



Stakeholder Advisory Board

December 3, 2025

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.

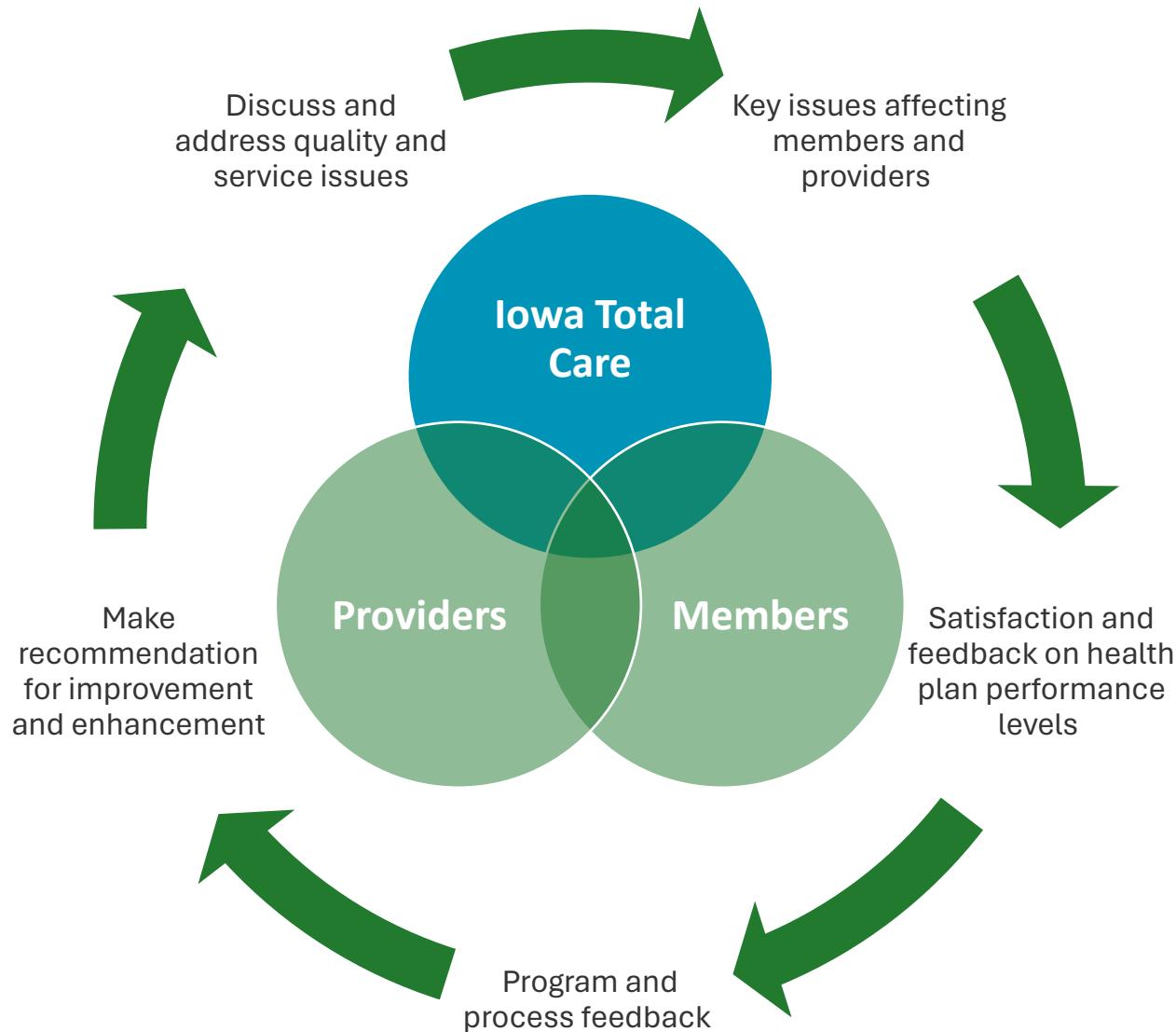
We believe treating people with kindness, respect and dignity empowers healthy decisions.

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
- Year-End Appointments
- Medication Adherence
- Dental Benefits
- Accessing Behavioral Health Services
- My Health Pays® Rewards
- Social Determinants of Health (SDOH)
 - Find Help Access
 - SNAP Benefits
- 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, December 4 from 4 – 5:30 p.m.
- Provider Town Hall: Thursday, December 18 from 4 – 5:30 p.m.

How do I sign up?

- Iowa Medicaid Town Halls – Members
(<https://www.zoomgov.com/meeting/register/JQM2lh2eRv6Ge565934fbA#/registration>)
- Iowa Medicaid Town Halls – Providers
(<https://www.zoomgov.com/meeting/register/XBzfZzJpQgOCh8k2I2p48w#/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.

Iowa Total Care Communications and Community Relations

Mobile App

Download the **Health Insurance Portal** mobile app to stay connected and informed!

Search for Care

Find doctors and urgent care near you, change your primary care doctor and more.

View Your Benefits

See the benefits and services available to you.

Access Your Member ID Card

Open and share your digital member ID card in the app or save it to your mobile wallet.

Take a Health Quiz

Let us know your health needs to better serve you.

Let Us Know You're Pregnant

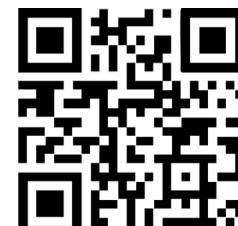
We can connect you to programs and services for a healthy pregnancy.



Mobile App: Get Started

1. Download the App:

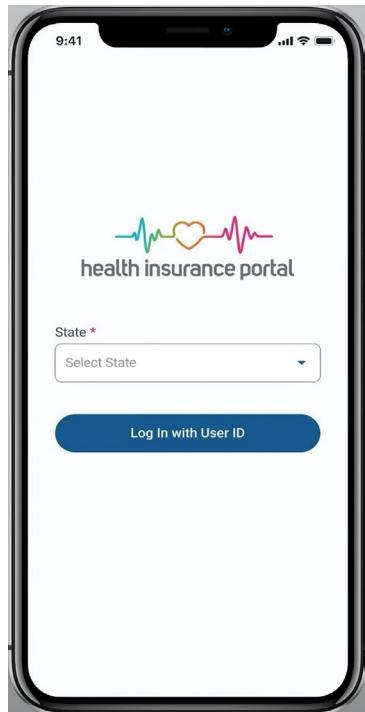
Search for “Health Insurance Portal” in the App Store or Google Play.



App Store



Google Play



2. Open App:
From the State drop-down menu, select **Iowa**.



3. Log In:
Use your member portal login or create an account to get started.

4-H Clover Kids Partnership

- Launched in October 2025
- A socio-emotional 7-book series
 - Interactive activities
 - Helps build life skills
 - ✓ Like confidence, teamwork, and communication
- 100 county locations

Visit extension.iastate.edu/4h/iowa-4-h-clover-kids to learn more about the Clover Kids program.



The Iowa Total Care Literacy Program is an Iowa Total Care initiative that promotes early childhood literacy through educational resources and statewide partnerships. And through this program, we help bring literacy to life by providing fun ways to engage children in reading. To learn more, visit IowaTotalCare.com/literacy-program.

Physical Health

Year-End Events

Flu shots are important to get each year.

Why?

- The virus changes constantly
- Protection wears off over time
- Reduces risk of severe illness
- Protects vulnerable populations

Available for members 6 months to 110 years old!

Flu Shots



Know your numbers!

The A1C blood test shows your blood sugar levels over time.

A higher result means your blood sugar has been high, which may have a higher risk of complications, like:

- Vision problems
- Kidney disease
- Sores that won't heal
- Heart disease

Blood Sugar Control



High Blood Pressure (HTN) is a serious health problem.

Blood pressure measures how hard blood pushes against the wall of the arteries.

HTN can:

- Damage the walls of the arteries
- Increase risk of heart attack, stroke and kidney disease

High Blood Pressure



Provider Resources

HEDIS® Quick Reference Guides

HEDIS is the Healthcare Effectiveness Data and Information Set (HEDIS®). It is a set of standardized performance measures developed by the National Committee for Quality Assurance (NCQA®).

What does HEDIS do?

- Lists measure requirements.
- Addresses care opportunities for your patients.

HEDIS® is available:

- On the **Iowa Total Care** website under Provider Forms, Manuals and Resources (iowatotalcare.com/providers/resources/forms-resources.html).
- Through your **Quality Practice Advisor**.

Provider Trainings & Webinars

Continuing education opportunities are available at no cost (iowatotalcare.com/providers/provider-training.html).

Medication Adherence

If your doctor has prescribed a maintenance medication for a chronic health condition, taking your medication regularly as prescribed can help you feel better now and prevent long-term negative outcomes later.

What if I think I just shouldn't have to take medicine?

Talk with your doctor about whether there are other ways to address your chronic illness. Then, decide together whether taking medicine is best for you. Remember, having a chronic illness is very common and doesn't represent a "moral failing" on your part.

What if I get side effects or don't like the way the medicine makes me feel?

Talk with your doctor and your pharmacist about your concerns. Sometimes, making a small change, such as when you take the medicine, can make a big difference.

What if I don't think the medicine is doing anything?

Talk with your doctor or pharmacist. Some medicines treat conditions that have no outward symptoms, such as high cholesterol, but left untreated, damage happens and can result in a stroke or heart attack down the line.

What if I just can't remember to take medicine?

Try a free phone app, use a pill organizer, pair it with something else that you do routinely such as eating breakfast, use an alarm or a sticky note on your mirror. Ask your doctor or pharmacist if a 90-day supply is available so you don't have to visit the pharmacy as often.

Dental Health



Dental Benefits and Care Coordination

Delta Dental of Iowa



Dental Benefits

Dental Benefits Overview

- All DWP and DWP Kids members have Delta Dental or MCNA (Managed Care of North America)
- All Hawki members currently have Delta Dental
- All plans include preventive dental services at no cost to the member
- Other benefits include fillings, crowns, and dentures
- Medically necessary orthodontia services are available to members under 21 years old
- \$1,000 Annual Benefit Maximum (ABM) for DWP
- DWP Kids and Hawki has no ABM!

Learn More About Your Benefits!

You can learn more about your dental benefits and rights on our website:

DWP: [Resources & Forms - Delta Dental of Iowa](#)

DWP Kids: [DWP Kids Forms and Resources - Delta Dental of Iowa](#)

Hawki: [Resources & Forms - Delta Dental of Iowa](#)

Care Coordination

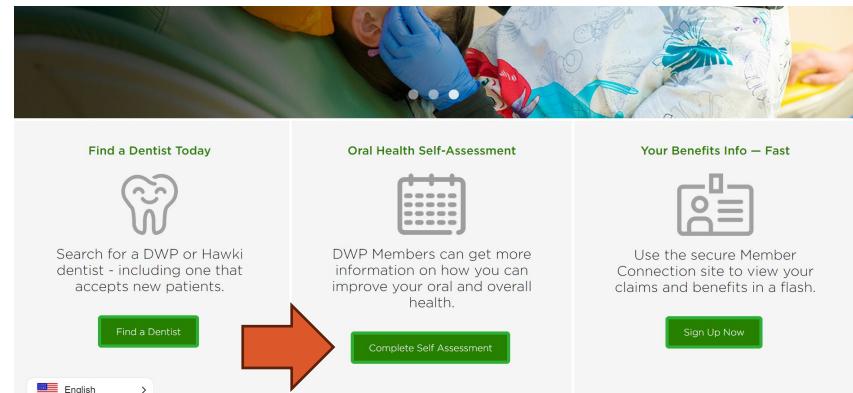
No Wrong Door Approach



PreViser Oral Health Survey

- Asks questions about you, your overall and oral health, and what resources we can help with.
- Used as a tool for care coordination.
- Look at results to understand our members and what changes we can make to our program to help them.
- Complete your survey now on our website!

Survey.PreViser.com/ddia



\$10 Amazon Gift Card for DWP Members



DWP Adult
Members



Complete Oral Health
Survey & Preventive Visit



Get \$10
Amazon
Card



 **DELTA DENTAL®**

Dental Emergencies

What to do in a Dental Emergency?

- Examples of a dental emergency may be tooth pain, an infection in your mouth, or losing a permanent tooth.
- If you are having a dental emergency, you should call your doctor or dental home.
 - A dental home is a dental office that you visit regularly for care, including cleanings and exams.
- Delta Dental is here to help! Call Member Services if you need help from a care coordinator to find a dentist.

Teledentistry.com

- If you cannot go to the dentist or do not have a dental home, a virtual dental visit may be a safe choice for you.
- Teledentistry.com connects members with an Iowa licensed dentist for a virtual appointment.
- The dentists can help with pain and infection management, and identifying potential services needed.
- Available 24/7 for all of Delta Dental's DWP, DWP Kids, and Hawki members.
- No cost to the member – included as a benefit.

Learn More Here: deltadentalia.com/dwp/virtual

Connect with Delta Dental

Come Smile with Delta Dental!

- Go to events around the state to provide oral health education and help with finding a dentist.
- Give out toothbrushes, toothpaste, and dental floss.
- You can find us at many of Iowa Total Care's Green to Go events!



We are Here to Help!

Delta Dental Member Services and care coordinators are here to help you Monday through Friday from 7:30am to 6:00pm (CST)

DWP and DWP Kids

Phone: 888-472-2793

Email: DWPMembers@deltadentalia.com

Website: dwpiowa.com

Hawki

Phone: 800-544-0718

Email: Hawki@deltadentalia.com

Website: dwpiowa.com/hawki



MISSION

We are dedicated
to improving the
health and smiles
of the people we
serve.



Behavioral Health

Taking Care of Your Mental Health

Taking care of mental and physical health is foundational to our wellness. There are several ways to take care of your mental and physical health, and two common ways are self-care and coping skills.

Coping skills are one of the tools we access to manage challenging, stressful situations.

Self-care is an ongoing practice that works to prevent us from coming out of alignment with our wellness.

How Are Self-Care and Coping Skills Different?

Self-care

- A preventative measure
- An action caring for your emotional, mental, spiritual or physical health
- Decreases extreme distress and burnout
- Can lower the need for coping skills in the future

Coping Skills

- Used to get you through tough times
- Activities or things you do when you're in a stressful situation
- Strategies you can use to buy a bit more energy or time, like hitting the 'pause button' when stressed

Coping Skills: Examples

Some people like to focus on skills that relax their body and mind, others prefer distraction. Some example are:

- Music
- Deep breathing
- Journaling

It's important to find what works for you.



Benefits of Healthy Coping Skills

Practicing healthy coping skills can be very helpful. Some benefits are:

- Managed emotional response
- Improved mental wellbeing
- Increased self-awareness
- Improved problem-solving abilities
- Strengthened social relationships



Self-Care: Examples

The intentional practices that we maintain overtime help us stay regulated and well.

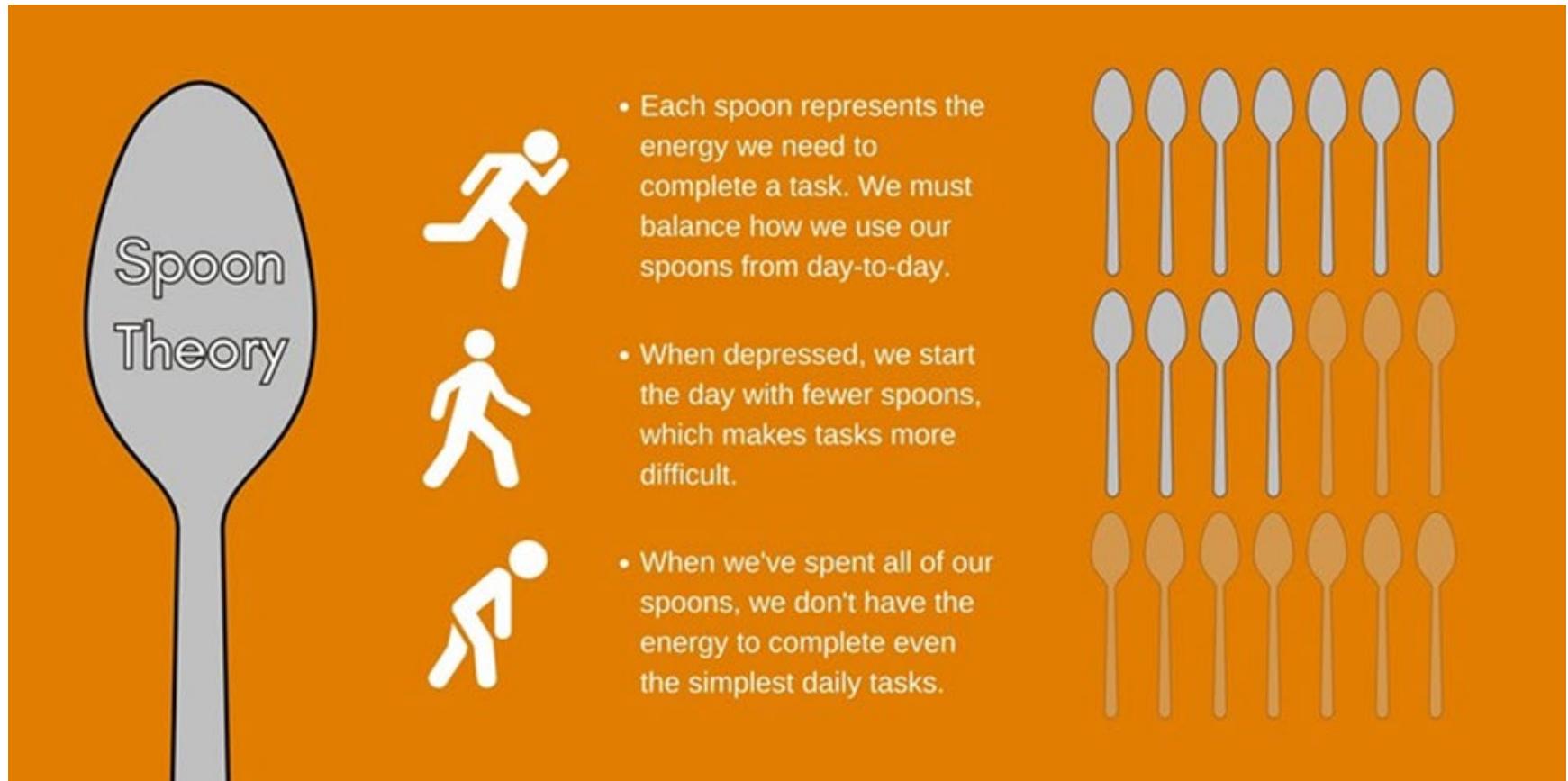
Examples are:

- Daily gratitude list
- Consistent sleep schedule
- Taking regular walks
- Brushing your teeth first thing in the morning



Spoon Theory: Our Energy Throughout the Day

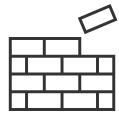
Throughout the day, things can happen that make us lose energy. And some days, we already start the day with less energy than what we are used to.



The infographic features a large grey spoon on the left with the text "Spoon Theory" inside. To the right of the spoon are three white icons of a person in different poses: running, walking, and sitting. To the right of these icons is a list of three bullet points explaining the concept of spoon theory. To the right of the list is a graphic of 15 spoons arranged in three rows of five. The spoons in the middle and bottom rows are colored in shades of grey and brown, representing lost energy or spoons used up.

- Each spoon represents the energy we need to complete a task. We must balance how we use our spoons from day-to-day.
- When depressed, we start the day with fewer spoons, which makes tasks more difficult.
- When we've spent all of our spoons, we don't have the energy to complete even the simplest daily tasks.

Mental Health Resources and Services



Counseling/Therapy

Find a Provider

(findaprovider.iowatotalcare.com)
1-833-404-1061



Iowa Warm Line

1-844-775-9276



9-8-8 Suicide and Crisis Lifeline

Call, text or chat 24/7

My Health Pays® Rewards

My Health Pays® SAB Rewards

Stakeholder Advisory Board (SAB) Meeting

- Held four times a year/once per quarter with Iowa Total Care.
- Members can earn \$25 in My Health Pays® rewards by attending.
- May earn a reward four times per calendar year by attending each meeting.
- Can take up to 2-4 weeks for SAB rewards to show up on rewards cards.
- To learn more, visit: IowaTotalCare.com/Board



My Health Pays® Annual Flu Shot Reward

Annual flu shot reward:

- \$10 reward
- For members ages 18 and up
- Can earn once per flu season – September through April



To find a doctor or pharmacy near you to get your flu shot,
visit the [**flu vaccination and prevention webpage.**](http://iowatotalcare.com/flu)
(iowatotalcare.com/flu)

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 the reward was completed and what provider was seen for this visit.

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

- Log into your **secure member portal account**. (member.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 My Health Pays® card?:

- Can depend on the type of reward.
- Some rewards, like annual well visits, are based on claims sent to us by your provider.
 - These can take up to 12 weeks to appear.
- Other rewards may appear sooner.

Social Determinants of Health (SDOH)

Access2Care Is Now MTM Health

What has changed?

- Name change from Access2Care (A2C) to MTM Health effective 9/19/2025
- Members have moved from the A2C mobile/web app to the MTM Link Member app
- All NEMT forms, documents, policies, resources, etc. have been updated to reflect the change in name

What will NOT change?

- NEMT benefits for members
- The transportation provider network that provides rides to members
- The phone number to contact for scheduling/updating NEMT rides
(1-877-271-4819)



Updates to
our website
are in the
works!

Transportation Services FAQ

Non-Emergency Medical Transportation (NEMT)

- What is NEMT
- Who is Eligible
- Types of Transportation
- Tips for Setting Up Rides
- How to Schedule a Ride

Learn more at

iowatotalcare.com/members/medicaid/benefits-services/transportation.html

Non-Emergency Medical Transportation (NEMT)



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.

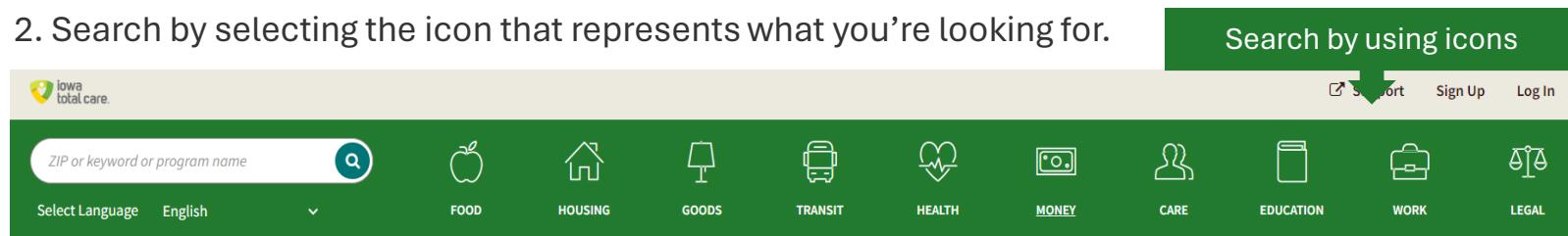
Iowa Total Care's Social Care Network: Find Help (continued)

Tips to Navigate:

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



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

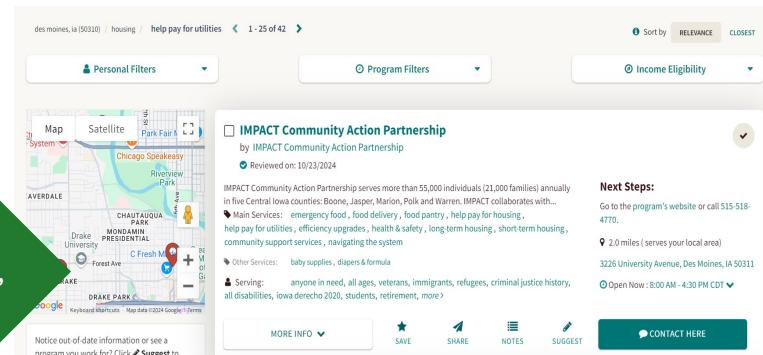


3. You can also use the search bar to look up a program or resource.

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.





SNAP Benefits

The Supplemental Nutrition Assistance Program (SNAP) – formerly food stamps – provides nutrition benefits to supplement the food budget of families in need, so they can purchase healthy food and move towards self-sufficiency.

To be eligible for SNAP in Iowa, you must:

- Be a U.S. citizen or non-citizen national of the U.S.
- Be a resident of Iowa
- Meet income guidelines for gross (total, before taxes) and net (after taxes) income limits
- Provide a social security number or proof that you have applied for one
- Live in a lawful SNAP household, defined as people who live together, purchase food together, and prepare meals together
- Other eligibility requirements can be found through the screening application on the [HHS Benefits Portal](https://hhsservices.iowa.gov/apsps/ssp.portal) (<https://hhsservices.iowa.gov/apsps/ssp.portal>) or SNAP Hotline: **1-855-944-FOOD (3663)**

How much money you receive from SNAP will depend on:

- How much you earn from your job or other income you receive (like Social Security)
- How many people live with you

WATCH YOUR MAIL for information from HHS regarding changes to SNAP benefits in 2026.



Double Your SNAP Dollars with the Double Up Food Bucks Program



How It Works

SNAP customers MUST sign up at a participating location or [online](#)



MATCH

We match up to \$15 per day with Double Up Food Bucks for fruits and vegetables



SHOP

Shop for fresh fruits, vegetables, and food producing plants and seeds. Show Your Double Up Card before checkout.



SAVE

Save and reload your DUFB card for any fruits and veggies purchased with SNAP dollars

How to Sign Up!

Visit a participating grocery store (most Fareway & Hy-Vee stores in Iowa) farmers market, farm stand, or Community Supported Agriculture.

Bring your SNAP/EBT card and ask the cashier for a **Double Up Food Bucks card**.

Sign up using your SNAP card and zip code—it's quick and easy!

OR

Sign up online at <https://mydoubleup.freshincentives.com/#/>
For more info: <https://www.iowahealthieststate.com/doubleup>

Open Discussion

Agenda

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Questions?

Meeting Details

- Upcoming Meeting Dates:

March 4, 2026	June 3, 2026
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 – Access2Care: 1-877-271-4819

Provider Services: 1-833-404-1061

Suicide and Crisis Lifeline: 988

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

Iowa Medicaid (hhs.iowa.gov/programs/welcome-iowa-medicaid)

Grievance & Appeals:

- **For Members** (iowatotalcare.com/members/medicaid/resources/complaints-appeals.html)
- **For Providers** (iowatotalcare.com/providers/resources/grievance-process.html)

Dental:

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