

WHOLE you



October 2020

Helping Iowa Recover from El Derecho

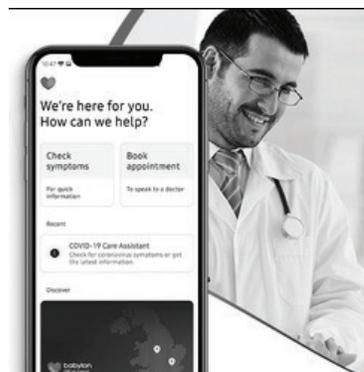
The storm hit many areas in Iowa hard. Communities across the state joined together to help those in need. Iowa Total Care helped by:

- Donating 20,000 masks and gloves to the Iowa Department of Human Services.
- Making phone and door-to-door outreach with members.
- Buying flashlights, batteries, food and extension cords for members in need.
- Listing resources and places to volunteer on IowaTotalCare.com.

Many Iowa Total Care employees helped out as well. They provided clean-up support within their communities.

PROGRAM & SERVICES HIGHLIGHT:

Telehealth



Iowa Total Care members can schedule a no cost video appointment with a doctor 24/7. The first step is to download the Babylon app. Search for Babylon Health in the App Store or on Google Play. Then, enter code ITC to get access to schedule a video appointment.



Member Open Choice Period Runs Through October 30

The chance to choose a health plan only comes once per year. Because you already have Iowa Total Care, you don't have to do anything. You will automatically be re-enrolled with us.

Switching to Iowa Total Care is easy too. Just call Iowa Medicaid Enterprise Member Services by October 30, 2020. They can be reached at 1-800-338-8366 or locally in Des Moines at 515-256-4606. You can also email Iowa Medicaid Services at IMEMemberServices@dhs.state.ia.us.

And, remember to take advantage of all Iowa Total Care has to offer.

ITC Helps Mother and Newborn Weather the Storm



Thanks to Iowa Total Care, a frightened member and her newborn survived the El Derecho. Hurricane-force winds blew up to 140 miles per hour. The early August storm pounded much of Iowa.

During the crisis, a Member Connections Representative (MCR) reached out as part of ITC's postpartum program. Our MCR helped a new mother and baby. They were without basic needs for six or more days. No refrigeration. No hot water. No lights. No cooking. No air conditioning.

Downed trees and broken power lines made streets dangerously impassible. Roof and structural damage created unsafe conditions for homes and businesses. Impossible to leave, unimaginable to stay. Especially with a newborn.

ITC's MCR spoke with the member about the Department of Human Services' (DHS) food replacement program. The MCR showed the member step-by-step how to complete the DHS application. Losses from food spoilage were recovered. Our member was grateful for her baby's health, happiness and calm disposition during a stormy first week of life.



Monitoring Your Diabetes at Home

We've recently partnered with Visiting Physicians Association (VPA) to provide in-home Diabetes Monitoring Test Kits at no cost to Iowa Total Care members.

The test is completed right in the comfort and privacy of your home. Instructions are included in the kit, as well as a postage paid return envelope to mail it back. Results are sent to you and your doctor. Taking the test can earn you \$15 in rewards through My Health Pays.

For questions about this program, call VPA at 1-866-987-1506 (TTY:711), Monday through Friday from 7:30 a.m. to 3:00 p.m. Central Standard Time.

See What Iowa Total Care Has to Offer

At Iowa Total care, we're your partner in health. We offer rewards for healthy activities. We have staff available to help you. We have information about your plan right at your fingertips. We can help you get to and from doctor visits.* We help you manage health conditions.

You can get a brief overview of these benefits and more in our [Programs and Services Brochure](#) available on iowatotalcare.com.

*Restrictions apply. Call Member Services at 1-833-404-1061 (TTY: 711) for more details.

WE DECIDE WHICH PLAN IS RIGHT FOR US.

We choose Iowa Total Care.

LOOK INSIDE TO FIND OUT WHY.

- Programs
- Services
- Online Support & Information

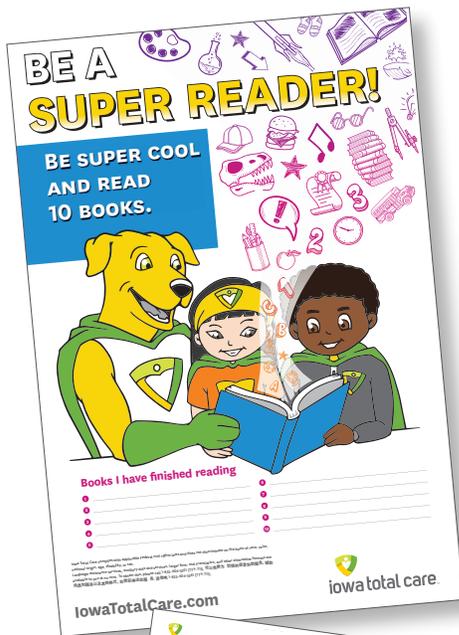
ITC on the Go: Partnership with Des Moines Area Religious Council (DMARC) Helps Thousands

Southridge Mall was the place to be on August 14th. Iowa Total Care helped hand out boxes full of fresh produce to people in over 1,500 cars. This outreach effort is the latest in an ongoing partnership with DMARC to help Iowans in need.



Iowa Total Care provided DMARC donations to help provide essential needs to thousands of people in the Greater Des Moines area:

- \$10,000 donation for the purchase of food.
- \$10,000 donation for the purchase of diapers.
- \$5,000 donation for the purchase of personal care items.
- \$5,000 sponsorship for Spring Greens event.



Reading Rocks! With Doc

It's a known fact that learning starts at a young age. Iowa Total Care's Reading Rocks! With Doc is a new way to engage young readers. It brings awareness to the importance of reading and education in our communities.

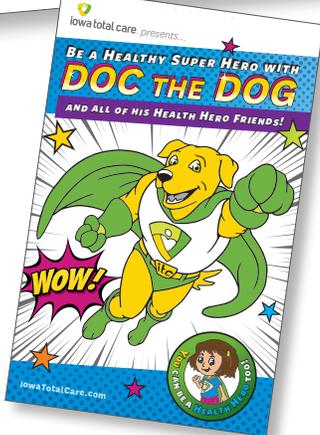
Iowa Total Care will distribute Reading Rocks! With Doc kits at various food banks and pantries, elementary schools and Head Start programs throughout Iowa.



Get Paid For Your Opinion

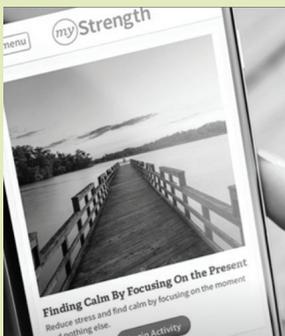
You can help Iowa Total Care improve the way its health plan works. Through our Stakeholder Advisory Board, members like you can share your thoughts and ideas. It's easy for you to participate in the meetings since they take place in locations across the state, and online if you are not able to attend in person. We also offer transportation if needed. As an Iowa Total Care member, you will earn \$25* on your My Health Pays VISA card by attending the meeting.

Call Member Services at 1-833-404-1061 (TTY: 711) for more details.



Manage Your Mental Health

Learning how to deal with overwhelming times is important. Here are some tips to help you manage your mental health.



myStrength

Manage stress using [myStrength.com](https://www.mystrength.com). This online support group has resources to help you build strong mental health. You have access to tools to create real and lasting changes. With myStrength, you can:

- Learn how to reduce stress.
- Track your mood online.
- Manage depressive or anxious thoughts.
- Access and share inspirations.
- Explore hundreds of articles.

Have healthy habits.

Too much stress can take a toll on your body. Develop healthy coping skills to protect yourself from harmful effects. When you are feeling overwhelmed, organize your thoughts for a minute. Take a break from the stressor. Do something that relaxes you like going for a walk or talking to a friend.

Respect your limits.

You may feel the need to be available at all hours and to always say “yes.” Whether at home or work, try to keep a healthy balance. Set your own rules for taking breaks from your phone or computer. Let your mind recharge! This way you will find more stress-free time for yourself, your family and your favorite activities.

Surround yourself with support.

Build a strong support system. Knowing you have trusted family and friends to listen will help you feel more relaxed. Even a quick chat with someone who cares can be helpful.

Find fitness.

A great way to take your mind off things and melt stress away is physical activity. Whether it is going for a run or walk around the neighborhood exercise is a great way to help manage your mental health.



Fight the Flu. Get Vaccinated.

The flu season is upon us. Health experts are warning that the addition of another respiratory illness on top of the ongoing COVID-19 pandemic may increase the risk of catching both illnesses at the same time. There is not a vaccine for COVID-19. However, there is a safe and effective flu vaccine available. As an Iowa Total Care member, the flu shot is available to you at no cost. And getting your flu shot can earn you \$10 in rewards through My Health Pays.** [Find a doctor/pharmacy](#) near you, and join the people in your community who get their flu shot every year.

**for ages 18 and up.



Get Your ID Card Using the Secure Member Website Portal

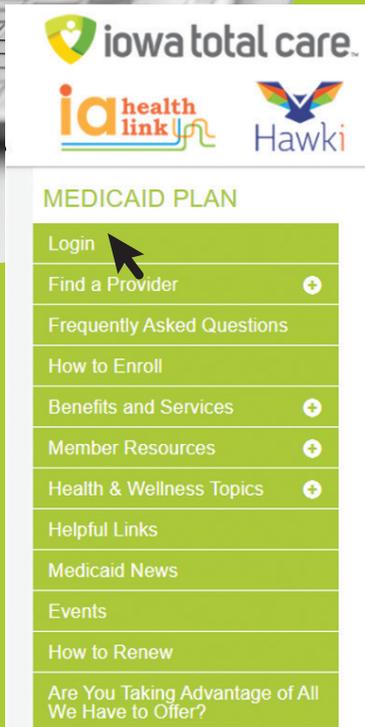
If you need a copy of your ID card, you will no longer need to wait for it to arrive in the mail. View or print a digital version through the secure member portal — accessible from a computer or smartphone.

Visit **IowaTotalCare.com** to sign for your free member account today. You can:

- Get a digital copy of your ID card.
- Change your primary care provider (PCP).
- Update your personal information.
- Access claims and see prior authorization approvals.
- Check reward balances, and more!

We are here to help.

Call Member Services at 1-833-404-1061 (TTY: 711).



Reporting Fraud, Waste and Abuse

Fraud, waste and abuse (FWA) is a serious issue in healthcare. Our top priority is to prevent FWA. If you think you have been a victim, let us know. Examples of FWA include:

- your pharmacy did not give you all the drugs your doctor ordered. Your doctor ordered 30 and you were given 25.
- Someone asks you to sell the use of your medical insurance card.
- your explanation of benefits (EOB) does not look correct. It shows a date that you did not see a doctor.

Report FWA if you suspect anyone is committing it. This includes healthcare providers. Contact Iowa Total Care's hotline at 1-866-685-8664. You can remain anonymous.

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Language assistance services, auxiliary aids and services, larger font, oral translation, and other alternative formats are available to you at no cost. To obtain this, please call 1-833-404-1061 (TTY: 711). | Usted tiene a su disposición, sin costo alguno, servicios de asistencia de idiomas, ayudas y servicios auxiliares, material impreso en letra más grande, traducción oral y otros formatos alternativos. Para obtener esto, llame al 1-833-404-1061 (TTY: 711). | 可以免费为您提供语言协助服务、辅助用具和服务以及其他格式。如需获得这些服务，请致电 1-833-404-1061 (TTY: 711).