1080 Jordan Creek Parkway
Suite 400 South
West Des Moines, IA 50266

<First Name> <Last Name>
<Address 1>
<Address 2>
<City>, <State> <ZIP-####>

<Date>

Healthy Behaviors Member Letter

Dear <member name>,

Keep Your Free Coverage!

To avoid paying for coverage under the Iowa Health and Wellness Plan, you must complete two healthy behaviors each year.

If you do not complete them, the Iowa Department of Health and Human Services (Iowa HHS) will send you a bill each month for your health care coverage. You must pay the bill to keep your insurance, or you may be disenrolled from the Iowa Health and Wellness Plan.

The ***two*** Healthy Behaviors you need to complete each year are:

- A Health Risk Screening.
- Either a Wellness Exam **or** a Dental Exam.

Note: If you have completed the Healthy Behaviors above, no further action is needed.

1. Complete Your Health Risk Screening (HRS) Each Year

An annual Health Risk Screening (HRS) is required. You can choose one of three ways to complete them.

Online

- Visit **iowatotalcare.com** and click “For Members” and then “Member Portal.”
- Select “Let us Know” Tab under Medical Information.
- Complete the Health Information Form.

Over the Phone

- Call us: **1-833-856-7666.**
- Monday – Friday: 8 a.m. – 7 p.m. CT.

On the Mobile App

- Download the Iowa Total Care Mobile App.
- Click on the Main Menu in the upper left corner  and select "My Health".
- Select and complete the "HRS".

2. Get One of These Exams Each Year

Wellness exam or dental exam (at least one must be completed in addition to the assessment).

Wellness Exam

- Call your Primary Care Provider (PCP) to schedule your wellness exam.
- Tell your PCP this is one of your healthy behaviors for your Iowa Health and Wellness Plan.

Dental Exam

- Call your dentist to schedule a dental exam.
- Tell your dentist this is one of your healthy behaviors for your Iowa Health and Wellness Plan.

Reminder: Renew your Medicaid benefits each year. This is the best way to make sure you continue to receive the care you need to stay healthy.

Notice: A co-pay is required for non-emergent emergency room visits for Iowa Health and Wellness Plan members. In the case of a true emergency, you are not responsible for a co-pay. For more information on co-pays, contact 1-833-404-1061 (TTY: 711).

We're here to help you.

An Iowa Total Care Member Services Representative can be reached at 1-833-404-1061 (TTY: 711). For more information, you can also visit or call your local HHS office at 1-855-889-7985.

Remember: Complete your healthy behaviors to avoid paying for your coverage!

Sincerely,
Iowa Total Care

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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 lingüística, ayudas y servicios auxiliares, material en letra grande, traducción oral y otros formatos alternativos. Para obtener estos servicios, llame al 1-833-404-1061 (TTY: 711). | 我们免费为您提供语言协助服务、辅助设施和服务、更大字 体、口头翻译和其他替代格式。如需获得此服务，请致电 1-833-404-1061 (TTY: 711) 。