



Stakeholder Advisory Board

June 3, 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.

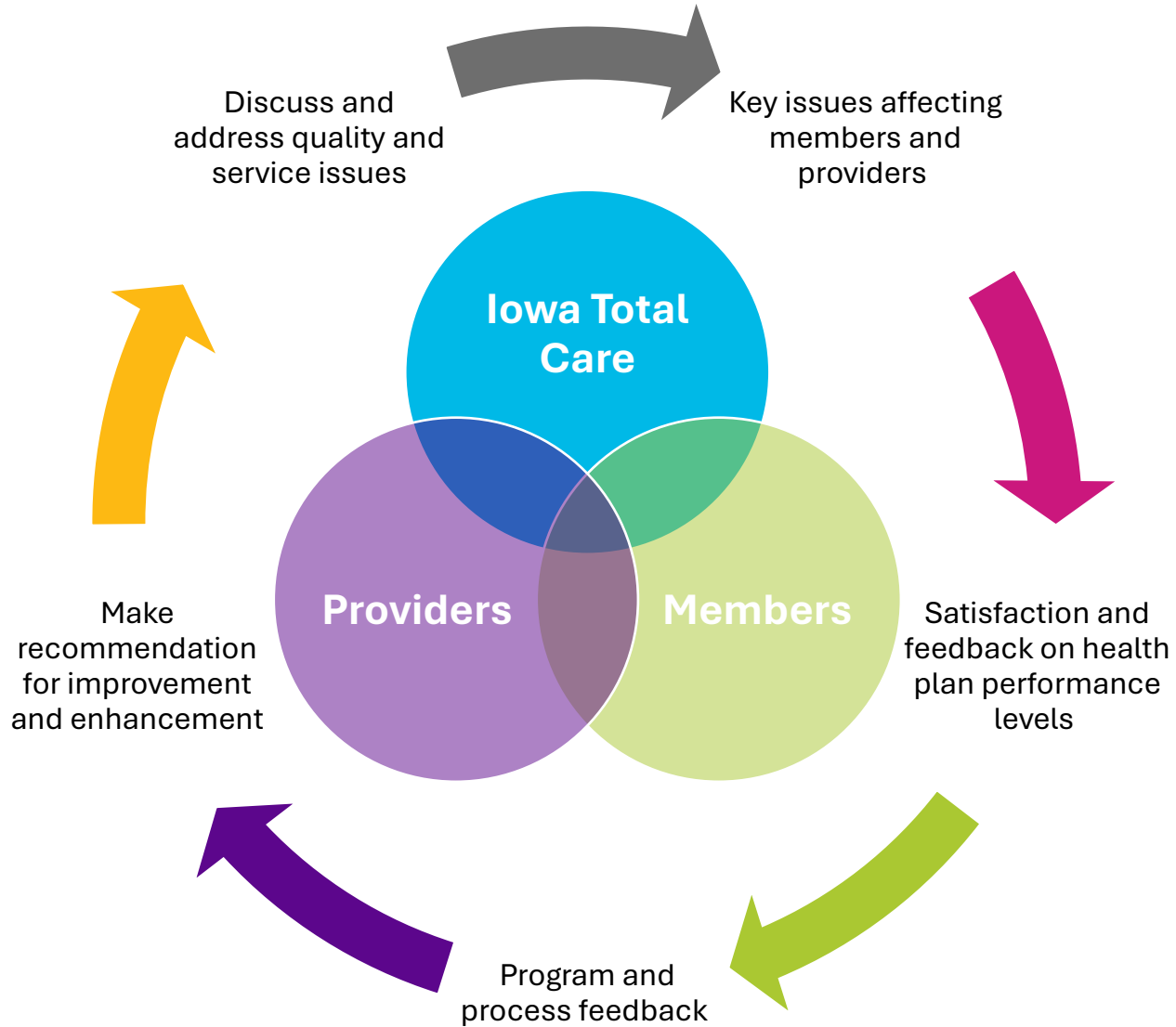
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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

- 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.

Welcome to the
Iowa Total Care
Stakeholder
Advisory Board

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
- Pharmacy FAQ
- Mobile App
- Member ID Cards
- Diabetic Health
- Mental Health Awareness
- My Health Pays[®] Rewards
- Health Equity/Social Determinants of Health (SDOH) Initiatives
- 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:

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

Upcoming Meetings*:

- Member Town Hall: Thursday, June 4 from 4 - 5:30 p.m.
- Provider Town Hall: Thursday, June 18 from 4 - 5:30 p.m.

How do I sign up?

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

2026 Community Events

Green to Go Community Health Fairs

- 8/6: Sioux City, IA
Rock the Center
- 8/17: Des Moines, IA
Back 2 School Bash

Vision Van Events

- 9/10: Ottumwa, IA
River Hills Community Health Center
- 9/11: Traer, IA
Peoples Community Health Clinic, Traer

Visit [Facebook.com/iowaTotalCare](https://www.facebook.com/iowaTotalCare) and follow us to be notified about upcoming events.



Park-It Pantry Partnership

The Park-It Pantry partnership with the Food Bank of Iowa brings fresh, nutritious food directly to rural communities through a mobile, shopping-style pantry. It includes:

- Fresh produce,
- Milk,
- Cheese,
- And eggs.

Visit [Facebook.com/iowaTotalCare](https://www.facebook.com/iowaTotalCare) and follow us to be notified about the pantry schedule coming soon.



Pharmacy

Pharmacy

- **Copays:** In general, Iowa Total Care members do not have copays on medication. But, if a member becomes dual eligible (for both Medicare and Medicaid) then the pharmacy benefit is from the Medicare plan, and the member might have a copay on medications.
- If you have a commercial plan, from an employer or a family member, then that plan is primary, and claims will always need to be submitted to it first.
- If you stop your commercial plan, it is your responsibility to inform Iowa Medicaid that you no longer have that coverage.
- If you no longer have a commercial plan, but the pharmacy is saying that it is still showing up and preventing you from getting your medication, ask the pharmacy to call the number provided on the rejection for Express Scripts, and/or call Iowa Total Care: 1-833-404-1061 (TTY: 711).
- **Prior Authorizations:** Some medications require more information from your doctor before they can be covered. Some medications for some indications are not covered at all.

Mobile App

Standard Enterprise Model Offerings:



Login & Registration

- Register new account.
- Login with existing account.
- Use biometrics to access app.
- Request new password.

Home & Navigation

- Navigate through the experience.
- View state branding and health plan summary in app header.

Account Settings

- Change password.
- Change personal information.
- Adjust communication settings.

Help

- Contact member support.
- View FAQs.

ID Cards

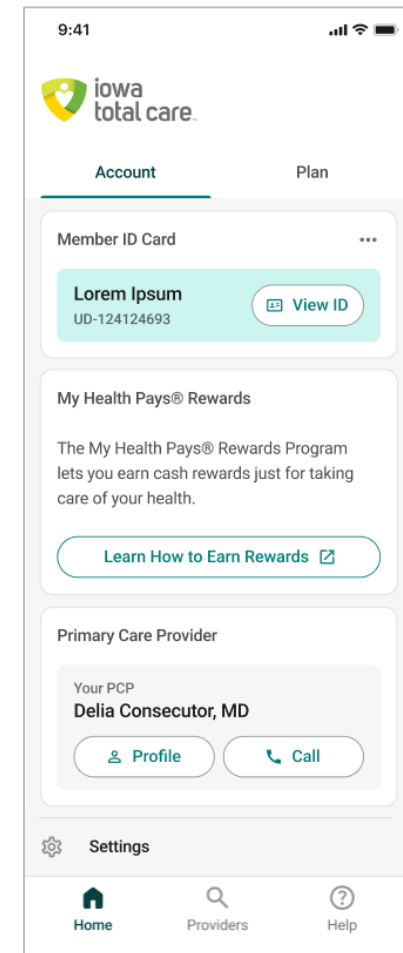
- View ID card summary.
- View ID card details.
- Download/save ID card.
- Share ID card.
- Request by mail.

Provider

- View current PCP.
- Search for PCP.
- Select/Change PCP.
- Search for specialist care.

Plan

- Plan Overview.
- Health To-Dos.
- Health Records.
 - Authorizations
 - Assessments.
 - Notification of Pregnancy Form.
- Pharmacy Information.



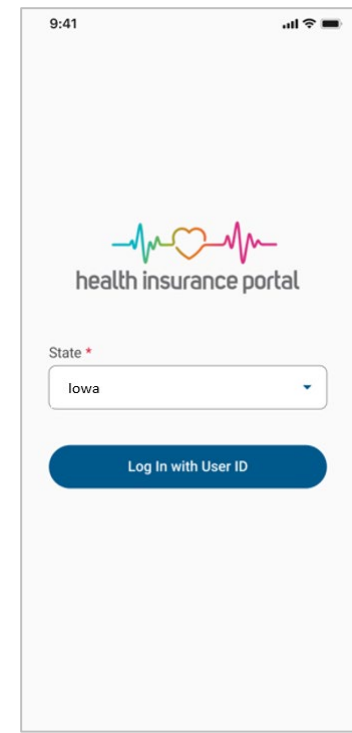
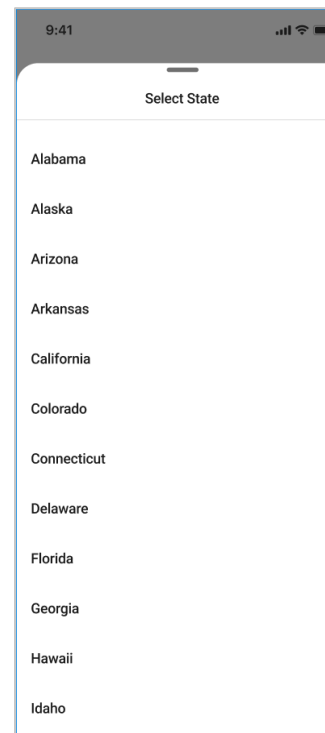
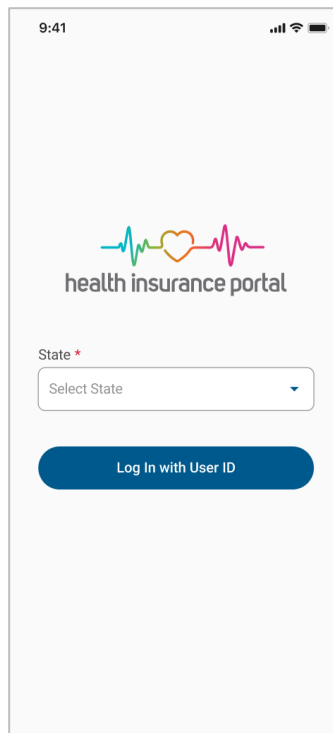


Health Insurance Portal | State Selection

Splash Screen



State Selection Screen

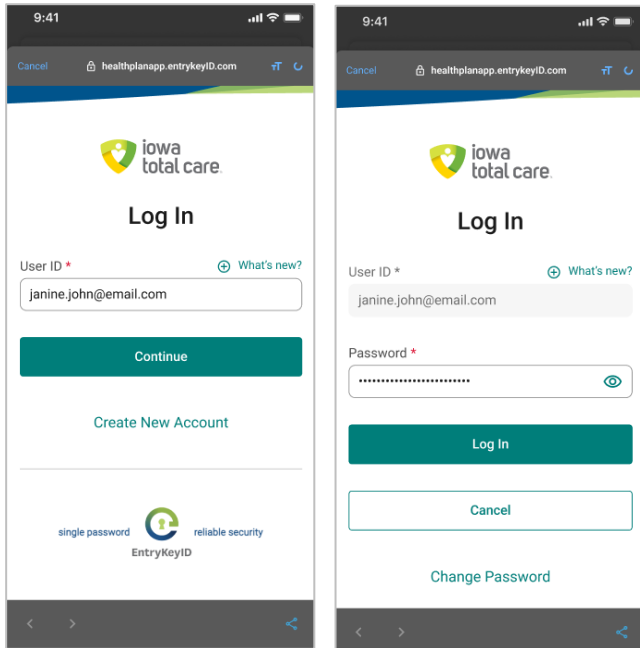


Note: Even with different color scheme, login process buttons are defaulted to blue.

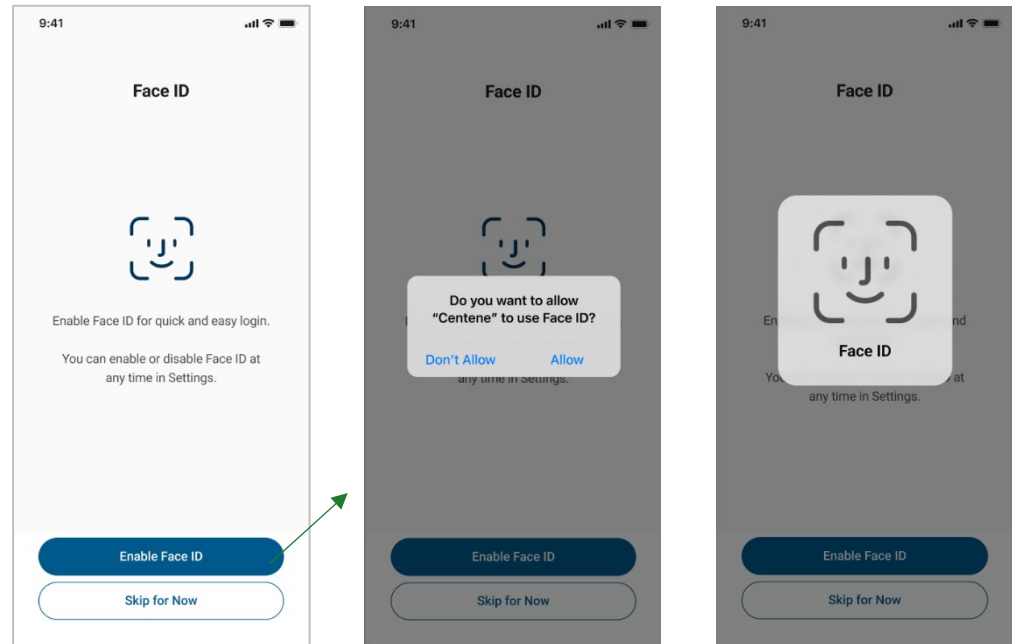


Health Insurance Portal | Biometric Setup

EntryKey-ID Authorization



Prompt to use Biometrics



After initial login and registration, Users are prompted one time to set up biometrics to login to the Mobile App. If User selects “Skip for Now”, they will not see the prompt again. If they want to set up biometric login and authentication in the future, they will have to go into their mobile device settings to perform the set up.

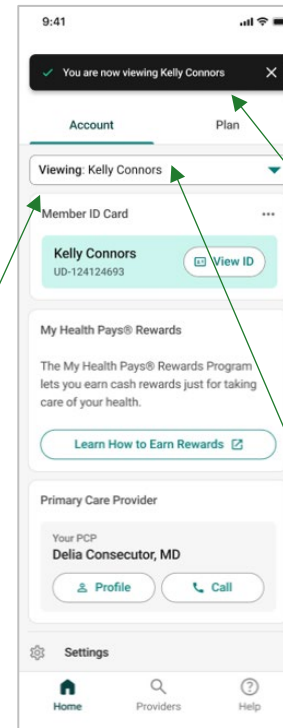
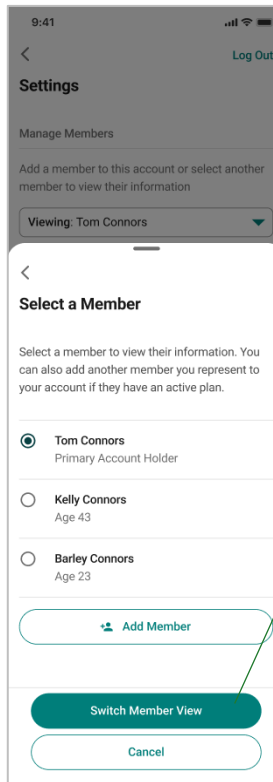
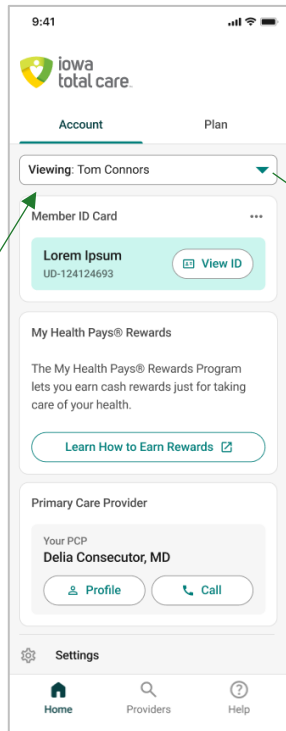


Health Insurance Portal | Profile Switcher

Changing Profiles with Profile Switcher Tool

Profile Switcher

Clicking will launch the Select a Member screen.



Toast Message

A "Toast" Message appears briefly after switching to a different profile to alert the User of the change.

Current Profile Name

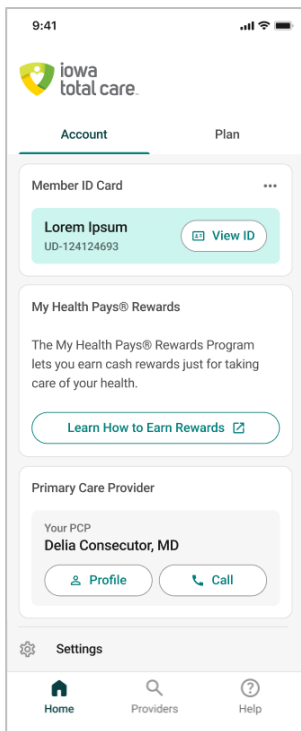
The Profile Switcher will display the name of the person whose profile is currently being viewed.



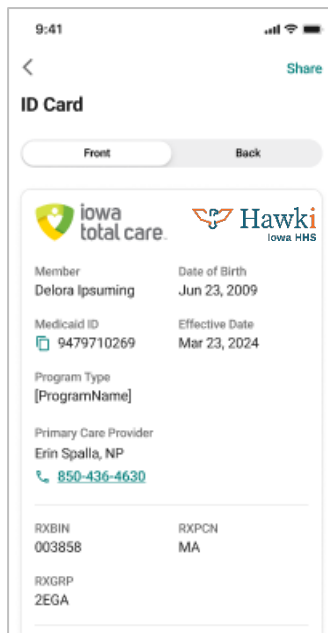
Health Insurance Portal | ID Card

Native ID Card | Universal ID Template

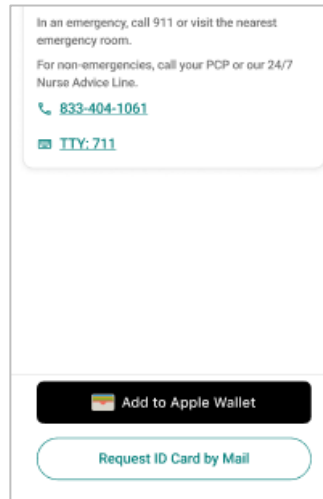
Home Screen



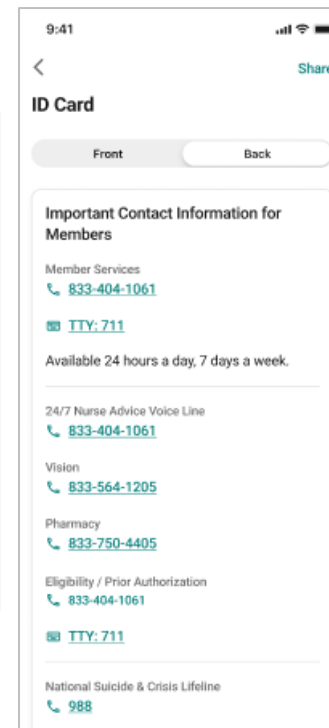
Hawki - Front



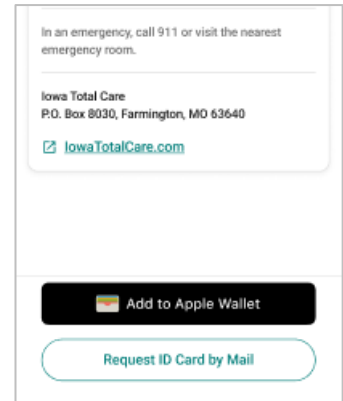
Scroll cont.



Hawki - Back



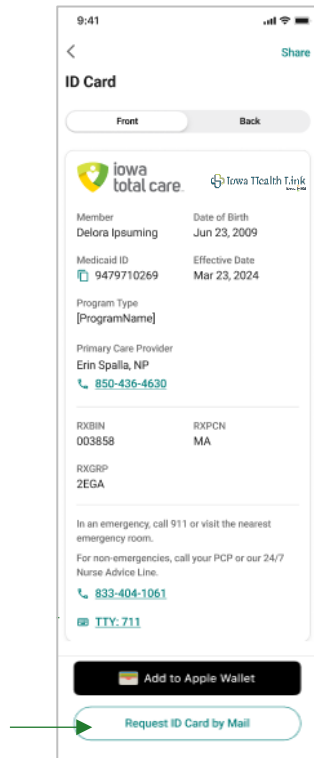
Scroll cont.



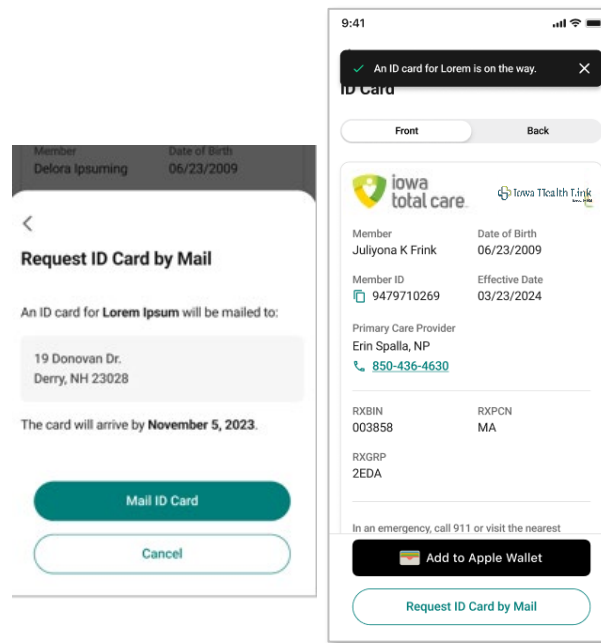


Health Insurance Portal | ID Card, *continued*

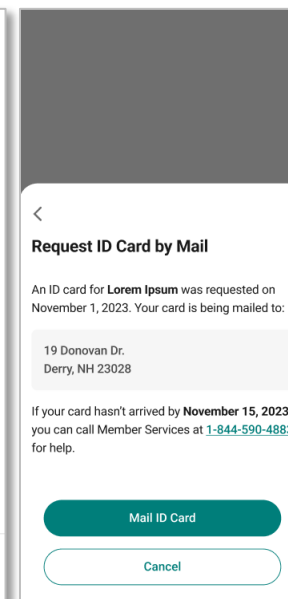
Native ID Card



Request ID Card by Mail



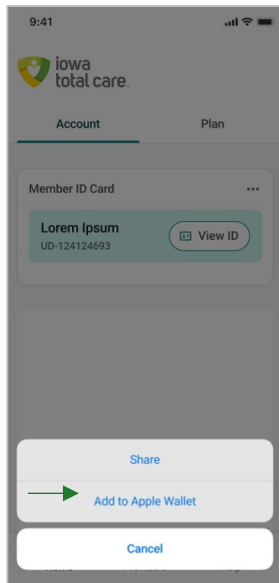
Already Requested



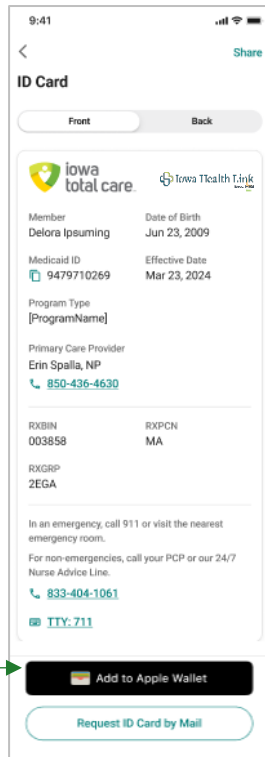


Health Insurance Portal | ID Card, *continued*

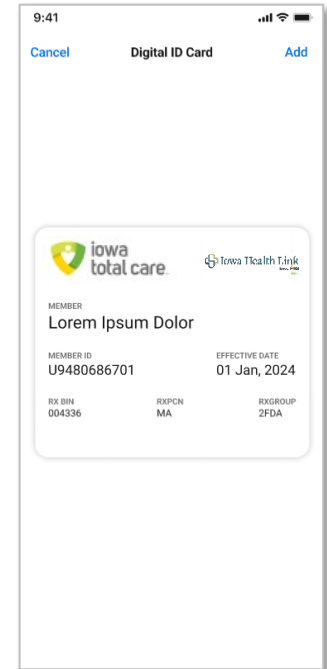
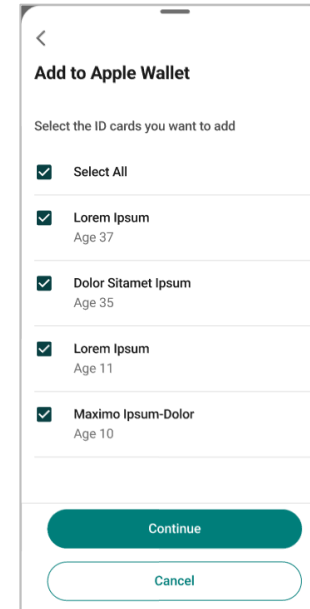
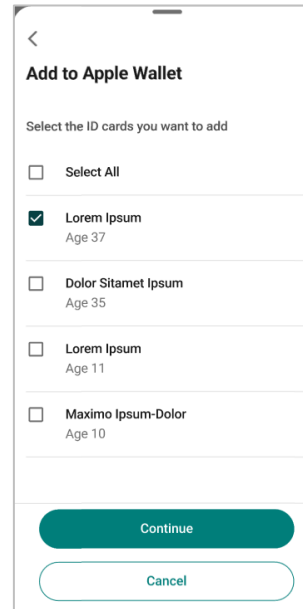
Home Screen



Native ID Card



Add to Apple Wallet



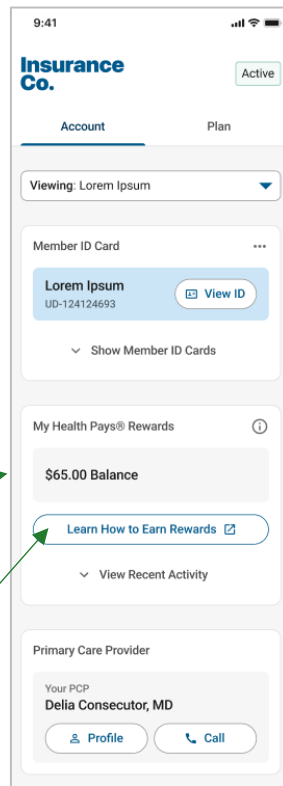


Health Insurance Portal | My Health Pays® Rewards

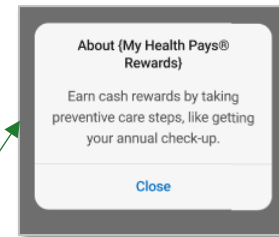
View for Activated Users with Rewards Balance

The User's rewards balance is clearly displayed on the Home Screen as a US Dollar amount.

Button link connects Users to the Plan web pages with details about How Members can earn rewards.

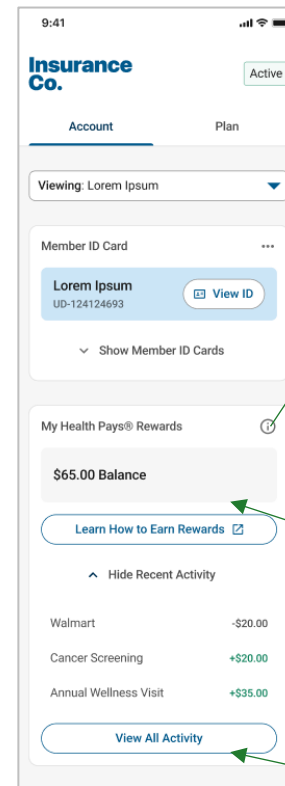


Info icon button launches a pop-up message about the "My Health Pays" rewards program.



By expanding Recent Activity Users can display the three most recent transactions.

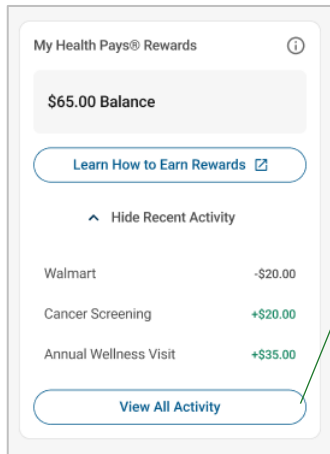
By clicking on the View All Activity button link, Users can launch the Rewards Activity screen for complete details.



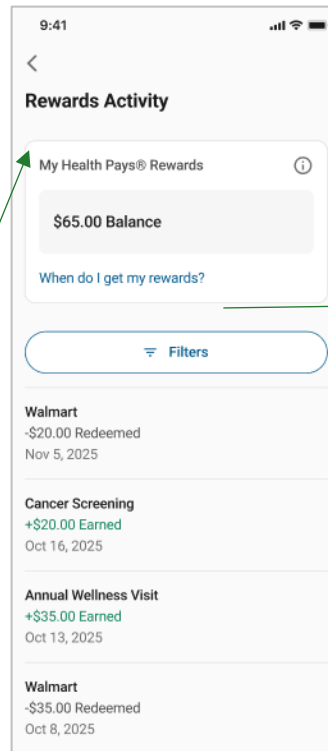


Health Insurance Portal | My Health Pays® Rewards, *continued*

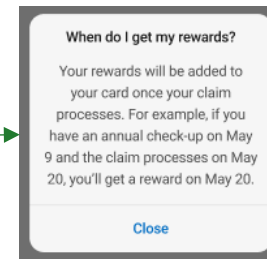
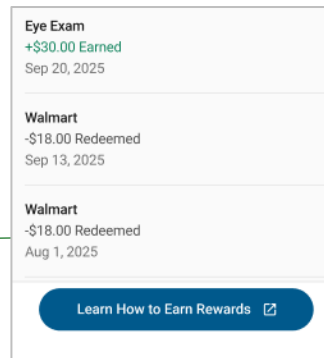
Rewards Activity Screen



Clicking on the “View All Activity” button launches the Rewards Activity Screen.



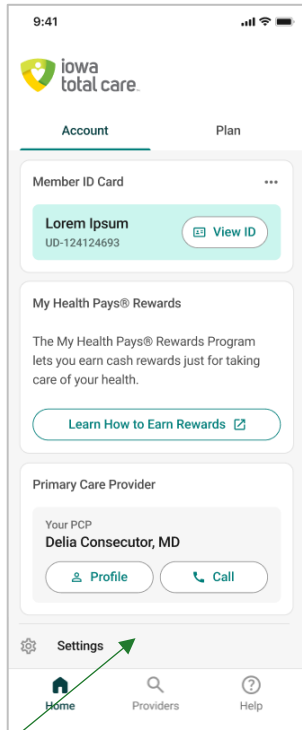
Scroll (Cont.)





Health Insurance Portal | Primary Care Provider (PCP)

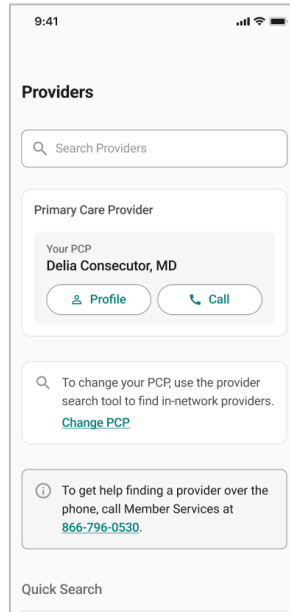
Home Screen



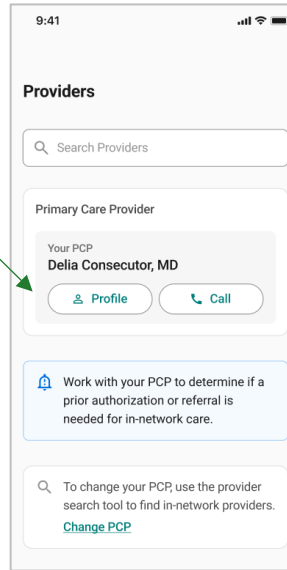
Button to Launch
Provider Search Screen

Provider Search Screens

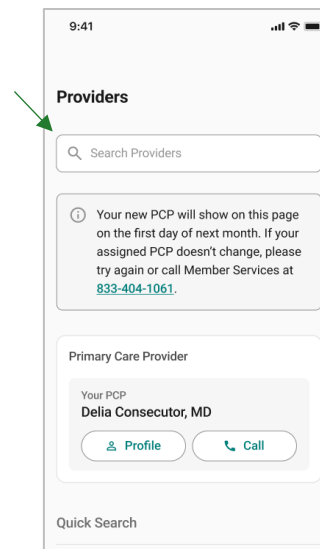
Basic PCP Search Screen



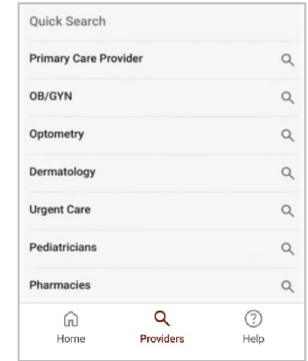
PCP Search with Prior Auth Alert



PMP Search with PCP Change Alert



Quick Searches- Bottom of Screens





Health Insurance Portal | Primary Care Provider (PCP), *continued*

Provider Search Filters

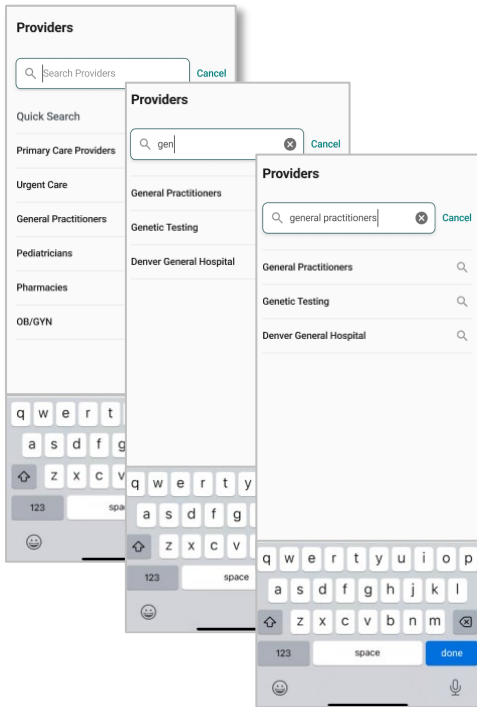
The image displays a series of mobile app screenshots illustrating the 'Provider Search Filters' interface. The filters are organized into several sections:

- Filters:** Includes a radio button for 'Primary Care Providers Only', a 'Location' search field (pre-filled with 'Denver, Colorado 80206'), 'Health Plan' (No Selection), 'Specialty' (No Selection), and 'Provider Gender' (No Selection).
- Office Features:** A list of checkboxes including 'Accepting New Patients', 'Extended Day Supply', 'Patient Centered Medical Home', 'Mental Health Rehabilitation Services', 'Telehealth', 'Open 24 Hours', 'Open After 5:00 PM', 'Open Weekends', and 'Vaccines Offered'.
- Pharmacy Type:** A dropdown menu with options like 'Pharmacy Chain', 'Pharmacy Retail', 'Pharmacy Home Infusion', 'Pharmacy Indian Tribal', 'Pharmacy Long Term Care', and 'Pharmacy Mail Order'.
- Provider Type:** A dropdown menu with options like 'Either', 'Provider', and 'Practitioner'.
- Virtual Visits:** A dropdown menu with options 'Available' and 'Not available'.
- Specialty:** A list of checkboxes for 'Family Medicine', 'General Practice', 'Internal Medicine', 'Oncology', 'Nurse Practitioner: Family', 'Obstetrics & Gynecology', 'Orthopedic Surgery', 'Pediatrics', 'Lorem Ipsum', and 'Dolor Sit Amet'.
- Health Plan:** A dropdown menu with 'Superior Health' selected.
- Preferred Language:** A list of language options including 'English', 'Español', 'Francaise', 'Deutsch', 'Portugais (BR)', and '中文'.



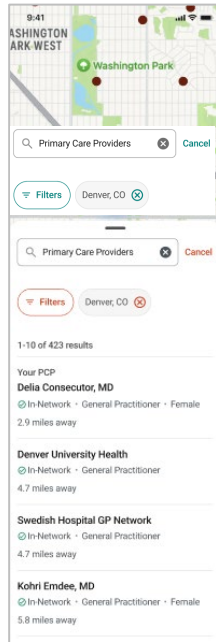
Health Insurance Portal | Primary Care Provider (PCP), *continued*

Provider Search

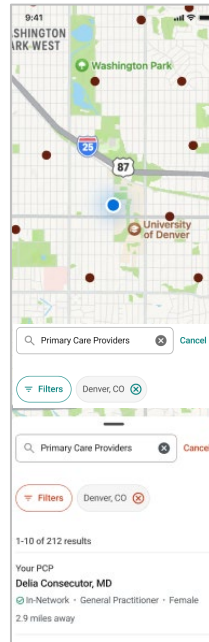


Provider Search Results

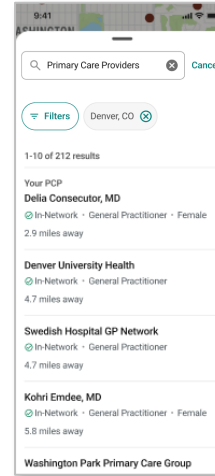
Default Map Size



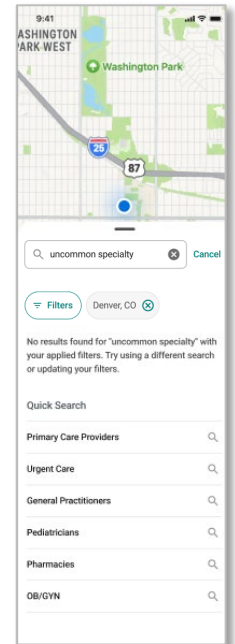
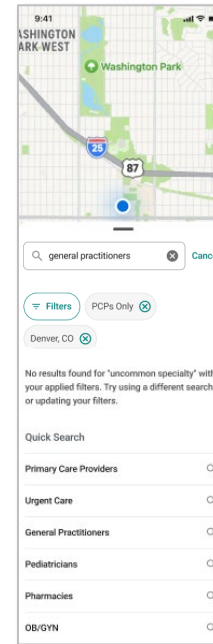
Enlarged Map Size



Map Hidden



Addition Result Examples





Health Insurance Portal | Primary Care Provider (PCP), *continued*

Provider Details Screens

9:41

Delia Consecutor, MD

Glendale

Your PCP
Delia Consecutor, MD
General Practitioner • Female
University Park Family Medicine

303-555-1234

368 Broadway, Denver, CO 80104
5.2 miles away

www.universityparkfamilymedicine.com

In-Network (Network-Name)
As of Nov 1, 2023

Accepting New Patients
As of Nov 1, 2023

Board Certified
Internal Medicine, Family Medicine, Adult Medicine

Practicing since 2002
NPI 12411451340

Georgetown University 2001

Scroll cont.

9:00 am - 5:00 pm
Availability today

S Closed
M 9:00 am - 5:00 pm
T 9:00 am - 5:00 pm Today
W 8:00 am - 8:00 pm
T 9:00 am - 5:00 pm
F 9:00 am - 5:00 pm
S 8:00 am - 8:00 pm

Multi-lingual provider

Wheelchair accessible

Weekend hours available

No age limitations

(303) 555-5555
Fax Number

Mental Health Rehabilitation Services, Telemedicine, Telemonitoring, Vaccines Offered

Reference Information ⓘ

9:41

University Hill Sports Medicine

Glendale

University Hill Sports Medicine
Sports Medicine Specialist
University Park Family Medicine

Work with your PCP to coordinate care and to determine whether a prior authorization or referral is required for in-network care.

303-555-1234

368 Broadway, Denver, CO 80104
5.2 miles away

www.universityparkfamilymedicine.com

In-Network (Network-Name)
As of Nov 1, 2023

Accepting New Patients
As of Nov 1, 2023

Practicing since 2002
NPI 12411451340

Scroll cont.

9:00 am - 5:00 pm
Availability today

S Closed
M 9:00 am - 5:00 pm
T 9:00 am - 5:00 pm Today
W 8:00 am - 8:00 pm
T 9:00 am - 5:00 pm
F 9:00 am - 5:00 pm
S 8:00 am - 8:00 pm

Multi-lingual provider

Wheelchair accessible

Weekend hours available

No age limitations

Reference Information ⓘ

9:41

Delia Consecutor, MD

Glendale

Board Status and Expiration Date Information

Board Status: Shows if the doctor has a special certificate in their specialty. The doctor completes extra training to get this.

Expiration Date: A board certificate expires after a few years. To find out if a doctor is still board certified, visit [CertificationMatters.org](https://www.certificationmatters.org)

You can also call 1-866-ASK-ABMS (275-2267). The health plan checks this information at least every three years.

If your doctor is a Doctor of Osteopathic Medicine (DO) visit: [DoctorsThatDo.org](https://www.doctorsthatdo.org)

Done

9:41

Delia Consecutor, MD

Glendale

Reference Information

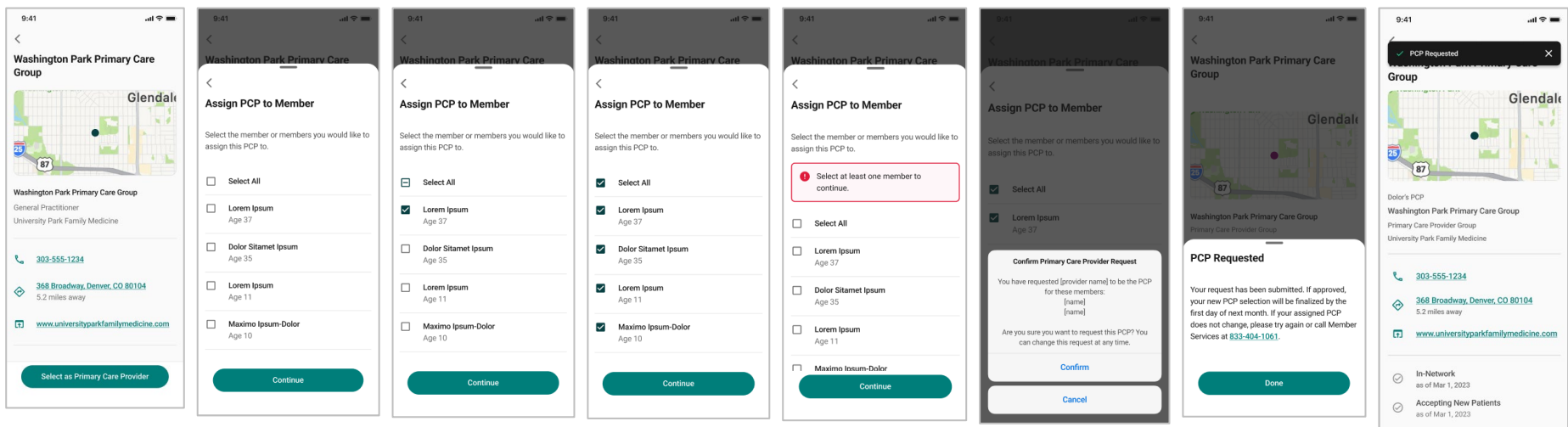
Internal Provider ID	1764529
Network ID	2441
Location ID	1740449
Network Location ID	5232175
Product Network ID	989505
Carrier Entity Network ID	42

Done



Health Insurance Portal | Primary Care Provider (PCP), *continued*

Select PCP Process

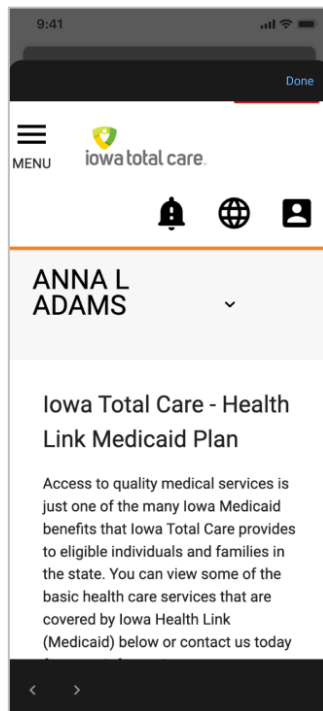
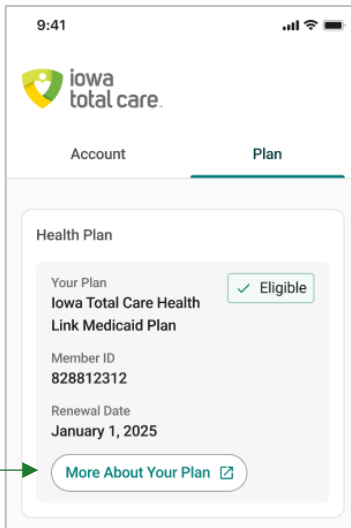


Only visible when greater than 1 member on a plan

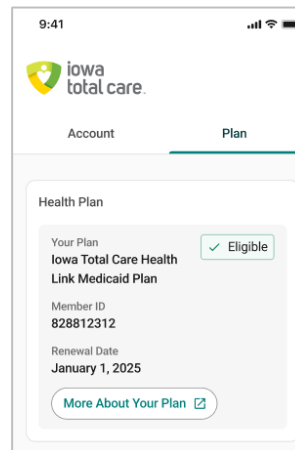


Health Insurance Portal | Plan Tab

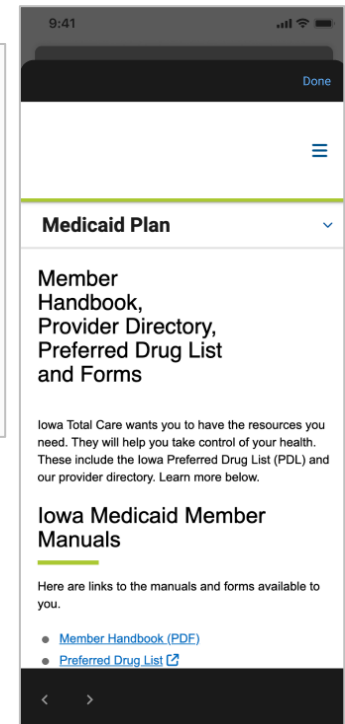
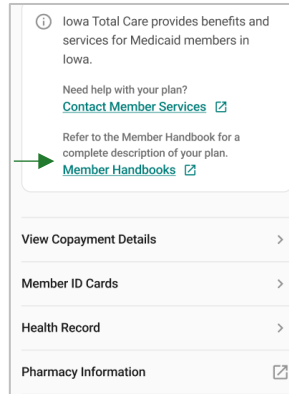
More About Your Plan



Member Handbooks



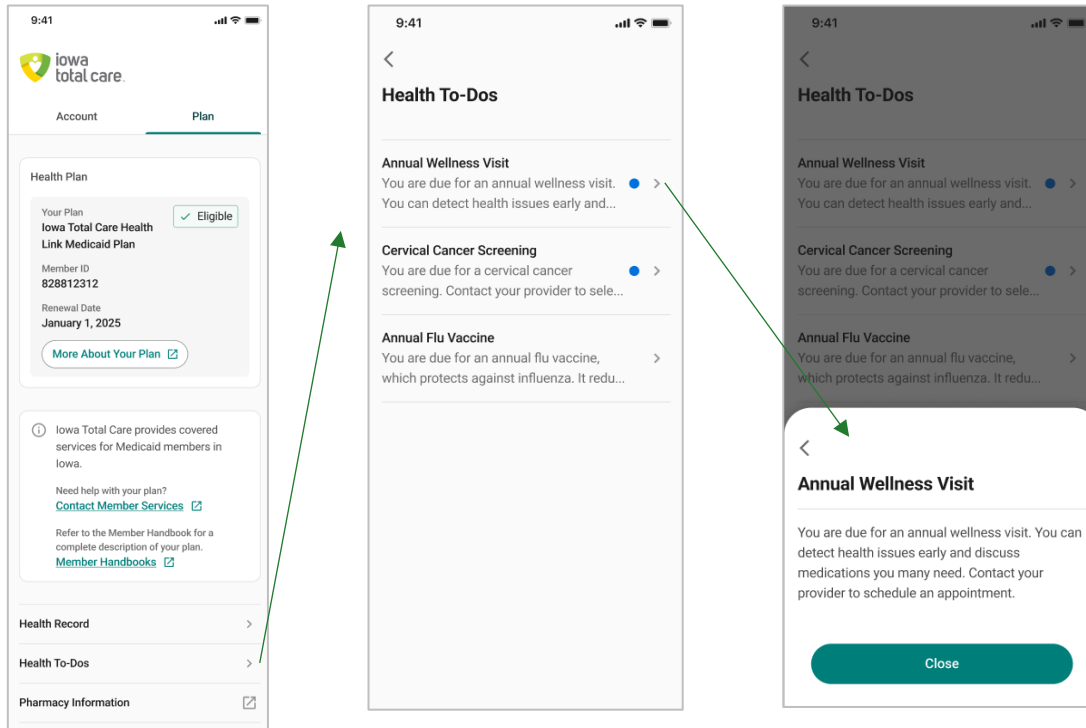
Scroll cont.





Health Insurance Portal | Coverage

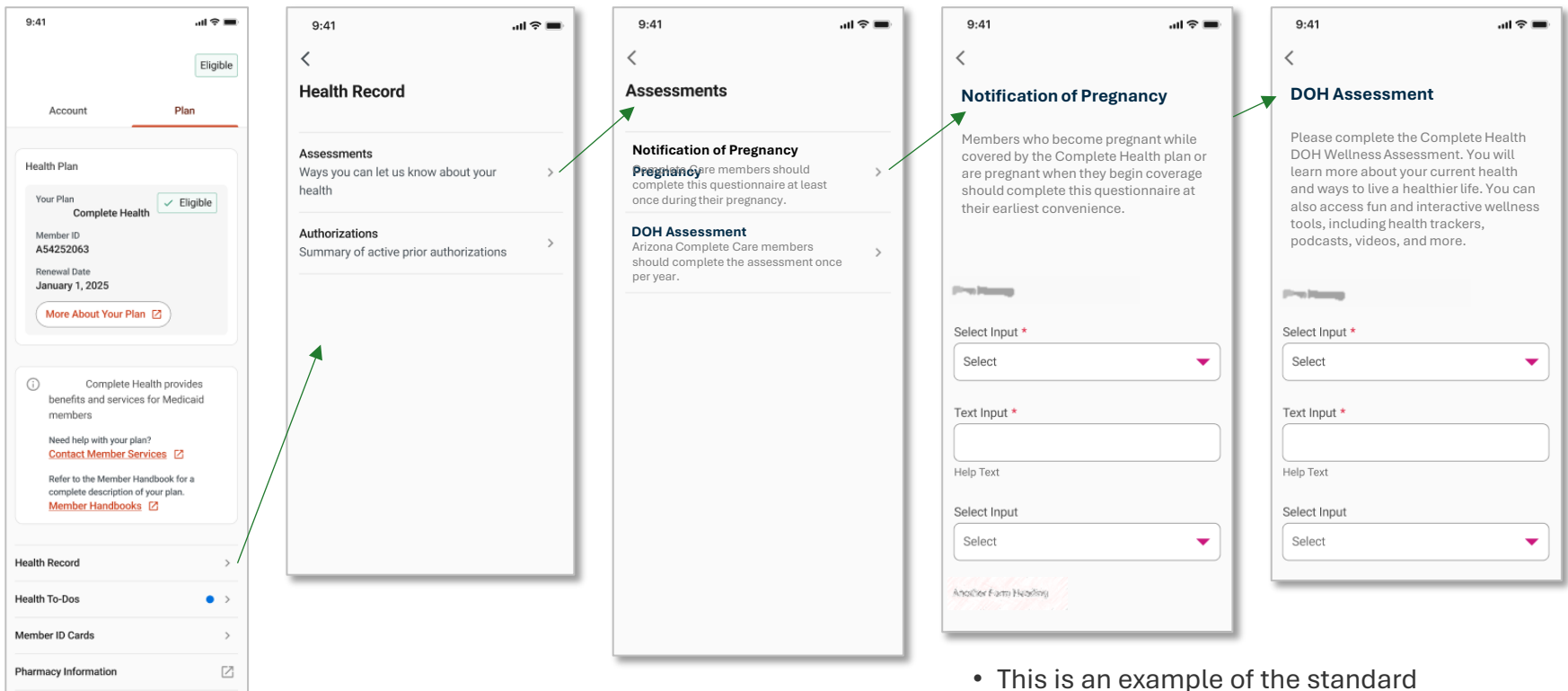
Coverage | Health To Dos





Health Insurance Portal | Assessments

Standard Assessments Process Flow through Health Record Screen



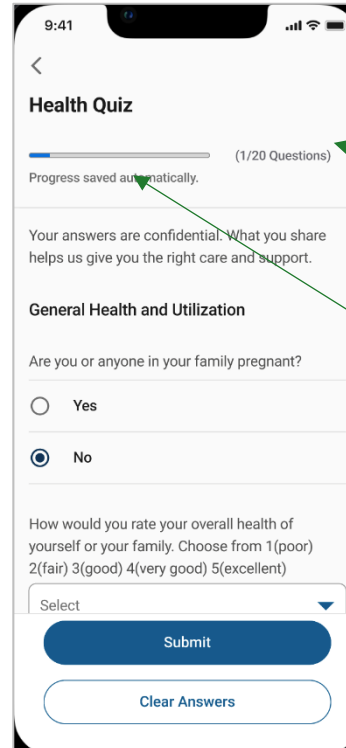
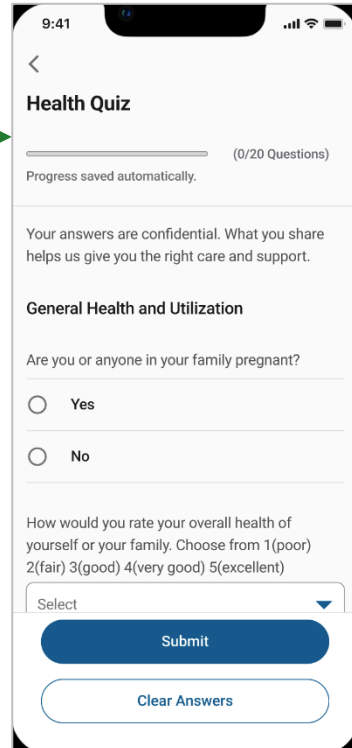
- This is an example of the standard assessments process flow. Actual Assessment titles and options will vary by State Plan.



Health Insurance Portal | Assessments, *continued*

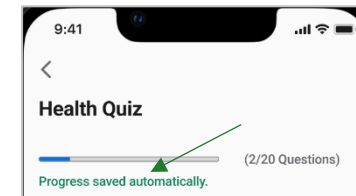
New Progress Bar Functionality

Progress Bar
Graphical Element



The ratio list displays the number of questions completed relative to the total number of questions in the assessment. As users progress, the visual progress bar dynamically updates to reflect the proportion of completed questions.

The “Progress saved automatically” message periodically changes color to draw users’ attention and reinforce that their changes are being saved in real time.

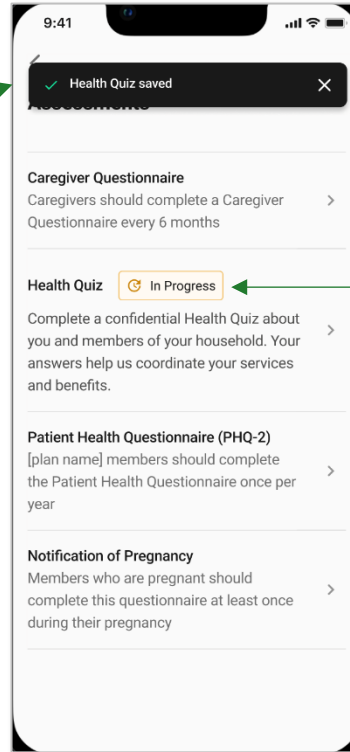




Health Insurance Portal | Assessments, *continued*

New Saved Message and Progress Badge

- A toast message briefly appears when users exit the assessment before submission and automatically disappears after a few seconds

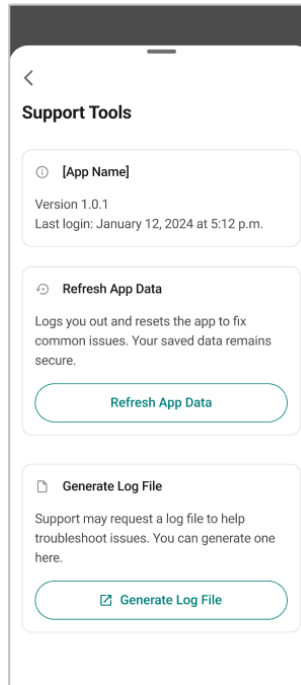
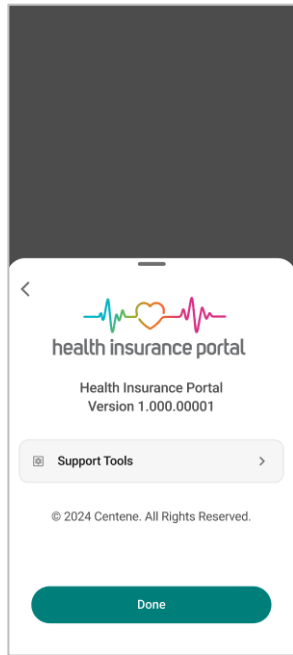
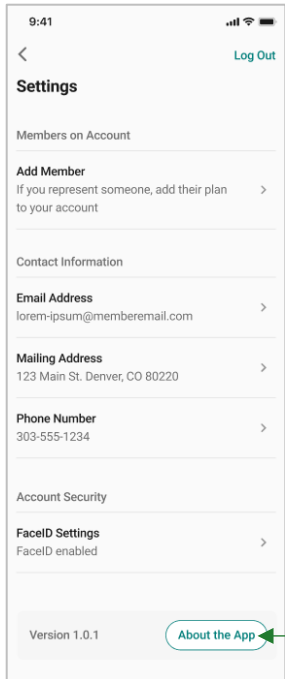


- This badge message appears for users who begin but do not submit an assessment. It disappears upon submission to avoid confusion about multiple submissions.

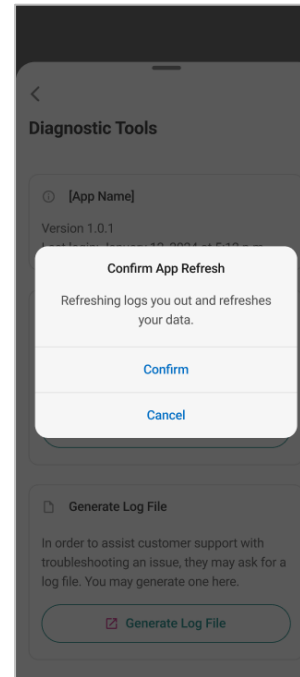


Health Insurance Portal | Settings

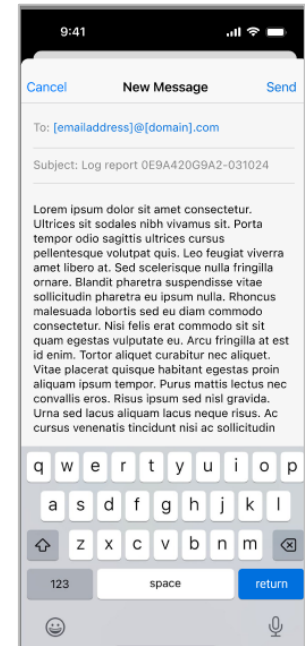
About the App | Support Tools



Refresh App



Mail Log File

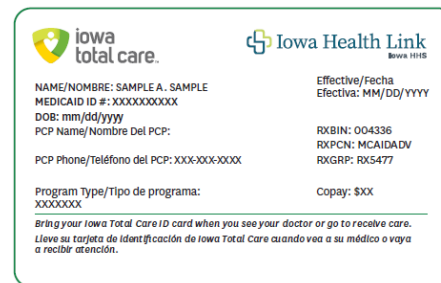


Member ID Cards

Member ID Cards

Members may request a replacement ID card by:

- Calling our Member Services: **1-833-404-1061 (TTY: 711)**.
- Requesting ID cards via Member Portal at member.iowatotalcare.com*
 - Print your ID Card.
 - Save a copy of your ID Card.
 - Request one be mailed to you.
 - Email your request.



The Health Insurance Portal app is available for download*.

- [Apple App Store](https://apps.apple.com/us/app/health-insurance-portal/id6736384472)
(<https://apps.apple.com/us/app/health-insurance-portal/id6736384472>)
- [Google Play](https://play.google.com/store/apps/details?id=com.centene.dxe.medicaid.prod&hl=en_US&pli=1)
(https://play.google.com/store/apps/details?id=com.centene.dxe.medicaid.prod&hl=en_US&pli=1)





* Requires registration

To request an ID via email, please contact
ITC-MemberServices@IowaTotalCare.com

Member ID Cards, *continued*

Important Reminders:

- Anytime you receive a new member ID card from us, please destroy your old one.
- Inform Iowa Total Care if your member ID card has been lost or stolen.
- Keep your state-issued Medicaid ID card with you.

	
NAME/NOMBRE: SAMPLE A. SAMPLE	Effective/Fecha Efectiva: MM/DD/YYYY
MEDICAID ID #: XXXXXXXXXXX	
DOB: mm/dd/yyyy	
PCP Name/Nombre Del PCP:	RXBIN: 004336
	RXPCN: MCAIDADV
PCP Phone/Teléfono del PCP: XXX-XXX-XXXX	RXGRP: RX5477
Program Type/Tipo de programa: XXXXXXXX	Copay: \$XX
<hr/> <i>Bring your Iowa Total Care ID card when you see your doctor or go to receive care. Lleve su tarjeta de identificación de Iowa Total Care cuando vea a su médico o vaya a recibir atención.</i>	

Diabetic Health

Diabetes

What is Diabetes?

- Diabetes happens when blood sugar is too high.
- Sugar comes from food and gives the body energy.
- Insulin helps sugar get into the body's cells.
- With diabetes, insulin does not work right.

Why Is Treatment Important?

- High blood sugar can harm the heart, eyes and kidneys.
- Treatment helps prevent serious health problems.
- Healthy food, activity and medicine can help control diabetes.
- Regular visits with your healthcare provider and dietician are both very important in the management of your diabetes.

Mental Health Awareness

Mental Health Awareness: Small Actions, Real Impact



What Is Mental Health?

Mental health includes our emotional, psychological and social well-being.

It affects how we:

- Think, feel and act.
- Handle stress.
- Relate to others.
- Make decisions.



What Is Mental Health Awareness Month?

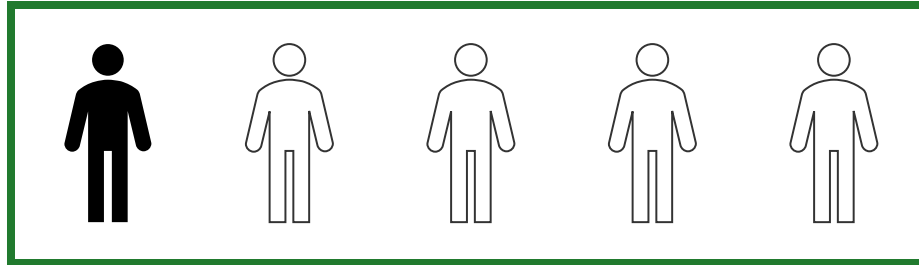
Observed every May, Mental Health Awareness month focuses on:

- Reducing stigma.
- Encouraging early support.
- Promoting education and understanding.



Why Mental Health Awareness Matters

1 in 5 adults experiences a mental health condition each year.



Mental health impacts:

- Physical health.
- Work and school performance.
- Relationships and recovery.

Why Mental Health Awareness Matters, *continued*

- Mental health affects daily functioning, stability and quality of life.
- Early support can reduce hospitalizations and crisis.
- Workload, secondary trauma and burnout are real risks.
- Healthy teams provide better care.

Awareness is Not Just Knowledge, It's Action

Mental health awareness means:

- Noticing changes.
- Normalizing conversations.
- Taking small, realistic steps.
- Knowing support exists.



Our Mental Health Awareness Month Campaign

Healthy teams provide better care.

Healthy people create healthy communities.

- This month, Iowa Total Care is focusing on ONE small action each week.
- Small actions add up to healthier teams and better care.
- Join us in taking action for your health and care.

Week 1: Pause and Awareness



Theme: Pause and Awareness

One small thing: Take a two-minute pause between activities, before a difficult call, before and after an appointment.

Why it matters:

- Reduces stress.
- Improves focus and emotional regulation.

Week 2: Connection

Theme: Connection

One small thing: Check in on a coworker or show appreciation.

Why it matters:

- Social connection is a protective mental health factor.
- Small acknowledgments reduce isolation.

Week 3: Boundaries and Balance

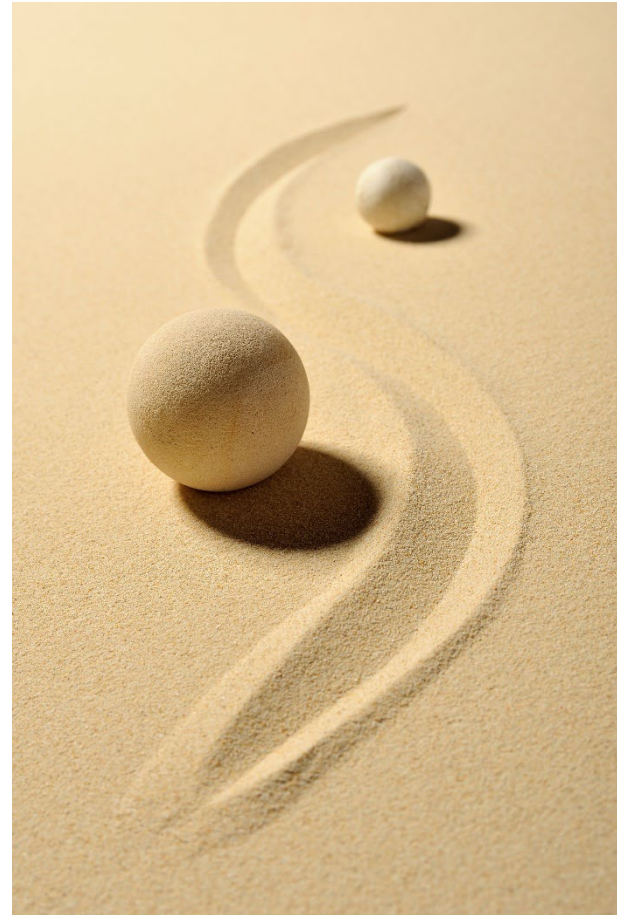
Theme: Boundaries and Balance

One small thing: Set one boundary

- Quiet time.
- Taking an intentional break.
- Define how you will act given a specific situation or conflict.

Why it matters:

- Prevents burnout.
- Supports long-term sustainability.



Week 4: Compassion and Impact

Theme: Compassion and Impact

One small thing: Reflect on how your actions support mental health.

Why it matters:

- Connect to purpose.
- Create meaning and build resilience.

Recognize Mental Health Awareness Month

This month, we invite everyone to:

- Participate in our weekly themes.
- Choose your one small action.
- Encourage others to do the same.

Remember:

Small actions → Healthier people →
Stronger communities.



Mental Health Awareness: Small Actions, Real Impact



Mental health awareness
starts with us.

My Health Pays[®] Rewards

My Health Pays[®] Rewards

2025 Rewards Data – Where Members Spent Their Rewards

77,196

Total transactions



Groceries

64,951

Transactions at grocery stores and supermarkets.



Gas

4,285

Transactions at Hy-Vee Fast & Fresh service stations and automated fuel dispensers.



Telecommunications

1,132

Transactions for telecommunication services.



Utilities

987

Transactions for water, gas, and electric bills.

Top Stores in 2025 Hy-Vee: 16,684 transactions | Walmart / Sam's Club: 53,963 transactions




My Health Pays® Rewards, *continued*

2025 Rewards Data – Rewards Earned & Card Use


Rewards Earned


153,324 total rewards earned

Most Common Rewards:

 Well visit reward (adult and child members)	70,697
 Health risk screening	37,604
 HbA1c	13,887

Card Activation

 **70%**
of enrolled members have been mailed a rewards card

 **56.6%**
of cards have been activated



Diabetes Care Rewards

\$15 HbA1c Test: Ages 18-75 with diagnosis of diabetes. May earn 2 times per year.

\$15 Dilated Eye Exam: Ages 18-75 with diagnosis of diabetes. Must be completed with eye doctor. May earn once per year.

My Health Pays[®] Common Questions

Where can I use my My Health Pays rewards?

- **Everyday items** at Walmart, Sam's Club, and Hy-Vee locations with exception of alcohol, tobacco, firearms products, gift cards, lottery tickets, or get cash.
- **Household utilities** such as gas, electric, water, sewer, cable. Members must pay the utility service provider directly.
- **Telecommunications (Phones)** including cell phone or home phone bills, or to purchase a cell phone. Rewards cannot be used to buy prepaid phone minutes.
- **Transportation** like rideshare services, taxis, or public transportation. Bus or train passes must be purchased directly from the transportation service provider.
- **Education** expenses at elementary or high schools, college, and trade schools.
- **Childcare** expenses at childcare centers.
- **Housing and Rent** through a rental property company. Rewards cannot be used towards a mortgage payment.

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.

Where can I learn more about MHP rewards?

- Visit the [My Health Pays rewards webpage](https://www.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 Outcomes and Social Determinants of Health (SDOH)

Workforce Development SDOH Programs

Current Initiatives

Direct Support Professional	Community Health Worker (CHW)	Mobex Health
<ul style="list-style-type: none"> • Currently partner with Des Moines Area Community College (DMACC) and Iowa Central Community College (ICCC) to offer direct support professional (DSP) certificate courses – one focused on developmental disabilities and the other on behavioral health. • Expanding to Iowa Central Community College. 	<ul style="list-style-type: none"> • Iowa Total Care has partnered with HealthTeamWorks. • Funding Community Health Worker (CHW) Professional Skills training course. • Developing CHW specialty courses focused on maternal health and behavioral health. 	<ul style="list-style-type: none"> • Kiosks equipped with resources and links tailored to the needs of the specific location. • Iowa Total Care has partnered with Mobex and community partners to offer five kiosks throughout Iowa: <ul style="list-style-type: none"> ○ Central Iowa Shelter & Services (CISS) – Des Moines, Ottumwa, and Grinnell locations. ○ Atlantic Public Library. ○ Siouxland Community Health Behavioral Health Clinic. ○ Last location pending.

Free Language Services

1. **Phone interpretation** services (OPI) Most widely used; 12,812 over-the-phone interpretation requests in 2025.
2. **In-person/on-site interpretation** services (OSI); 2833 on-site interpretation requests in 2025.
3. **American Sign Language (ASL)** interpretation services; 20 requests in 2025.
4. **Virtual Remote Interpretation (VRI)**- great for languages of lesser diffusion (LLD); 56 VRI requests in 2025.
5. **Translation of written materials** in ANY language, including braille, audio or large print; Two Braille requests in 2025.

Top Language Requests: On-site, Virtual Remote, Over the Phone

OSI	JANUARY	FEBRUARY	MARCH	Total
Spanish	140	149	172	461
Arabic	22	20	23	65
Hakha Chin	20	16	19	55
Mizo	13	21	24	58
Burmese	19	25	16	60

VRI	JANUARY	FEBRUARY	MARCH	Total
ASL	2	5	3	10
Burmese	1	2	1	4
Spanish	0	1	3	4
Arabic	0	0	1	1
Bosnian	0	0	1	1
Kinyarwanda	0	0	1	1

Top Language Requests: On-site, Virtual Remote, Over the Phone, *continued*

OPI	JANUARY	FEBRUARY	MARCH	Total
Spanish	703	525	568	1796
Arabic	35	32	43	110
Haitian Creole	34	27	41	102
French	21	21	29	71
Burmese	17	15	18	50

Written Translation Requests

Please phone Member Services for translation requests: 1-833-404-1061 (TTY: 711)

Language Requested	Spanish	Russian	Arabic	Karen	Karenni	Swahili	Vietnamese	Dari	Somali	TOTAL
January	15	2	0	0	0	0	0	0	0	17
February	15	0	1	1	1	1	1	0	0	20
March	12	0	0	0	0	0	0	1	1	14
Totals	42	2	1	1	1	1	1	1	1	51

Open Discussion

Agenda

- Welcome
- Iowa Medicaid Town Halls
- Iowa Total Care Communications and Community Relations
- Pharmacy FAQ
- Mobile App
- Member ID Cards
- Diabetic Health
- Mental Health Awareness
- My Health Pays® Rewards
- Health Equity/Social Determinants of Health (SDOH) Initiatives
- Open Discussion
- Closing and Future Meetings

Questions?

Meeting Details

- Upcoming Meeting Dates:

September 2, 2026

December 2, 2026

- 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)

Grievances & 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

Dental Plan Reassignment

- DentaQuest is the new plan joining the Dental Wellness Plan (DWP) and Hawki Dental Program.
- MCNA is the plan leaving the Dental Wellness Plan. Their last day will be June 30, 2026.
- Members will be distributed between all Dental Plans to ensure equal membership.
 - Dental Wellness Plan (adult and children) and Hawki Dental Programs.
- Annual Choice period starts on April 6, 2026, through June 18, 2026, for an enrollment effective date of July 1, 2026.
- All members will receive an Annual Choice letter announcing DentaQuest and plan Reassignments effective July 1, 2026.
- After June 18, 2026, members will have 90 days to change Dental Plans, with changes taking effect prospectively.
- Visit the [Iowa HHS Dental Wellness Plan webpage](https://hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-program/dental-wellness-plan) to learn more.
(hhs.iowa.gov/programs/welcome-iowa-medicaid/iowa-medicaid-program/dental-wellness-plan)
 - Phone(s) Toll Free: **1-800-338-8366**