



iowa total care™



Stakeholder Advisory Board

September 4, 2024

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

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.

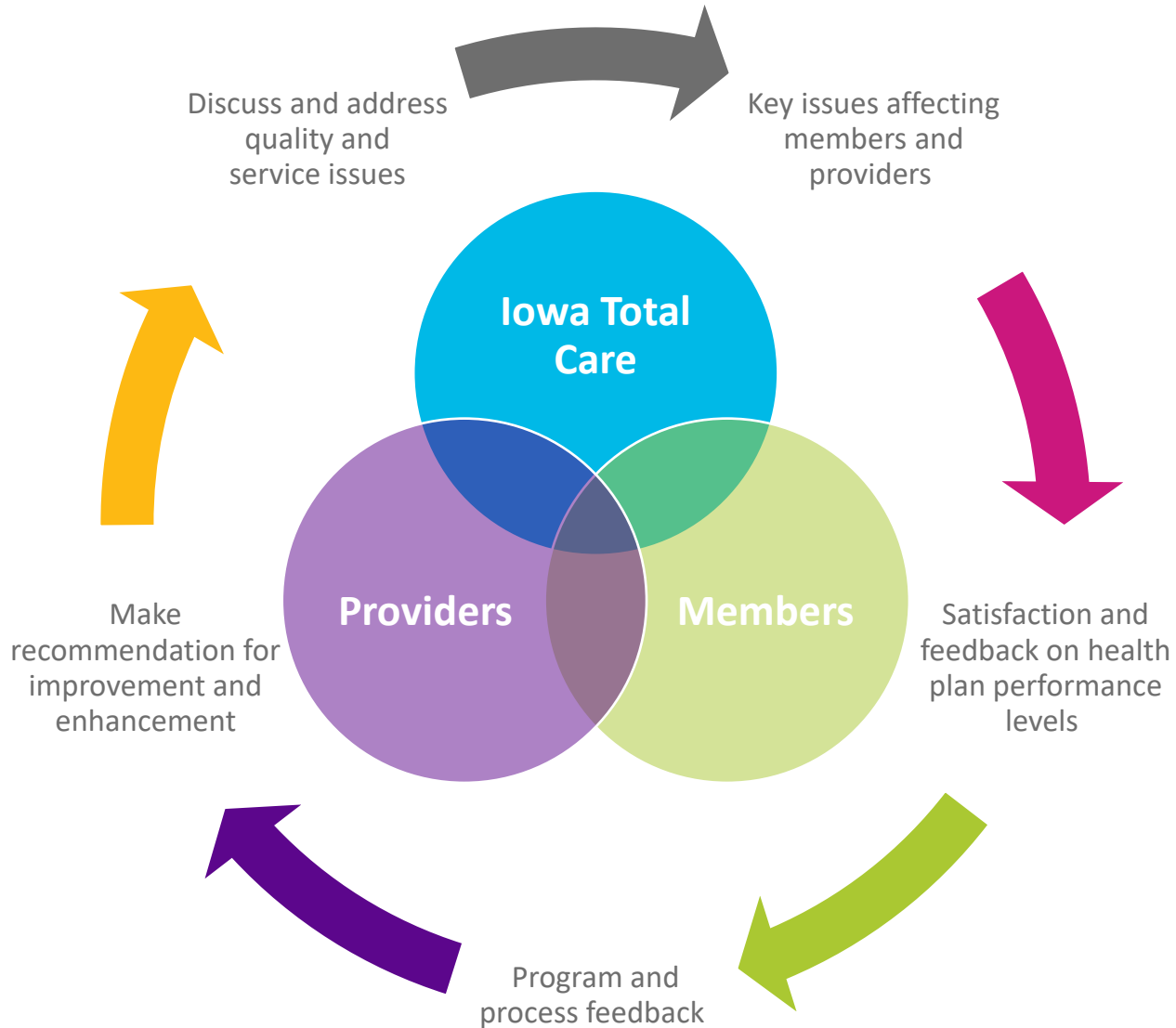
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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 Iowa Total Care by calling
1-833-404-1061 (TTY: 711) along with Iowa HHS.

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
- 2024 ITC on the Go
- Diabetic Health
- Fluvention
- Health Equity and Social Determinants of Health (SDOH)
- My Health Pays[®] Rewards
- 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 and members).

Upcoming Meetings*:

- Thursday, September 5, 4 - 5 p.m., Member Town Hall.
- Thursday, September 19, 4 - 6 p.m., Member & Provider Town Hall.

How do I sign up?

- [Iowa Medicaid Town Halls](#)
(hhs.iowa.gov/programs/welcome-iowa-medicaid/public-meetings/town-halls)
- 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.

2024 Green to Go Locations



* While supplies last

<p>Date: Saturday, September 7, 2024 Time: 11 a.m. – 1 p.m.* Place: Quincy Place Mall 110 N Quincy Ave, Ottumwa Partner: Meet Ottumwa’s Viva Ottumwa event</p>	<p>Date: Thursday, September 19, 2024 Time: 3 p.m. – 5 p.m.* Place: Lincoln Park 1101 Campbell Ave, Waterloo Partner: NE Iowa Food Bank</p>
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Visit [iowatotalcare.com/bewelleatwell](https://www.iowatotalcare.com/bewelleatwell) for event flyers and other resources.

ITC on the Go



Year-to-Date Impact:

- Attendees: 3,280
- Distributed:
 - 47,000 pieces fresh, free produce.
 - 1,560 1-lb. bags of brown rice.
 - 1,620 free kids' meal bags.
 - 1,276 baby care items.



Communication Spotlights



Website Updates

- [Provider Educational Request Form].
- New [Value-Added Services webpage](#) and flyer.
 - (iowatotalcare.com/valueadds)
- New [Community Impact webpage](#).
 - (iowatotalcare.com/about-us/community-impact.html)

Member & Provider Newsletters

- Feature website resources



Member Newsletter

<https://www.iowatotalcare.com/members/medicaid/resources/newsletter2/newsletters.html>



Provider Newsletter

<https://bit.ly/34yZFPE>

Diabetic Health

Diabetic Health

What is diabetes?

- A chronic (long-lasting) health condition that affects how your body turns food into energy.
- Some people refer to it as “sugar diabetes”.

How does it hurt me?

- It can cause kidney failure, amputation of your lower leg/toes, and adult blindness.

How many people have it?

- About 38 million adults have diabetes.
 - One in five adults don't know they have diabetes.

Did you know?

- Medical costs and lost work and wages for people with diabetes total \$413 billion every year.

Diabetic Health, *continued*

Provider Speaker, Dr. Todd Gray, M.D.

What should a patient bring with them to an appointment about diabetes?

- List of medicine they are taking.
- Log of blood sugar results, include time it is checked.

What screenings should I be getting?

- Foot exam, eye exam, HgA1C (A1C), protein in urine.
- Blood pressure and blood cholesterol check.

Providers:

- Are you aware of what Iowa Total Care offers to aid in diabetes management?
- What would be useful?
- How would you like to get this information?

Value-Added Services

Diabetic At-Home Test Kits

- Free kit to check blood sugar control for members 18 and older diagnosed with diabetes.
- Do a quick test at home and send it back in the prepaid envelope.
- Results are sent to member, their provider and Iowa Total Care.
- Members diagnosed with diabetes can earn a \$15 My Health Pays[®] reward for completing an A1C test.

Health Coaching

- Learn how to manage your health condition and how to stay healthy.
- Coaching sessions available with a qualified health coach via phone calls.
- Earn up to \$90 in My Health Pays[®] rewards for completing the care plan established.

Fluvention

Getting Your Annual Flu Shot



Adults	Children
<ul style="list-style-type: none">• The Centers for Disease Control and Prevention (CDC) recommends getting a vaccine once per year.• You can get your shot at the following locations:<ul style="list-style-type: none">○ Primary care provider's office.○ Pharmacy.○ Public health clinic.	<ul style="list-style-type: none">• At least 6 months old but under the age of 9 who have not previously had a flu shot, 2 doses, 4 weeks apart, are needed the first year.• After the first year, an annual flu shot is recommended.• Children can get their vaccines at the following locations:<ul style="list-style-type: none">○ 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 and email 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/members/medicaid/health-wellness/flu-vaccination-prevention.html).
(iowatotalcare.com/members/medicaid/health-wellness/flu-vaccination-prevention.html)

Mental Health

Signs of Mental Health Concerns

Your mental health is just as important as your physical health. Anxiety, depression or stress can happen to anyone.

Knowing the signs can help you decide when it's time to get help.

Resources



National Suicide Prevention Lifeline
1-800-273-TALK (8255)



To learn more, visit the Iowa Total Care [Suicide Awareness and Education webpage](#).

Signs of Mental Health Concerns, *continued*

Irritability and
Moodiness



Trouble Sleeping,
Tiredness, and Low Energy



Worry That
Won't Go Away



Changes in Appetite
and/or Weight



Trouble
Concentrating



Frequent Stomachaches
and Headaches



Loss of Interest in
Favorite Activities



Mental Health Resources



Whatever time: Day. Night. Weekend.

Whatever the reason: Mental health distress. Substance use crisis. Thoughts of suicide. The 988 Suicide & Crisis Lifeline is here for you.

Text 988 | Call 988 | Chat 988lifeline.org

Frequently Asked Questions

What is the 988 Lifeline?

The 988 Lifeline offers support at no cost for people having thoughts of suicide, substance use crisis and other mental health needs.

What happens when a person calls, texts, or chats?

When a person contacts 988, they are connected with a crisis counselor. The crisis counselor listens and provides support. 988 Lifeline crisis counselors can provide information about local resources to support wellbeing.

Is 988 private?

A person does not have to give any personal information to receive help from the 988 Lifeline. The 988 Lifeline crisis counselor will only see a person's phone number if they call or text, or an IP address if they use chat.

How is 988 different from 911?

The 988 Lifeline supports mental health, suicide, and substance use distress needs. The 988 Lifeline provides easy access to emotional distress care. 911 focus is on emergency medical services, fire, and police, as needed. The 988 Lifeline works with 911 only if there is a risk to someone's life.

Mental Health Resources, *continued*

The screenshot shows the top portion of the 'Your Life Iowa' website. The header is dark orange with a 'MENU' icon on the left, the 'YOUR LIFE IOWA' logo in the center, and a search icon and 'HIDE SITE' button on the right. The main content area features a large background image of a person's face. The text reads: 'We walk beside you so you're never alone. When you don't know who to turn to about a problem with alcohol, drugs, gambling, suicidal thoughts or mental health, Your Life Iowa is here for you 24/7. We provide free, confidential support and connect you to resources meant to help you get your life back on track.' Below this, there are three contact options: 'CALL: (855) 581-8111', 'TEXT: (855) 895-8398', and 'CHAT: LIVE CHAT'. At the bottom, there is a video thumbnail with a play button and a button labeled 'WHAT TO EXPECT WHEN YOU REACH OUT'.

To learn more, visit yourlifeiowa.org

Health Equity and Social Determinants of Health

Health Equity and Social Determinants of Health (SDOH)

Barriers to care:

- Health literacy and education:
 - Not understanding needs or where to go for assistance.
 - Lack of trust and fear communicating with professional.
- Language: English is not the individual's first language.
- Transportation: continued concern for refugees maneuvering through the process.
- Resources: not knowing what's available for their particular SDOH needs.
- Discrimination and bias.
- Lack of providers of color.

Health Equity and Social Determinants of Health (SDOH), *continued*

Iowa Total Care Resources:

- iowatotalcare.findhelp.com: locating resources by ZIP code and need.
- Housing and Resource Specialists: assisting with SDOH needs and housing.
 - ITC_Resource_Referral@IowaTotalCare.com
 - Housing_ITC@IowaTotalCare.com
- IowaTotalCare.com: member and provider pages addressing Teladoc, language services, transportation, newsletters, and more!
- **Interpretation:** phone, face-to-face, American sign language, and translation online request form.
 - To learn more, visit the [Language Services webpage](http://IowaTotalCare.com/members/medicaid/language-services.html).
([iowatotalcare.com/members/medicaid/language-services.html](http://IowaTotalCare.com/members/medicaid/language-services.html))
- **Transportation - Access to Care (A2C):** 1-877-271-4819.

My Health Pays[®] Rewards

My Health Pays[®] Rewards Program

What is it?

- Rewards program for members to encourage preventative care.

How to earn:

- Complete healthy activities like a yearly wellness exam, annual screenings, tests, and other ways to protect your health.

How to activate:

- Call 1-888-514-6841.
- Provide the 16-digit card number and your date of birth.
- Choose a 4-digit PIN.

Where to spend rewards:

- Hy-Vee, Walmart/Sam's Club for everyday items (in-store).
- Household utilities/phone bills (cell phone or home phone).
- Public transportation or rideshare (card cannot be used for gasoline).

Additional information:

- [Iowa Total Care's My Health Pays webpage](http://iowatotalcare.com/myhealthpays)
(iowatotalcare.com/myhealthpays)

Open Discussion

Agenda Recap

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Questions?

Meeting Details

- Upcoming Meeting Dates:

<p>December 4, 2024</p> <ul style="list-style-type: none">• Agenda To Be Determined	<p>March 5, 2025</p> <ul style="list-style-type: none">• Agenda To Be Determined
<p>June 4, 2025</p> <ul style="list-style-type: none">• Agenda To Be Determined	<p>September 3, 2025</p> <ul style="list-style-type: none">• Agenda To Be Determined

- Meeting time: 6 p.m. – 7:30 p.m.
- **1-833-404-1061 (TTY: 711)**

Resources

Resources

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

Transportation – Access2Care: 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://mcnaia.net/members) (mcnaia.net/members)
Phone: 1-855-247-6262