

# Wellpoint Quarterly Update for MAAC

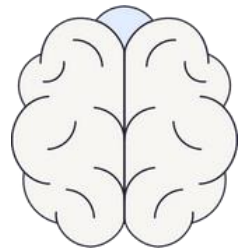
November 14, 2024



# Member Impact Stories

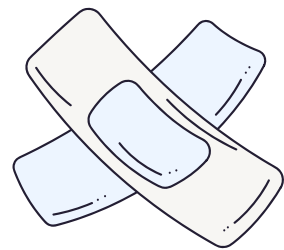
**36** Success Stories Submitted 

2



Behavioral Health

34



Physical Health



## Conditions/Diagnoses Supported:

- Kidney injury
- Obesity
- Alcoholic cirrhosis
- Asthma
- Atherosclerosis
- Bilateral ankle fracture
- Bipolar disorder
- Cataracts
- Cerebellar atrophy
- Chronic fatigue
- Chronic pain
- Chronic periodontitis
- Depression
- Diabetes
- Dysarthria
- Expressive language disorder
- Generalized Anxiety Disorder (GAD)
- High-risk pregnancy
- Malignant neoplasm of bladder
- Traumatic brain injury
- Traumatic leg amputation
- Spinal cord injury
- Aortic injury
- Tooth pain
- Attention Deficit Hyperactivity Disorder
- Unspecified hydronephrosis
- Anemia
- Gastroesophageal reflux disease
- Paraplegia

## Programs/Organizations Coordinated with:

- In Lieu of Services (ILOS)
- Milestones Area Agency
- Diabetes Supply of Midlands
- CHAMP
- Access2Care
- Midwest Eye Clinic
- Edgepark
- SNAP
- Fresh Food Connect
- Harmony House
- Belle Plaine Nursing Home
- University of Iowa Dental
- Sydney health App / Healthy Rewards
- HACAP
- Value Added Benefits (VAB)
- Moms Meals
- Midwest Eye Clinic

## Highlights

### Hearing Aids Success Story



*Through tears after the audiologist placed the refurbished hearing aids, the member shared,*

**“ It’s just so wonderful to hear everything - I couldn’t believe it.”**



#### **The situation/issue:**

Over the last year, a member of a Senior Center had stopped attending social functions specifically due to the embarrassment of not hearing what was happening around her.



#### **What did Wellpoint do to help:**

The member’s case manager was able to receive:

- A donation of hearing aids
- \$200 toward a hearing exam through the local Lion’s Club
- Milestones Area Agency on Aging donation to cover the remaining \$125 of the hearing exam
- Access2Care for transportation



#### **What positive health and quality of life outcomes resulted from the assistance:**

She can now attend social functions again and communicates more effectively with her Home Health Care provider, neighbors, Assisted Living manager, CBCM, medical providers, and the community.

## Highlights

### Wheelchair Ramp Success Story



**ILOS are assisting with securing a ramp allowing the member to leave her home safely.**



#### **The situation/issue:**

Member with diabetes suffering from a complete traumatic amputation of her left lower leg, CAD, and depression is wheelchair bound and unable to get in and out of her home without a ramp.



#### **What did Wellpoint do to help:**

The member's case manager assisted with an application for waiver services and completing a Priority Needs Assessment. A referral was also made to the In Lieu of Services (ILOS) program.

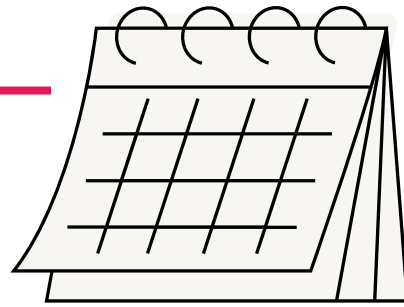


#### **What positive health and quality of life outcomes resulted from the assistance:**

The member was approved for the In Lieu of Services (ILOS) program and is waiting to get on waiver services.

# Volunteering + Event Highlights

122



Events/Meetings  
/Presentations

29



Counties  
Engaged

## Types of Engagement

- Behavioral Health agencies
- Homeless shelters/Housing organizations
- Maternal Health organizations
- Refugee Support organizations
- FQHCs, hospitals, and clinics
- Departments of Public Health
- Community Action Agencies
- Churches, Temples, and other faith-based organizations
- County coalition and interagency groups



# Partnership Spotlight



## YMCA Supportive Housing Campus

Des Moines, IA | Polk County

Partnered with Wellpoint since 2020

**Mission:** Helping people experiencing or at risk of experiencing homelessness move into stable and secure permanent housing with wrap-around services to help them meet their basic needs and reach their life goals.



**Pictured:** Wellpoint frequently attends the SHC's community brunches and dinners to answer Medicaid members' questions and to share information about Medicaid.



**Pictured:** Wellpoint dropped off some comfy blankets to help residents of the SHC feel cozy and welcome to their new home.

**Pictured:** Wellpoint has sponsored welcome baskets to help new residents of the SHC feel welcome, as well as to provide them with helpful household items to give them a helping hand with their new space.



# Other Highlights



## YPN Parenting Resource Fair Linn County

Wellpoint partnered with YPN for its annual parenting resource fair in Cedar Rapids. We had great conversations with members who attend YPN's weekly parenting classes.



## Annual NAMI Walk Polk County

Wellpoint sponsored and sent several volunteers to NAMI's annual mental health awareness walk in Des Moines.



## Iowa City Welcome Festival Johnson County

Wellpoint sponsored longtime partner, IC Compassion, for its annual Neighborhood Welcome Festival for all cultures throughout Iowa City. Attendees connected with community resources, as well as enjoyed a free community meal, music, and other activities.



## Stand Down for Veterans Event Linn County

Wellpoint partnered with VALOR, Inc. Five Seasons Stand Down for its annual Stand Down for Veterans resource fair event for members of the military in Cedar Rapids.

**20** Community Events

**34** Coalition/Interagency/CBO Meetings

**17** Counties in Iowa

# NOVEMBER 2024 | Snapshot: Growth & Engagement Outreach

## POLK COUNTY

NOVEMBER 1 @ 1 p.m.

**Friends of the Library Outreach Event** | Des Moines Central Library  
Rep: Travis Gabeler

NOVEMBER 5 @ 8:30 a.m.

**VAB Presentation** | Polk County Family Enrichment Center  
Rep: Travis Gabeler

NOVEMBER 5 @ 5:30 p.m.

**Monthly Community Dinner Tabling** | YMCA Supportive Housing Campus  
Rep: Travis Gabeler

NOVEMBER 6 @ 8:30 a.m.

**Healthy Birth Day Maternal Health Symposium** | Virtual  
Rep: N/A - Sponsoring virtual event

NOVEMBER 8 @ 7:30 a.m.

**Iowa Head Start Fall Conference** | Iowa Head Start Association  
Rep: Travis Gabeler

NOVEMBER 8 @ 11 a.m.

**RACI Sub Health Group Meeting** | Refugee Alliance of Iowa (RACI)  
Rep: Travis Gabeler

NOVEMBER 15 @ 9 a.m.

**My City My Health Equity Conference** | The Healthy Project  
Rep: Natalie Ross

NOVEMBER 20 @ 9:30 a.m.

**Polk County CPPC Meeting** | Polk County Decategorization  
Rep: Travis Gabeler

## DES MOINES COUNTY

NOVEMBER 4 @ 12 p.m.

**Des Moines County Interagency Meeting** | Des Moines County Public Health  
Rep: Jenny Hager

## CLINTON COUNTY

NOVEMBER 14 @ 12 p.m.

**Regular Meeting** | Council of Social Agencies Clinton County  
Rep: Jenny Hager

NOVEMBER 16 @ 10 a.m.

**Baby & Toddler Shower** | CPPC Clinton County  
Rep: Jenny Hager

NOVEMBER 26 @ 11 a.m.

**Clinton County CPPC Meeting** | CPPC Clinton County  
Rep: Jenny Hager

## JOHNSON COUNTY

NOVEMBER 12 @ 1 p.m.

**Immigrant and Refugee Services Panel** | Johnson County Public Health  
Rep: Jenny Hager

NOVEMBER 13 @ 9 a.m.

**Johnson County Local Homeless Coordinating Board Meeting** | Johnson County Homeless Board  
Rep: Jenny Hager

NOVEMBER 25 @ 10 a.m.

**Johnson County Refugee Alliance Meeting** | IC Compassion  
Rep: Jenny Hager

## DUBUQUE COUNTY

NOVEMBER 1 @ 9 a.m.

**Insurance Day at the Dubuque VNA** | Visiting Nurse Association (VNA) Unity Point-Finely  
Rep: Natalie Ross

## SCOTT COUNTY

NOVEMBER 13 @ 12 p.m.

**Health Services Advisory Meeting** | Scott County Community Action of Eastern Iowa  
Rep: Jenny Hager

## WOODBURY COUNTY

NOVEMBER 7 @ 2:30 p.m.

**Quarterly Healthy Siouxland Meeting** | Siouxland District Health Department  
Rep: Travis Gabeler

NOVEMBER 14 @ 9 a.m.

**Growing Community Connections Sioux City Coalition Meeting** | Virtual  
Rep: Travis Gabeler

## LINN COUNTY

NOVEMBER 19 @ 5:30 p.m.

**MISD Mental Health & Disability Resource Fair** | Marion High School  
Rep: Natalie Ross

## LEE COUNTY

NOVEMBER 14 @ 6 p.m.

**Presentation** | Lee County Health Department  
Rep: Jenny Hager

## WASHINGTON COUNTY

NOVEMBER 12 @ 12 p.m.

**Washington Co Interagency Meeting** | Virtual  
Rep: Jenny Hager

NOVEMBER 27 @ 8:30 a.m.

**Washington County Mental Health Coalition Meeting** | Virtual  
Rep: Jenny Hager

## MUSCATINE COUNTY

NOVEMBER 27 @ 3 p.m.

**Muscatine County CPPC Meeting** | Virtual  
Rep: Jenny Hager

## LOUISA COUNTY

NOVEMBER 7 @ 8:30 a.m.

**Louisa County Interagency Meeting** | Virtual  
Rep: Jenny Hager



