



IN THE COMMUNITY

Transforming the
health of the community,
one person at a time

April 2022 Edition

Welcome to Iowa Total Care's (ITC) "In the Community" monthly newsletter!

This publication is designed to give you a glimpse of what ITC is about.

We take pride in our mission of transforming the health of the community one person at a time. We support the important work of Iowa's community-based organizations. Please share this newsletter with your community partners. Let's connect to help Iowans!



 [Sign up for the newsletter!](#)

Iowa Total Care Literacy Program

Iowa Total Care knows the importance of literacy and encouraging children to read. That's why we've created our Iowa Total Care Literacy Program to connect Iowa's youth with educational resources and community organizations.

[Our website](#) is a great place to:

- Learn about **100 Schools in Iowa & 100 Head Starts in Iowa.**
- Find reading toolkits and support for children.
- Watch kid-friendly Doc the Dog videos.
- And more!



Doc's Kids Club

Kids get FREE kid-friendly activities every month when they [sign up](#) for Doc's Kids Club! It's open to Iowa residents ages 10 and under—not just Iowa Total Care members. All new club members receive a free book, an official Doc's Kids Club ID card and sticker.

Kid-friendly reading tools and other fun resources are available at iowatotalcare.com/docskidsclub.



It's important to see a doctor in the first 12 weeks of pregnancy. [The Start Smart for Your Baby® program](#) gets mothers and babies the support they need.

[**iowatotalcare.com**](http://iowatotalcare.com)

A Healthy You

April is Minority Health Month



National Minority Health Month raises awareness about health inequity, which is an important focus at Iowa Total Care. According to the Office of Minority Health, this provides an opportunity to focus on “the continued importance of COVID-19 vaccination, including boosters, as one of the strongest tools we can use to protect communities from COVID-19, which has disproportionately affected communities of color.”

Learn about disparities in COVID-19 hospitalizations at [cdc.gov](https://www.cdc.gov). This [toolkit](#) provides resources to help address these disparities and other ways to participate in National Minority Health Month.

Language Services & Personalized Support

Did you know that the top two non-English languages spoken in Iowa are Spanish and German? Iowa Total Care provides interpreter services free of charge to members during any service or grievance process. This includes American Sign Language and real-time oral interpretation.

Learn more about our services—like interpreter services and personalized support—on our [Benefits Overview page](#). For more assistance, please call Member Services at **1-833-404-1061** (TTY: 711).



Recipe of the Month: Eating Healthy with Iowa Total Care's Tuna Lettuce Wraps

This budget-friendly Eating Healthy with Iowa Total Care [recipe](#) is perfect for spring. Diabetic-friendly, budget-friendly and kid-friendly cooking class videos are available on our [Be Well. Eat Well.](#) page.

INGREDIENTS

- 1 packet of tuna
- 1 head of iceberg lettuce
- Celery
- Red bell pepper
- Red onion
- Mayonnaise
- Salt & pepper

DIRECTIONS

1. Peel lettuce leaves and set off to the side. These will be used as the wraps.
2. Dice enough celery, red bell pepper and red onion to include in your wraps (about 2 tablespoons each). Place in bowl.
3. Add tuna and 2 tablespoons of mayonnaise in bowl with veggies. Mix everything together, then season with salt and pepper.
4. Place finished product in lettuce wraps and enjoy!



Quick Links



[Mobile App](#)

Perfect for members on the go! Access benefits and your member ID card—all from your smartphone. Download the Iowa Total Care app to begin. Find it in the [App Store](#) or [Google Play](#).



[Member Portal](#)

Access your healthcare information, claims, ID cards and more online. Go to Member.IowaTotalCare.com. Create a new account or sign in—it's free and easy!

Member Story

Member Story: Member-Provider Connection Saves Lives

An Iowa Total Care member had multiple untreated health issues, but no providers. The member's conditions included high blood pressure, arthritis, COPD, anxiety, vision impairment and soon-to-be-diagnosed cancer. When the member asked a Case Manager to arrange a connection with a physician, one thing led to another. Now, the member is being treated by a team of PCP healthcare specialists, including a physician, therapist, psychiatrist, optometrist and surgeon.

Because the team of providers treated the whole person with kindness, dignity and respect, Stage 2 cancer was discovered in time to operate. This member continuously expresses gratitude to the Case Manager and the Iowa Total Care healthcare team for their support and intervention. Getting the total care of needed attention, medications and treatments, plus an early cancer diagnosis, was – in the member's own words – “life-saving.”

Saving lives. That's why we do what we do.



Doc Visits Kindergarteners!

Doc the Dog visited Monroe Elementary's kindergarten classrooms in Des Moines to talk about the importance of reading. He shared special literacy resources and treats to help motivate young readers in a fun way.

**ITC
ON THE GO**

iowatotalcare.com

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IDM logo



Why choose us?

- Earn dollar rewards throughout your time as a member.
- Get a free ride to the doctor, pharmacy, and more.
- Start Smart® for Your Baby program rewards & support for new and expecting moms.
- 24/7 Nurse Advice Line for answers to health questions and more.
- Free smartphone from

Supporting Foster/Adoptive Families

Iowa Total Care attended the Foster/Adoptive Parent Resource Fair hosted by Families Helping Families of Iowa, Inc. to offer support for current or potential foster/adoptive families the Cedar Rapids area.

Quick Links



The Doctor is in 24/7*

Get 24/7* access to medical care at no added cost.

1. Download the Babylon Health app.
2. Use code **ITC** to register.

Schedule a virtual visit today! Find Babylon Health at the App Store or Google Play.



Transportation Services

Don't have a way to get to your healthcare appointment? As an Iowa Total Care member, you could be eligible for rides to non-emergency medical appointments. Or, ask us about the mileage reimbursement program in advance of your appointment. Just call Iowa Total Care at 1-833-404-1061 (TTY: 711). Then press 2 for member services, then 1 for transportation. **Check out Iowa Total Care's new Transportation Brochure to learn more!**

Your Community Relations & Resource Teams

Iowa Total Care's Community Outreach Team

Have you had a chance to speak with a Community Relations individual? If so, you can now put a face with their name.

If you have not spoken with or met with an ITC outreach representative, we encourage you to reach out and discuss ways ITC may be able to support your organization.



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Iowa Total Care's Resource Team

Our team helps members address Social Determinant of Health needs. We do this by connecting people to community resources, like housing options. Please contact us with your questions—we're here to help!

Housing Specialists



Nicole Naab



Diane Tinker McCoy

Contact our Housing Specialists at
Housing_ITC@IowaTotalCare.com.



Health Equity Specialist



Kay Tannatt

Contact our Health Equity Specialist at
ITC_Resource_Referral@IowaTotalCare.com.



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