at lower costs

What we represent

OUR PILLARS



Focus on the Individual



Whole Health



Active Local Involvement

What drives our activity

OUR BELIEFS

We believe healthier individuals create more vibrant families and communities.

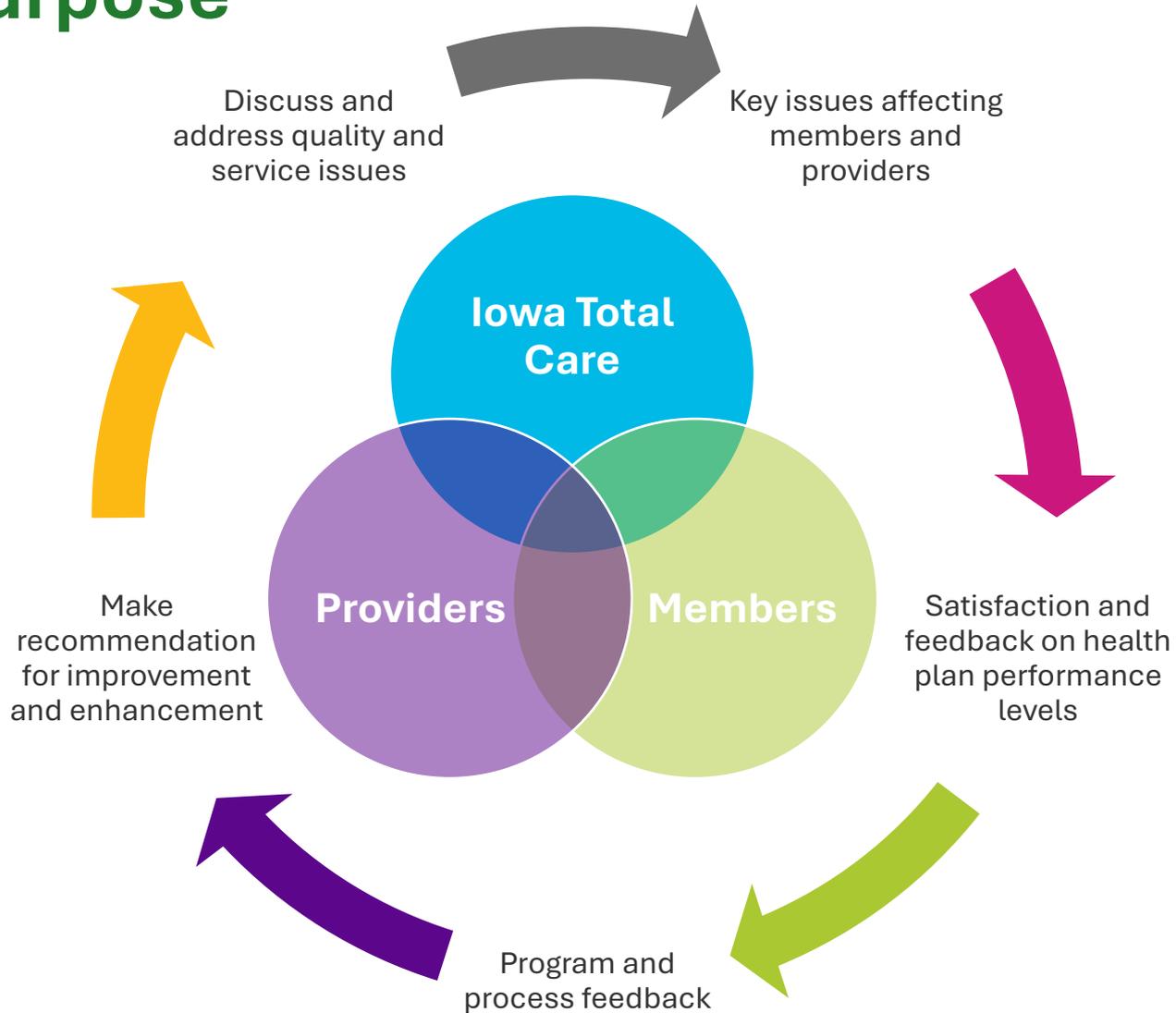
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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



Housekeeping Items

Welcome to the
Iowa Total Care
Stakeholder
Advisory Board

- Our technology now allows us to capture your name and attendance when you log into the meeting.
- To reduce background noise, please mute yourself.
- Please save your questions until the end of the presentation.
- The slides will be available on our website.
- Have you moved or changed phone numbers?
Be sure to update by calling:

- Iowa Total Care: 1-833-404-1061 (TTY: 711), and
- Iowa Department of Health and Human Services: 1-855-889-7985.

As a reminder, the upcoming slides include information we hope will be valuable to our stakeholders. Our stakeholders are members, providers (doctors, nurse practitioners, physician assistants), and members of our communities.

Agenda

- Welcome
- Iowa Medicaid Town Halls
- Iowa Total Care Communications and Community Relations
- Iowa Health and Wellness Members
- Care Management
- Maternal Health
- Health Risk Screening
- My Health Pays[®] Rewards
- Health Literacy
- 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.
- Find ways to improve the program.
- Share information on current and future program projects and improvements.

Schedule:

- First Thursday of the month (members only).
- Third Thursday of the month (providers only).

Upcoming Meetings*:

- Member Town Hall: Thursday, March 5 from 4 – 5:30 p.m.
- Provider Town Hall: Thursday, March 19 from 4 – 5:30 p.m.

How do I sign up?

- [Iowa Medicaid Town Halls](#) – Members
(<https://www.zoomgov.com/meeting/register/vBHWPaIBQk-Hx3Fd3SVwqA#/registration>)
- [Iowa Medicaid Town Halls](#) – Providers
(<https://www.zoomgov.com/meeting/register/YH2WjV05QhOTTkirvHMtMg#/registration>)
- 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.

<https://hhs.iowa.gov/medicaid/about-medicaid/public-meetings/medicaid-town-halls>

Iowa Total Care Communications and Community Relations

2025 Community Impact Report

Find out how Iowa Total Care supports Iowa communities through:

- Local partnerships,
- Community investments, and
- Volunteerism.

Visit the [community impact report webpage](#)

to view the report.

(iowatotalcare.com/about-us/community-impact.html)



Supporting Food Insecurity

- Park-it, Market
- Green to Go and produce giveaways
- Double Up Food Bucks
- Community Gardens



Be Well. Eat Well is an Iowa Total Care initiative that promotes healthy living through healthy eating. Visit [iowaTotalCare.com/BeWellEatWell](https://www.iowaTotalCare.com/BeWellEatWell) to learn more about the program, find new recipes and helpful resources.

Member and Provider Newsletters

In these newsletters, you'll find:

- Important updates.
- Provider trainings and resources.
- Programs and service information.

To view the newsletters, please visit the:

- [Member newsletter webpage](http://iowatotalcare.com/members/medicaid/resources/newsletter2/newsletters.html)
(iowatotalcare.com/members/medicaid/resources/newsletter2/newsletters.html)
- [Provider newsletter webpage](http://iowatotalcare.com/providers/provider-newsletters.html)
(iowatotalcare.com/providers/provider-newsletters.html)



Iowa Health and Wellness Members

Iowa Health and Wellness Plan (IHAWP)

What is it?

- Provides health coverage at low or no cost to Iowans between the ages of 19 and 64.
- All IHAWP members can receive free healthcare if they choose to take specific steps to protect their health and complete what are known as **healthy behaviors**.

Who is eligible?

- Be an adult age 19 to 64.
- Have an income that does not exceed 133% of the Federal Poverty Level.
 - Approximately \$20,815 for an individual.
 - Approximately \$28,130 for a family of two (or higher, depending on family size).
- Live in Iowa and be a U.S. citizen.
- Not be otherwise eligible for Medicaid or Medicare.



To learn more, please visit the [Iowa Health and Wellness Plan webpage](https://hhs.iowa.gov/medicaid/plans-programs/iowa-health-wellness-plan).
(hhs.iowa.gov/medicaid/plans-programs/iowa-health-wellness-plan)

Healthy Behaviors

- Members in the IHAWP can receive free healthcare if they choose to complete your healthy behaviors.
- Beginning in the member's second year of enrollment, small monthly contributions may be required if health behaviors are not completed.
- All members will have the first 30 days of each annual enrollment period to complete or self-report completion of healthy behaviors for the previous enrollment period.
- Iowa Total Care will send you a healthy behavior reminder letters before the end of your enrollment year.

Healthy Behavior Requirements

1. Complete a health risk screening, **and**
2. Complete an annual wellness exam OR a dental exam.

To learn more, please visit the [healthy behaviors webpage](https://hhs.iowa.gov/medicaid/plans-programs/iowa-health-wellness-plan/healthy-behaviors-program).
([hhs.iowa.gov/medicaid/plans-programs/iowa-health-wellness-plan/
healthy-behaviors-program](https://hhs.iowa.gov/medicaid/plans-programs/iowa-health-wellness-plan/healthy-behaviors-program))

Care Management

Care Management Member Journey

Member Identification

- Assessments, claims data, state eligibility data, and member and provider referrals.

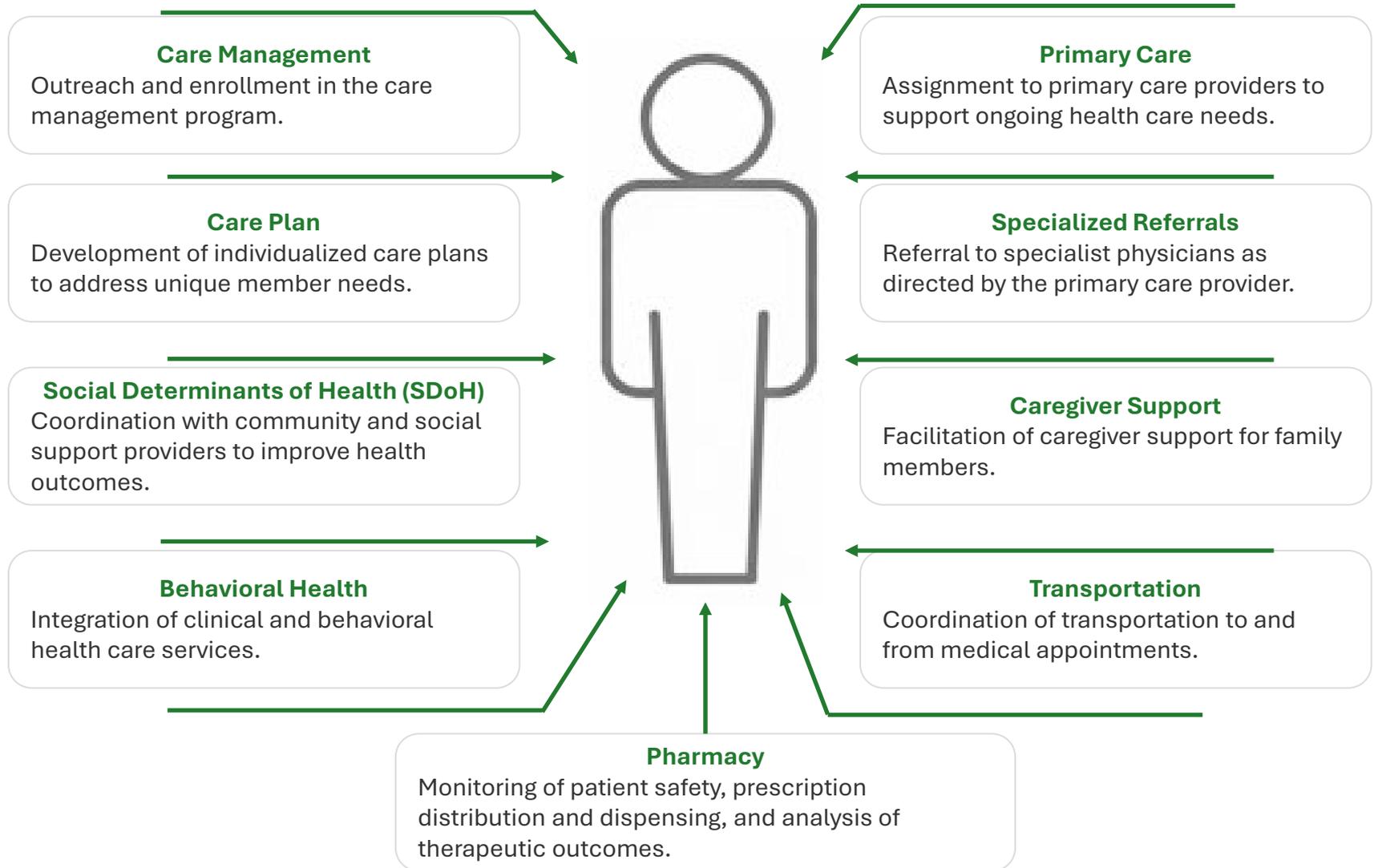
Outreach

- Make three outbound calls.
- Mail a letter
- Send an email to the member
- Outreach provider to support member engagement and identify new contact info.

Engagement

- Health risk screenings
- Link members to benefits and qualifying programs.
- Support referrals to providers and community resources.

What is Care Management?



Maternal Health

Start Smart for Your Baby® Program

Members enrolled in the Start Smart for Your Baby® Program receive prenatal and postpartum care from an obstetrical nurse, a neonatal intensive care unit (NICU) nurse or a social worker knowledgeable in the care of pregnant women and newborns.

Once the member is enrolled in the program, a care manager will reach out to the member. Depending on the member's needs, they may be contacted every week, twice a month, or monthly.

Care managers can help:

- Find a doctor if the member doesn't have one.
- Provide education on high-risk indicators and healthy behaviors.
- Apply for programs like Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) and Supplemental Nutrition Assistance Program (SNAP).
- Find transportation and supplies, such as:
 - Diapers
 - Formula
 - Cribs/Pack and plays
 - Car seats
 - Blood pressure cuffs
 - Breast pumps
 - Baby clothes
 - Housing

Prenatal and Postpartum Recommendations

Notification of Pregnancy (NOP) form

- Complete within the first 12 weeks of pregnancy. Incentives for members:
 - Completed in first trimester- \$20
 - Completed in second trimester - \$15
 - Members and Providers are encouraged to complete the NOP to enroll members in the Start Smart for Baby Program
 - To complete an NOP form, please log into your [member portal](https://member.iowatotalcare.com) account. (member.iowatotalcare.com)

Prenatal Appointments

- Schedule within the first 12 weeks of pregnancy.
- Incentives for members:
 - Completed in first trimester - \$40

Postpartum Appointments

- Schedule postpartum appointment for follow up care.
- Incentive for members:
 - Completed within 1-12 weeks - \$20

Maternal Mental Health and Extended Coverage

- Maternal mental health refers to a woman's emotional, social, and psychological well-being during pregnancy and up to 18-24 months postpartum, affecting 1 in 5 women. Common conditions like depression, anxiety, and psychosis are treatable but often untreated, causing significant distress.
- Beginning April 2025, the Iowa Department of Health and Human Services (HHS) extended Medicaid coverage from 60 days to 12 months for eligible women. The extension covers families up to 215% of the federal poverty level, aiming to improve maternal health outcomes and ensure continuous care.

12-month extension covers:

- Routine office visits, physical exams, labs and x-rays.
- Emergency care, inpatient hospital stays, anesthesia and outpatient surgery.
- Prescription and medical equipment coverage.
- Mental health screening and treatment.
- Lactation support.
- Chronic conditions management (hypertension, diabetes, heart disease).
- Substance use treatment.
- Dental care.
- Family planning.

To learn more, please visit the [postpartum care webpage](https://hhs.iowa.gov/medicaid/services-care/family-planning-program/postpartum-care).
(hhs.iowa.gov/medicaid/services-care/family-planning-program/postpartum-care)

Care Managers and Maternal Mental Health Support

- Provide and connect members to additional resources.
 - The National Maternal Mental Health Hotline: 1-833-TLC-MAMA
 - 988 Suicide & Crisis Lifeline: call or text 988
 - Postpartum Support International (PSI)
- Provide resources through Substance Abuse and Mental Health Services Administration (SAMHSA).
- Refer to clinics in Iowa specifically for women's mental health:
 - Women's Wellness and Counseling Service – University of Iowa Healthcare.
- Help them find a mental health counselor in their community.
- Refer to our Iowa Total Care Behavioral Health Services team:
 - Substance Use Program: HALO
 - Suicide Prevention Program: Choose Tomorrow

Maternal Health Resources and Value-Added Services

Breast Pumps	Covered under Medicaid benefits at no charge to the member
Car Seats	<p>Iowa Total Care offers a car seat to pregnant members who enroll in our program.</p> <p>To be eligible, members must:</p> <ul style="list-style-type: none"> • Have a completed notification of pregnancy form on file. • Visit their doctor while in the first trimester or within 42 days of enrollment in Iowa Medicaid. • Be engaged with Start Smart for Your Baby until 36 weeks of pregnancy. • Be an Iowa Total Care member at the time car seat is ordered.
Mom's Meals	<p>Provide 30 days of Mom's Meals to members who identify with food insecurity in the following counties: Polk, Johnson, Muscatine, Woodbury, Black Hawk, Scott, Mills, Ringgold, Taylor, Union and Montgomery.</p>

Doula Program

Purpose: To improve birth outcomes by providing prenatal, labor and delivery, and postpartum support from trained local doulas in Polk, Johnson, Scott, Black Hawk, and Woodbury counties through Pomelo Care.

January 2025 through December 2025

36 member referrals

Prenatal and Postpartum Visits completed by Doulas

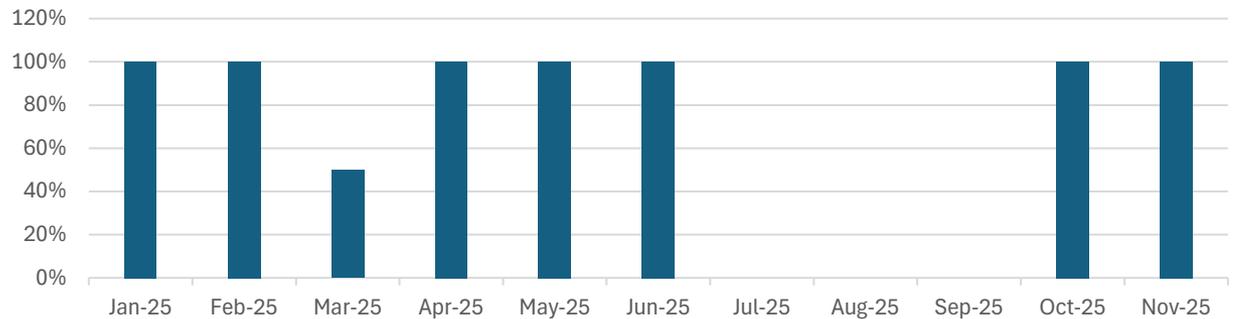
- 57 in person visits
- 1 telehealth visit

Birth Outcomes

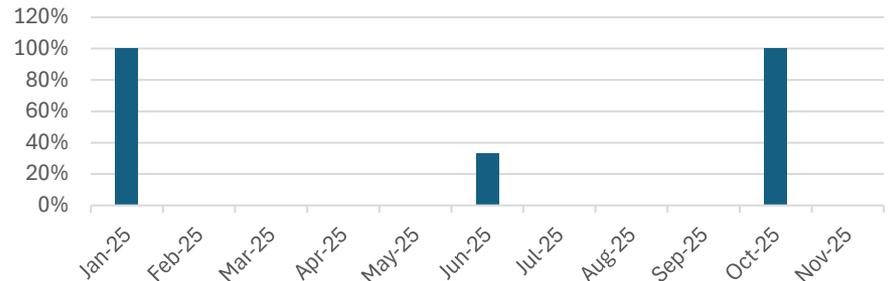
- 13 births with healthy outcomes for moms and babies.
- No preterm births, low birth weights, or NICU admissions
- 92% of deliveries with in-person doula

Delivery Method	Count of Deliveries
Vaginal	10
Unplanned Cesarean	2
Planned Cesarean	1
Total	13

% of Deliveries with In-Person Doula



% of Cesarean Deliveries (Past 12 Months)



Doula Program, *continued*

Prenatal Support by Doulas

- Talk about how you're feeling physically and emotionally.
- Plan for birth by asking questions, learning about options, and get reassurance.
- Get guidance on what to expect during pregnancy, labor and birth.
- Education on warning signs and when to call your OBGYN or midwife.

Doula's Role During Labor, Birth and Immediate Post-Birth Period

- Provide continuous emotional support and reassurance.
- Offer comfort measures (breathing, positioning, touch, encouragement).
- Help the birthing person feel informed, supported and empowered.

Postpartum Support by Doulas

- Offer emotional support and help process the birth experience.
- Support rest, recovery and adjustment to life with a new baby.
- Provide guidance and encouragement with feeding, newborn care and self-care.

Health Risk Screening

Health Risk Screening (HRS)

- The HRS is a tool Iowa Total Care uses to help members, including newborns, to identify and understand their health risks and monitor their health over time.
- The HRS is a questionnaire that asks you about your health history, if you have any healthcare conditions and if you need help finding any resources.
- We want to know about your health right away so we can help match your needs with the right healthcare team.
- Member should complete each year or if they have a change in medical condition.
- Completing an HRS may qualify a member for a \$30 My Health Pays® reward.
 - Within 90 days of becoming a member.
 - Must be completed annually.

Complete the health risk screening in one of three ways:

Online:

- Visit iowatotalcare.com, click “For Members” and then “log in”.

Over the Phone:

- Call us at 1-866-319-0170 Monday – Friday: 8:00 a.m. to 7:00 p.m.

On the Mobile App:

- Download the Health Insurance Portal Mobile App.

My Health Pays[®] Rewards

My Health Pays[®] Maternal Health Rewards

Notification of Pregnancy Form

- Must complete within first trimester for \$20 OR in the second trimester for \$15.

First Trimester Prenatal Visit

- Must complete appointment with a provider within first 12 weeks of pregnancy. (\$40)

Postpartum Doctor Visit

- Must complete 1-12 weeks after delivery. (\$20)

My Health Pays[®] Common Questions

Who can get a My Health Pays Card?

- All Iowa Total Care members can get a reward card. If the member is a child, the card will be issued in their name and sent to their address.

How can I find out the balance of my card?

- Log into your [secure member portal account](https://my.iowatotalcare.com) (my.iowatotalcare.com).
- Call the number listed on the back of the card: 1-866-809-1091.
- Call Member Services at 1-833-404-1061 (TTY: 711).

When do My Health Pays Rewards expire?

- Funds expire 90 days after termination of coverage or 365 days after reward was earned, whichever comes first.

How long does it take to get a reward on my My Health Pays card?

- It depends on the type of reward. Some, like annual well visits, are based on claims sent to us by your provider. These can take up to 12 weeks for reward to appear on card.

Where can I learn more about MHP rewards?

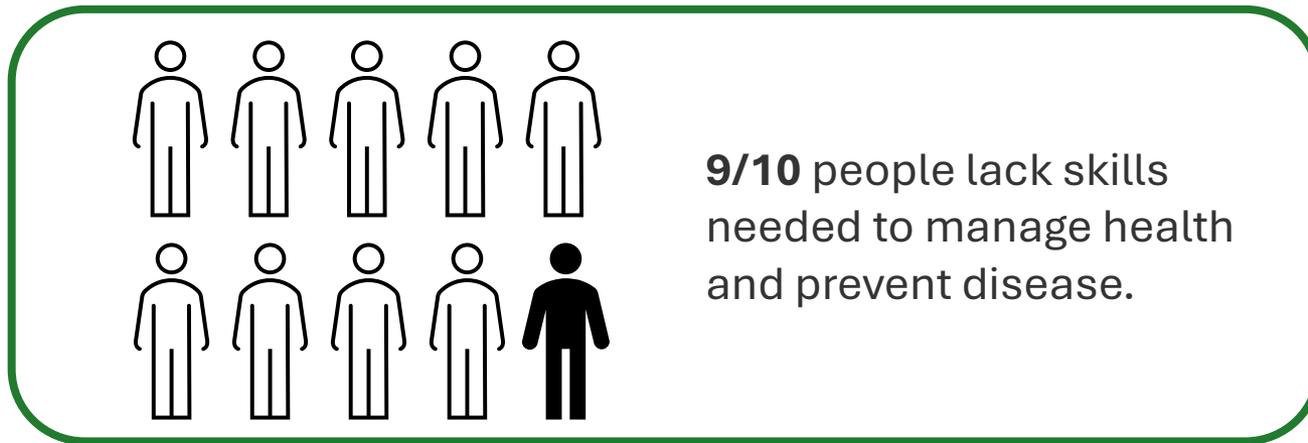
- Visit the [My Health Pays rewards webpage](https://my.iowatotalcare.com/myhealthpays) to view list of healthy activities eligible for rewards and answers to commonly asked questions.
(iowatotalcare.com/myhealthpays)
- Contact Member Services at 1-833-404-1061 (TTY: 711).

Health Literacy

Health Literacy Definitions

- Health: Physical, Mental, Emotional, Social, Intellectual, Financial.
- Literacy: The ability to read, write, speak and listen in a way that lets us communicate and understand effectively.

Health literacy includes a range of abilities regarding reading, comprehending, understanding health information and instructions, symbols, charts, and diagrams.



We want to be prepared for our upcoming doctor's visit but:

- We have to figure out what questions to ask our doctor,
- Remember to write these questions down,
- Remember to bring them to the office, and
- Recall the answers we receive.

Health Literacy Scenarios

Advocacy

You have a list of your questions to ask the doctor about recent symptoms and concerns. The doctor visits with you, but you really did not feel like you understood everything. You leave the office feeling overwhelmed about some of the answers you received and then discovered you didn't ask all your questions.

Emotional or Mental

Many times, what is routine for the doctor is not for many of us. We feel uncomfortable asking questions, clarification, to repeat instructions, diagnoses, or procedure. We then leave the office feeling embarrassed, shaken or worried.

Health Portals

You had a test at the office. The doctor stated the results should be back in the afternoon or the next day. You did not receive a call from the clinic and then realized you could look on the medical portal. Do you have the app? Do you know where to get the test results? Do you understand the results and diagnoses? You message the doctor and receive a four-word reply the next day which still does not help. Or maybe you look for familiar terms such as negative or positive.

Open Discussion

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Questions?

Meeting Details

- Upcoming Meeting Dates:

June 3, 2026	September 2 , 2026
December 2, 2026	March 3, 2027

- Meeting time: 6 – 7:30 p.m.
- Post-Meeting Survey

Resources

Resources

Member Services and 24/7 Nurse Advice Line: 1-833-404-1061 (TTY: 711)

Transportation –MTM: 1-877-271-4819

Provider Services: 1-833-404-1061

Suicide and Crisis Lifeline: 988

[Member Benefits Overview](http://iowatotalcare.com/members/medicaid/benefits-services/benefits-overview.html) (iowatotalcare.com/members/medicaid/benefits-services/benefits-overview.html)

[Iowa Medicaid](http://hhs.iowa.gov/programs/welcome-iowa-medicaid) (hhs.iowa.gov/programs/welcome-iowa-medicaid)

Grievance & Appeals:

- [For Members](http://iowatotalcare.com/members/medicaid/resources/complaints-appeals.html) (iowatotalcare.com/members/medicaid/resources/complaints-appeals.html)
- [For Providers](http://iowatotalcare.com/providers/resources/grievance-process.html) (iowatotalcare.com/providers/resources/grievance-process.html)

Dental:

- [Iowa Total Care Dental Webpage](http://iowatotalcare.com/members/medicaid/health-wellness/dental-care.html) (iowatotalcare.com/members/medicaid/health-wellness/dental-care.html)
- [Iowa HHS Dental Wellness Plan](http://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/dental-wellness-plan) (hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-programs/dental-wellness-plan)
 - [Delta Dental of Iowa](http://deltadentalia.com) (deltadentalia.com)
Phone: 1-888-472-2793
 - [MCNA Dental](http://mчнаia.net/members) (mчнаia.net/members)
Phone: 1-855-247-6262