



# Iowa Total Care Value-Added Services

# Value-Added Services

Members get extra services at no added cost, because we care for the whole you. Whether you're having a baby, or just need a ride to the doctor, we've got you covered.

For more information, visit [iowaTotalCare.com/ValueAdds](https://iowaTotalCare.com/ValueAdds).

The screenshot displays the Iowa Total Care website interface. At the top, there are logos for Iowa Total Care, Iowa Health Link (Iowa HHS), and Hawki (Iowa HHS). Navigation links for 'For Members', 'For Providers', 'About Us', and 'Contact Us' are visible. A left-hand navigation menu lists various services, with 'Value-Added Services' highlighted by a red box. The main content area is titled 'Value-Added Services' and features a sub-header with an image of a family and a descriptive paragraph: 'Get more from your Iowa Total Care health plan! Members get extra services at no added cost, because we care for the whole you. Whether you're having a baby, or just need a ride to the doctor, we've got you covered.' Below this, a list of services is provided, each with a right-pointing arrow: Start Smart for Your Baby, Doula Program, Car / Booster Seat, Home-Delivered Meals, Transportation, MemberConnections, Flu Prevention Program, Diabetic At-Home Test Kits, Health Coaching, Suicide Prevention Program, Substance Abuse Support Program, Foster Care Kits, My Health Pays® Member Rewards, Digital Mental Health Support, and Education Benefits.

# My Health Pays<sup>®</sup> Rewards Program

## What is it?

- Rewards program for members to encourage healthy behaviors.

## 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](https://iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program)  
(iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program)

# My Health Pays<sup>®</sup> Rewards Program

## Healthy Activities Eligible for Rewards

- Health Risk Screening
- Notification of Pregnancy Form
- First Trimester Prenatal Visit
- Postpartum Doctor Visit
- Diabetes Care: HbA1C Test and Dilated Eye Exam
- Annual Breast Cancer Screening
- Tobacco Cessation Coaching and Quit Aid
- Stakeholder Advisory Board Meeting
- Annual Well Care Visits
- Annual Flu Vaccine
- Health Coaching
- HiSET Completion

## Additional information and Full List of Reward Details:

- [Iowa Total Care's My Health Pays webpage](https://iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program)  
(iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program)

# Start Smart for Your Baby®

Welcome to the Start Smart for Your Baby program. We created this program to provide advice and resources for pregnant members and new parents.

Whether this is your first child, or you already have children, extra support is always helpful. Start Smart for Your Baby is designed to customize the support and care you need for a healthy pregnancy and baby.

To participate in the program:

- Log into your [member portal account](#) and complete a Notification of Pregnancy form, or
- Call Member Services at **1-833-404-1061** (TTY: 711) to get started.

For more information, visit the [Start Smart for Your Baby webpage](#).  
([iowatotalcare.com/members/start-smart-for-your-baby.html](http://iowatotalcare.com/members/start-smart-for-your-baby.html))

# Doula Program

## What is it?

- Iowa Total Care is proud to offer a doula program. Our goal is to improve the health of mothers and babies. We also hope to ease issues of access and cultural barriers that members face. A doula is a trained companion who guides you through the birthing process

## Who is eligible?

- Doula services are provided to pregnant members living in Polk, Johnson, Black Hawk, Scott and Woodbury counties.

## What support is provided?

- Up to five (5) prenatal and/or postpartum visits.
- In-person birthing support.
- Text, email and phone support between visits.
- 24/7 on-call support after 37 weeks until birth.
- Doula visits can be at your home, doctor's office or a public place.
- Doula services are available at no cost to eligible members.

## To sign up for the program, eligible members can contact:

- The Doula Network, our partner for this program: **1-877-436-8527**
- Call Member Services at **1-833-404-1061** (TTY: 711)

For more information, visit the [Doula Program webpage](https://www.iowatotalcare.com/members/start-smart-for-your-baby/doula-program.html).

(<https://www.iowatotalcare.com/members/start-smart-for-your-baby/doula-program.html>)

# Pregnant Member Resources

## Car/Booster Seat

- To be eligible, members must:
  - Have a completed notification of pregnancy form on file
  - Visit their doctor while in the first trimester or within 42 days of enrollment in Iowa Medicaid
  - Be engaged with [Start Smart for Your Baby](#) until 36 weeks of pregnancy

## Home Delivered Meals

- Available to eligible members based on location
- Receive 2 meals per day/up to 4 weeks

For more information, visit [iowaTotalCare.com/ValueAdds](https://iowaTotalCare.com/ValueAdds).

# Health Coaching/Disease Management

Iowa Total Care offers **FREE health coaching through Iowa Total Care's Healthy Solutions for Life program** for our members. The programs provide telephonic outreach, education, and support services. Learn how to manage your health condition and how to stay healthy. We provide services for many conditions, such as asthma, COPD, weight management, anxiety, high blood pressure, and more.

Members can earn **up to \$90 per year in My Health Pays® rewards**. You can use your rewards to shop at Walmart, Sam's Club or Hy-Vee stores. You can also use your rewards to help pay for utilities, transportation, cell phone bills, childcare services, education, and rent.

## My Health Pays® Rewards for Health Coaching

|                                             |             |
|---------------------------------------------|-------------|
| Initial intake assessment                   | \$10        |
| Creation of care plan with measurable goals | \$30        |
| Successful closure of care plan             | \$50        |
| <b><u>TOTAL POSSIBLE REWARDS</u></b>        | <b>\$90</b> |

\*This reward may not be used to buy alcohol, tobacco, firearms products, gift cards, lottery tickets, or get cash.

Members can call 1-833-234-9026 to enroll.



# Tobacco Cessation

## Ready to make a change?

Call the Iowa Total Care Tobacco-Free QuitLine at: 1-800-QUIT-NOW (1-800-784-8669); TTY/TDD: 1-877-777-6534 TTY: 1-888-229-2182

[Enroll online](https://itc.quitlogix.org/en-US/Enroll-Now) (itc.quitlogix.org/en-US/Enroll-Now)

Coaching services are available. Choose between three different quit programs:

- Phone + online.
  - Phone only.
  - Online only.
- 
- Typical program is five scheduled coaching calls.
  - Members can call the Quitline as much as needed to between scheduled calls. There is no limit.
  - Coaches are available Monday – Sunday, 6 a.m. – 12 p.m. CT.
  - Members may use the online service as often wanted.
  - Members receive planning and educational materials to map the road to quitting tobacco.
  - Members can join an online community of others who are working to become tobacco-free.
  - Medications may be covered to help with smoking cessation.
  - Completed program is eligible for MHP Reward.

For more information, visit our [How to Stop Smoking webpage](https://iowatotalcare.com/members/medicaid/health-wellness/how-to-stop-smoking.html).  
(iowatotalcare.com/members/medicaid/health-wellness/how-to-stop-smoking.html)

# Access2Care Transportation

## Non-Emergency Medical Transportation (NEMT)

Members may be able to get no-cost rides to non-emergency doctor visits, even a monthly bus pass. If family or friends drive them to an appointment, they may be able to get help paying for gas. Members may also qualify for reimbursement of meals and lodging.

## Scheduling Rides

- Rides must be set up at least 2 working days before an appointment. At times, urgent trips can be made with less than a 2-day notice. Access2Care may check with doctor to make sure the appointment is urgent.
- Rides can be scheduled up to 30 days in advance of an appointment. Members can schedule rides up to 90 days in advance for certain types of appointments. These include dialysis, chemotherapy or radiation treatments.
- To schedule a ride, call Access2Care: 1-877-271-4819, use their mobile app or visit [Access2Care.com](https://www.access2care.com).
- To learn more, visit the [transportation](#) webpage.

# MemberConnections – Care Coordinators

Iowa Total Care offers care and support when you need it. Our MemberConnections program brings it to those who need it most. This team of certified community health workers helps members one-on-one, in-person or by phone. They can talk about your health plan, connect you with local aid, and more.

This program allows us to provide a high touch, personal level of interaction with our members that builds strong relationships and trust. MemberConnections Representatives (MCRs) are hired from within the communities we serve to help ensure that our outreach is culturally competent and conducted by people who know the needs of the people in the community. MCRs receive comprehensive training, including Community Health Outreach Worker certification, and become an important part of our MemberConnections and care coordination staff.

For more information, visit [iowaTotalCare.com/ValueAdds](https://iowaTotalCare.com/ValueAdds).

# Suicide Prevention Program

## Choose Tomorrow: A Suicide Prevention Program

- A program for members who may be feeling suicidal.
- Early identification is critical for suicide prevention.
- We can identify members more likely to be at risk before a crisis occurs.
- Trained staff engage the member respectfully while ensuring safety.
- A Safety Plan is created by the member with the staff's help.

For more information, visit: [Mental Health and Suicide Awareness Webpage](https://www.iowatotalcare.com/members/medicaid/suicide-awareness-education.html)  
(<https://www.iowatotalcare.com/members/medicaid/suicide-awareness-education.html>)

# Substance Abuse Support Program

## HALO: Health Assistance, Linkage, and Outreach

- A program for members who are struggling with or at risk of struggling with substance abuse.
- Connects members in need with Iowa Total Care case managers.
- Case managers will help find a road to recovery.

For more information, visit [iowaTotalCare.com/ValueAdds](https://iowatotalcare.com/ValueAdds).

# Diabetes 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 2x a year.

For more information, visit [IowaTotalCare.com/ValueAdds](https://www.IowaTotalCare.com/ValueAdds).

# Foster Care Kits

- Free focus kit to foster care members.
- Kits may include:
  - Items to help you relax and have fun, like stress balls and games.
  - Cool tools for learning and creating, like books and notebooks.

For more information, visit [iowaTotalCare.com/ValueAdds](https://iowaTotalCare.com/ValueAdds).

# Doc's Kids Club

- All Iowans ages 10 and under are eligible.
- Follow along with our friend Doc the Dog as we build healthy habits together.
- Doc sends newsletters full of fun activities, kid-friendly recipes, read-along stories, and so much more!
- Kids even get a special gift just for signing up.

For more information, visit [Doc's Kids Club](https://www.iowatotalcare.com/members/medicaid/resources/docs-kids-club.html).

[\*\*\(https://www.iowatotalcare.com/members/medicaid/resources/docs-kids-club.html\)\*\*](https://www.iowatotalcare.com/members/medicaid/resources/docs-kids-club.html)