



Stakeholder Advisory Board

September 2, 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.

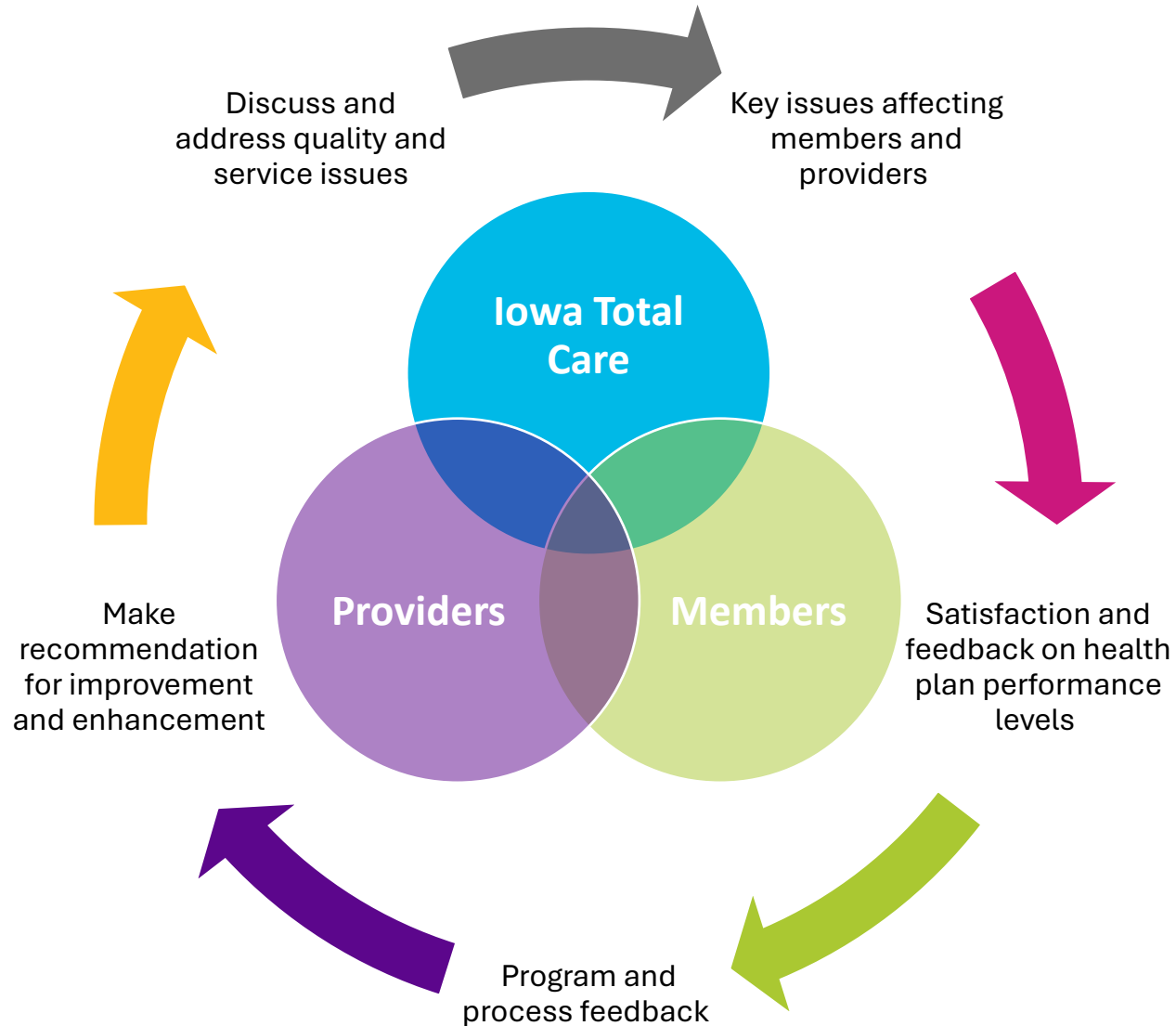
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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
- Fluvention
- Early Periodic Screening, Diagnosis and Treatment (EPSDT)
- Suicide Prevention and Depression Awareness
- My Health Pays® Rewards Program
- lowatotalcare.findhelp.com
- Claims
- 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, September 3rd from 4 - 5:30 p.m.
- Provider Town Hall: Thursday, September 17th 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

Vision Van Events

Vision Van events support healthier communities by increasing access to vision screenings and health resources. Along with free produce while quantities last.

Dates and Locations

- 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.

Community Gardens

The Iowa State University Extension and Outreach community garden partnership helps increase access to fresh foods while providing hands-on nutrition education and opportunities for community connection.

Community Garden Support

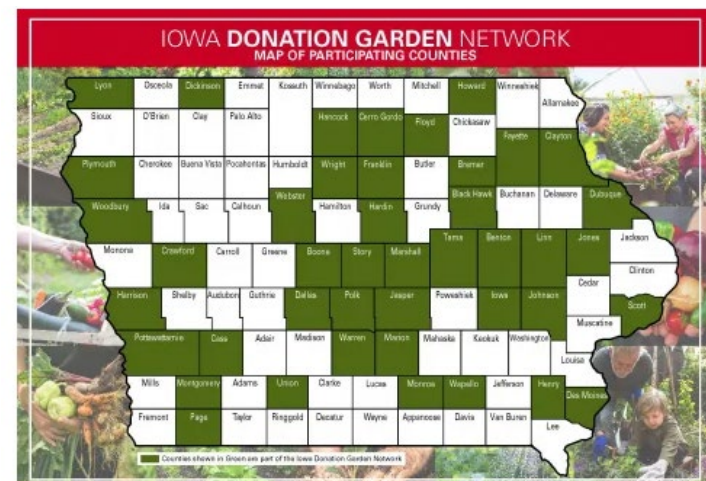
- Fresh produce for communities

Nutrition Education

- Healthy Eating and food preparation resources

Community Engagement

- Volunteer opportunities



Central Iowa Shelter and Services (CISS) Partnership

Connecting individuals experiencing housing instability to resources that support stability and well-being.

Empowerment Command Centers

- Des Moines
- Grinnell
- Ottumwa

The Bindl Companion app is available on the:

- [App Store](#)
(apps.apple.com/us/app/bindl-companion/id6743722785), and
- [Google Play](#)
(play.google.com/store/apps/details?id=com.bindlcompanion.app)

To learn more, visit centraliowashelter.org/bindl-companion/.



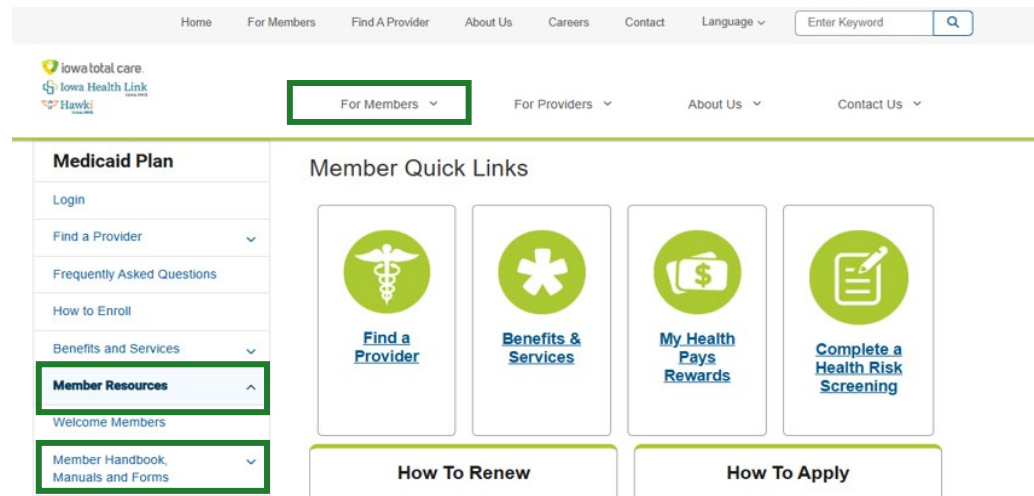
News and Announcements

The Iowa Total Care website provides members and providers with easy access to trusted information, important updates, and resources that help them make the most of their Iowa Total Care Benefits.

Featured Update:

New Member Handbook now available.

1. Go to [IowaTotalCare.com](https://www.IowaTotalCare.com).
2. Click on “For Members” (top menu).
3. Select “Medicaid Plan.”
4. Scroll to “Member Resources.”
5. Click on “Member Handbook, Manuals, and Forms.”
6. Download “Member Handbook (PDF).”



Member and Provider Newsletters

In these newsletters, you'll find:

- Important Updates.
- Available Trainings & Resources.
- Program & 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/providernewsletters.html)
(iowatotalcare.com/providers/providernewsletters.html)



Physical Health

Measles Outbreak Update

UPDATED AUG. 25, 2026

U.S. transmission remains widespread, with confirmed person-to-person spread in Iowa

UNITED STATES

2,903

confirmed cases
in 2026

As of Aug. 27

37	94%	47
new outbreaks reported in 2026	of cases are outbreak-associated	jurisdictions reporting cases

Why it matters

The 2026 total has already exceeded the full-year 2025 count of 2,289 cases.

CDC defines an outbreak as 3 or more related cases.

IOWA

19

confirmed cases in 2026

As of Aug. 27

Southern Iowa outbreak

Evidence of person-to-person spread has been confirmed.

Iowa HHS is updating case counts weekly and reporting public exposure locations as identified.

Iowa Medicaid Coverage and Vaccine Availability	Important Availability Note
MMR and MMRV combination vaccines are available and are covered immunization benefits under Iowa Medicaid.	There is currently no single-antigen measles vaccine available in the United States. Measles vaccination is provided through MMR or MMRV.

- Iowa Health and Humans Services, Measles, Retrieved August 31, 2026, from <https://hhs.iowa.gov/health-prevention/disease-information/measles#weekly-measles-updates>
- Centers for Diseases and Control Prevention, Measles. Retrieved August 31, 2026, from <https://www.cdc.gov/measles/data-research/index.html>

Getting Your Annual Flu Shot



Adults	Children
• The Centers for Disease Control and Prevention (CDC) recommends getting a vaccine once per year. • You can get your shot at the following locations: ○ Primary care provider's office. ○ Pharmacy. ○ Public health clinic.	• Children between six months old and nine years old that have not previously had a flu shot need two doses, four weeks apart. • After the first year with a flu shot, an annual flu shot is recommended. • Children can get their vaccines at the following locations: ○ Primary care provider's office. ○ Public health clinic.

- Acetaminophen is generally considered safe to use after your shot if you have a sore arm, a mild fever, or a headache.
- Education will be provided and available to members via phone referencing the benefits of the flu shot, with a goal to decrease flu-related illnesses.

To learn more, visit the [flu vaccination and prevention webpage](http://iowatotalcare.com/flu).
(iowatotalcare.com/flu)

Iowa's Medicaid Program for Children and Teens

Iowa EPSDT Care for Kids are the state's federally mandated Medicaid benefits for children and adolescents.

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

The EPSDT program emphasizes the use of a regular schedule of recommended well-child health visits and screenings to provide preventive health care and to identify medical, developmental and social-emotional concerns.

All Iowa children who are enrolled in Medicaid are automatically enrolled in EPSDT Care for Kids. All EPSDT services are free to children enrolled in Medicaid.

EPSDT - The Acronym

E – Early

Children should receive quality healthcare early starting at birth.

P – Periodic

Children should receive well child visits at age-appropriate intervals.

S – Screening

Children should be screened for developmental, mental, physical, dental, hearing, vision, and other tests to detect current and “risk” status.

D – Diagnosis

Using results of screening tests and other evaluations to DIAGNOSE the source of the concern.

T – Treatment

Children should receive treatment for problems identified.

To learn more, visit iowaepsdt.org.

Child Well Visits

Well child visit in the first 30 months.

Includes:

- Physical exam
- Required vaccines by second birthday
- Recommended visit schedule
 - 1-15 months of age = 6 or more visits
 - 15-30 months of age = 2 or more visits

Child adolescent well care – annual wellness visit for 3-21 years of age.

Includes:

- Physical exam
- Weight assessment, nutrition counseling and physical activity counseling (3-17 years old).
- Immunizations for adolescents by 13th birthday.
- Chlamydia screening for sexually active 16–20-year-olds.

Behavioral Health

Suicide Prevention and Depression Awareness



Immediate concern? Call or text 988
If danger is imminent, call 911 or go to the nearest emergency department

Why Prevention Matters

48,824

U.S. suicide deaths in 2024

The national rate declined from 2023 to 2024; prevention requires sustained action.



Prevention

This presentation is educational and designed to support, this does not replace professional assessment and care.

Take care of yourself

- Step out, breathe, or connect with support at any time

Use respectful language

- Say “died by suicide,” not language that implies success or failure.

Help is available now

- You can contact 988 for yourself or because you are worried about someone else.

Key message: Talking about suicide directly and calmly does not “put the idea” in someone’s head, it creates an opening for honesty and help.

Risk is not evenly distributed



Men and many middle-aged adults

Higher fatality rates call for earlier outreach and practical pathways to care.

Youth and young adults

Suicide remains a leading cause of death; belonging and timely support are protective.

Rural communities

Distance, workforce, and privacy concerns can raise barriers and urgency.

Veterans, tribal communities, LGBTQIA2S+

Use culturally responsive, trusted, community-led prevention

Warning Signs and Protective Factors

What someone says

- “I feel trapped.” “There is no way out.” “People would be better off without me.”

What someone does

- Withdraws, says goodbye, gives away valued items, increases alcohol/drug use, or seeks access to lethal means.

What has changed

- Sleep, mood, agitation, rage, anxiety, risk-taking, work/school performance, or self-care.

Protective Factors Can Be Strengthened

- Connection and belonging.
- Access to effective care.
- Reasons for living and future plans.
- Skills for coping and problem-solving.
- Safer environments during high-risk periods.

Layers of Prevention

Upstream

Build belonging; address housing, economic stress, discrimination, isolation, and substance use.

Early Identification

Train trusted community members; screen thoughtfully; create easy referral pathways.

Effective Care

Provide evidence-based treatment, collaborative safety planning, and culturally responsive services.

Crisis Response

Make 988, mobile crisis, crisis stabilization, and emergency pathways visible and coordinated.

Aftercare + Postvention

Timely follow-up and safe support after a mental health crisis or suicide loss.

Your Mental Health Matters

Depression and other mental health symptoms can affect thoughts, body, relationships, work, and school.

Pay attention to symptoms in you or those around you, including:

- Persistent sadness.
- Irritability.
- loss of interest or pleasure in activities.
- Changes with sleep, appetite, energy, or concentration changes.
- Feelings of worthlessness, guilt, hopelessness, or being a burden.
- Increased substance use, withdrawal, or unexplained pain.
- Thoughts of death or suicide.

You are not weak. You are not alone. Help is available.

Pathways to Help

988

Call or text for 24/7 crisis support

1-855-581-8111

Your Life Iowa: call

1-855-895-8398

Your Life Iowa: text

Iowa Warm Line

1-844-775-9276 • 24/7 peer support for emotional distress and recovery-oriented connection.

Mobile Crisis Response

Available across Iowa; trained teams can respond in homes, schools, or public places, often within 60 minutes.

Behavioral Health System Navigation

No-wrong-door help connecting Iowans to the right services, including safety-net care.

Emergency Care

Call 911 or go to an emergency department for imminent danger or a medical emergency.

Pathways to Help, *continued*

To find resources you can either:

- Call Member Services and reach our 24/7 Crisis Advice Line at 1-833-404-1061(TTY: 711), or
- Visit the [mental health and suicide awareness webpage](https://iowatotalcare.com/members/medicaid/suicide-awareness-education.html).
(iowatotalcare.com/members/medicaid/suicide-awareness-education.html)

**iowa total care.**

**Iowa Health Link**
IOWA HHS

**Hawki**
IOWA HHS

[For Members](#) ▾[For Providers](#) ▾[About Us](#) ▾[Contact Us](#) ▾

Medicaid Plan

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[Find a Provider](#) ▾

[Frequently Asked Questions](#)

[How to Enroll](#)

[Benefits and Services](#) ▾

[Member Resources](#) ▾

[Pregnancy Resources](#)

[Health & Wellness Topics](#) ▾

[Language Services](#)

[Helpful Links](#)

[Mental Health and Suicide Awareness](#)

[How to Renew](#)

[Are You Taking Advantage of All We Have to Offer?](#)

[Be Well. Eat Well.](#)

[Iowa Total Care Literacy Program](#)

Mental Health and Suicide Awareness



Iowa Total Care values our members and their mental health & wellness. According to the National Alliance on Mental Illness (NAMI) 1 in 5 Americans have a diagnosable mental illness. The American Foundation for Suicide Prevention reports suicide is the 12th leading cause of death in the United States. Suicide and suicidal behavior among youth and young adults is a major public health crisis. The National Council for Mental Wellbeing reports suicide is the second leading cause of death among young people 10-24 years of age in the United States (US), and rates have been rising for decades. When more people are equipped with the tools they need to start a dialogue, more people can get the help they need.

Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make healthy choices. Mental health is important at every stage of life, from childhood and adolescence through adulthood.

Every culture has a different way of looking at mental health. For many, there is growing stigma around mental health, and mental health challenges are considered a weakness and something to hide. This can make it harder for those struggling to talk openly and ask for help.

Iowa Total Care provides integrated quality physical and behavioral health services to our members. Our integrated services strive to address the whole person and ensure our members have quality of life and better health outcomes. Iowa Total Care's approach to behavioral health treatment stems from a system of care perspective. We strive to support the children, youth, adults, and families we service by providing community-based, culturally competent, evidence-based care in the least restrictive environment.

My Health Pays[®] Rewards

My Health Pays® Common Questions

What do I do if I didn't get a My Health Pays® card or lost my card?

- Please call Iowa Total Care Member Services at 1-833-404-1061 (TTY: 711) for help.
- For missing rewards, please call Member Services and let them know the date healthy behavior was completed and name of provider seen for visit.
- Missing rewards must be reported within 365 days from DOS to be eligible to earn reward. This also applies to members who have additional coverage/primary insurance on file.

How can I find out the balance on my My Health Pays® card?

- Log into your account at my.iowatotalcare.com.
- Call the number listed on the back of the card: 1-866-809-1091.
- Call Member Services.

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 reward's card?

- It depends on the type of reward. Some, like annual well visits are based on claims sent to us by providers. These can take up to 12 weeks for the reward to appear on your card. Where other rewards may be added sooner.

Health Outcomes and Social Determinants of Health (SDOH)

Iowa Total Care's Social Care Network: Find Help

A social care network that connects people and programs. Find the network at iowatotalcare.findhelp.com.

One of the resources available is information about different programs, like the **Low-Income Home Energy Assistance Program (LIHEAP)**. LIHEAP is a federally-funded program designed to assist low-income families in Iowa to meet the cost of home heating by providing a one-time payment to the heating utility.

Who is eligible for LIHEAP?

- Homeowners and renters within the federal poverty guidelines are eligible.
- Applications are accepted on a first-come, first-serve basis November 1 - April 30 of each year.
- Households with a member 60 years of age or older, those who are disabled, and those in crisis can begin applying October 1.

Iowa Total Care's Social Care Network: Find Help, *continued*

Tips to Navigate:

1. Once on iowatotalcare.findhelp.com, start finding resources by entering your ZIP code. Then you will see resources in your area.

Find food, job training, transportation, financial resources, medical care and more in your community.

ZIP

Start by entering a ZIP code

2. Search by selecting the icon that represents what you're looking for.

Search by using icons

iowa total care. Sign Up Log In

ZIP or keyword or program name

Select Language English

FOOD HOUSING GOODS TRANSIT HEALTH MONEY CARE EDUCATION WORK LEGAL

3. You can also use the search bar to look up a program or resource.

Search for Low-Income Home Energy Assistance (LIHEAP)

- **Search using keywords or programs names.**
 - Energy assistance, help paying for utilities.
- **Search by organization name.**
 - IMPACT, Community Action Agency.

Information on your local community action agency and how to apply for LIHEAP will be listed, including contact information and next steps.

des moines, ia (50310) housing help pay for utilities 1 - 25 of 42

Personal Filters Program Filters Income Eligibility

Map Satellite

Chicago Spokeeassy Riverview Park

CHAUFAUQUA PARK

DRAKE PARK

IMPACT Community Action Partnership

by IMPACT Community Action Partnership

Reviewed on: 10/23/2024

IMPACT Community Action Partnership serves more than 55,000 individuals (21,000 families) annually in five Central Iowa counties: Boone, Jasper, Marion, Polk and Warren. IMPACT collaborates with...

Main Services: emergency food, food delivery, food pantry, help pay for housing, help pay for utilities, efficiency upgrades, health & safety, long-term housing, short-term housing, community support services, navigating the system

Other Services: baby supplies, diapers & formula

Serving: anyone in need, all ages, veterans, immigrants, refugees, criminal justice history, all disabilities, Iowa derecho 2020, students, retirement, more >

Next Steps:

Go to the program's website or call 515-518-4770.

2.0 miles (serves your local area)

3225 University Avenue, Des Moines, IA 50311

Open Now: 8:00 AM - 4:30 PM CDT

MORE INFO SAVE SHARE NOTES SUGGEST CONTACT HERE

Claims Process

Primary Steps of Adjudication

1 – Field Edits

- Field edits are part of the entry process and are broken down into hard or soft errors. Hard errors require system configuration, while soft errors can be overridden by an analyst.

2 - Member Eligibility

- Member eligibility (i.e. name, address, date of birth, etc.) for the dates of service is verified.

3 – Provider Eligibility

- Provider eligibility and the provider's financial affiliation with the health plan are determined

4 – Authorization Requirements

- Authorization, if required, is located and populated. If an authorization does not match, the claim pends. If an authorization cannot be found, the claim will deny.

5 - Benefits

- Benefit eligibility of services rendered is verified under the member's benefit package (i.e. covered vs. non covered).

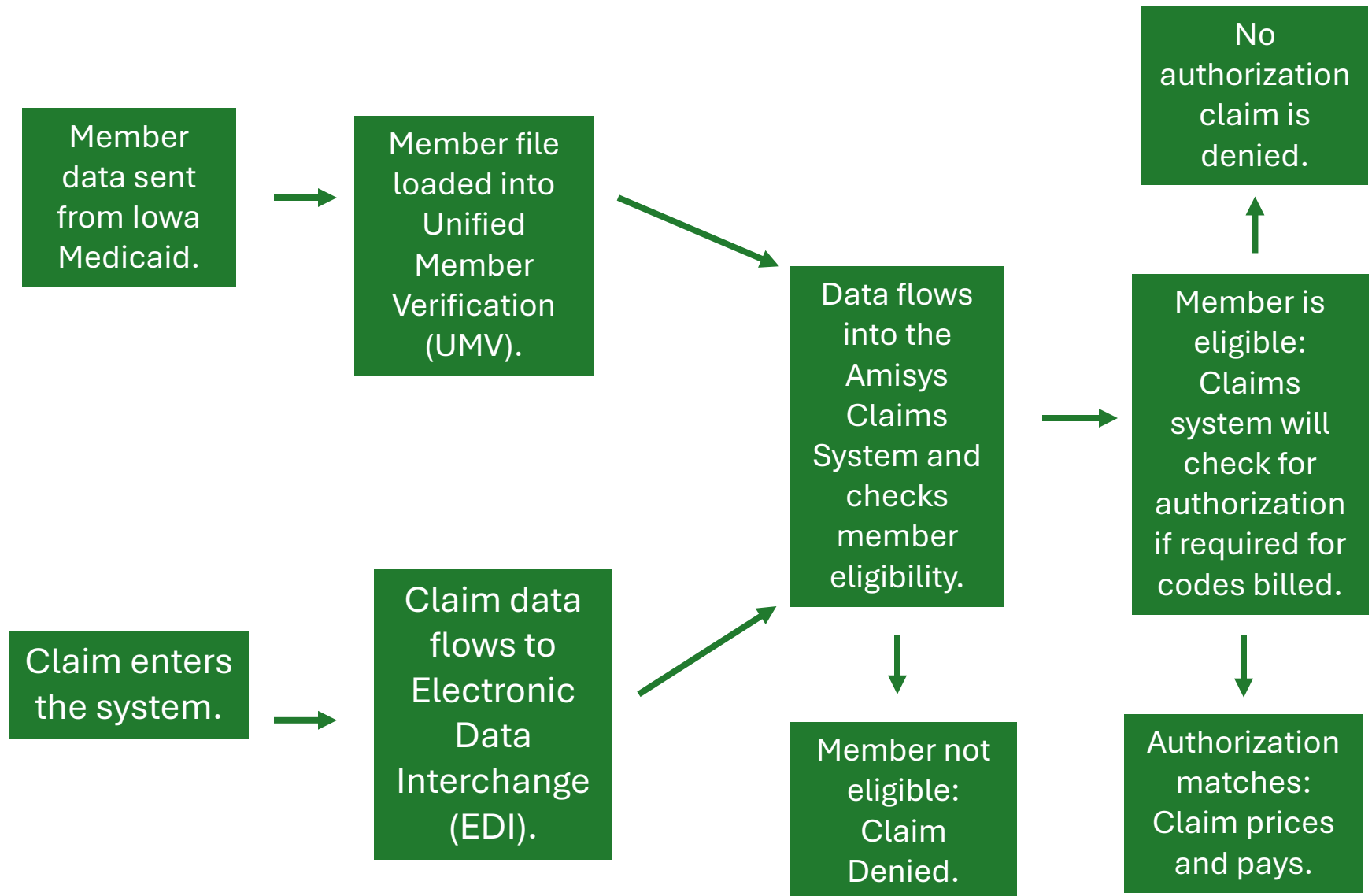
6 - Pricing

- Benefit limitations, co-payments and deductibles, provider discounts, risk, and fund allocations are determined and tracked.

7 – Accounts Payable Cycle

- Paper and remittance advices, checks, 835s, Automated Clearing House (ACH)/Electronic Fund Transfer (EFT) payments, and claim finalization

High Level Overview of the Claims Process



Coordination of Benefits

Medicaid payment when other insurance is primary will be:

- The Medicaid Fee Schedule Amount – The amount the other insurance paid

OR

- The Member Responsibility leftover from the primary insurance payment

Whichever one of those calculations is less, will equal the Medicaid payment.

Common Denials

Duplicate Claims
Submission.

Claim was not
submitted to
Primary
Insurance.

No Authorization
on File that
Matches Claim.

Service not
covered.

Units exceed
amount
authorized.

Open Discussion

Agenda

- Welcome
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Questions?

Meeting Details

- 2026 Meeting Dates:

December 2, 2026 • Agenda to be determined	March • Agenda to be determined
June • Agenda to be determined	September • Agenda to be determined

- 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

Health Risk Screening: 1-866-319-0170 (TTY: 711)

[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
 - [DentaQuest](https://www.dentaquest.com) (https://www.dentaquest.com)
Phone: 1-855-247-6262