



# Iowa Total Care Resources

# Iowa Total Care Resource Team

The Resource Team assists members by providing solutions to their Social Determinants of Health (SDOH). Housing and general resources are the most common SDOH the team can help with.

## Help with housing issues, such as:

- Facing eviction or foreclosure.
- Financial insecurity.
- Relocation.
- High-priced rent.
- Inadequate housing.
- Tenant/landlord Issues.
- Accessibility Issues.
- Housing solutions/options.

## Finding resources, such as:

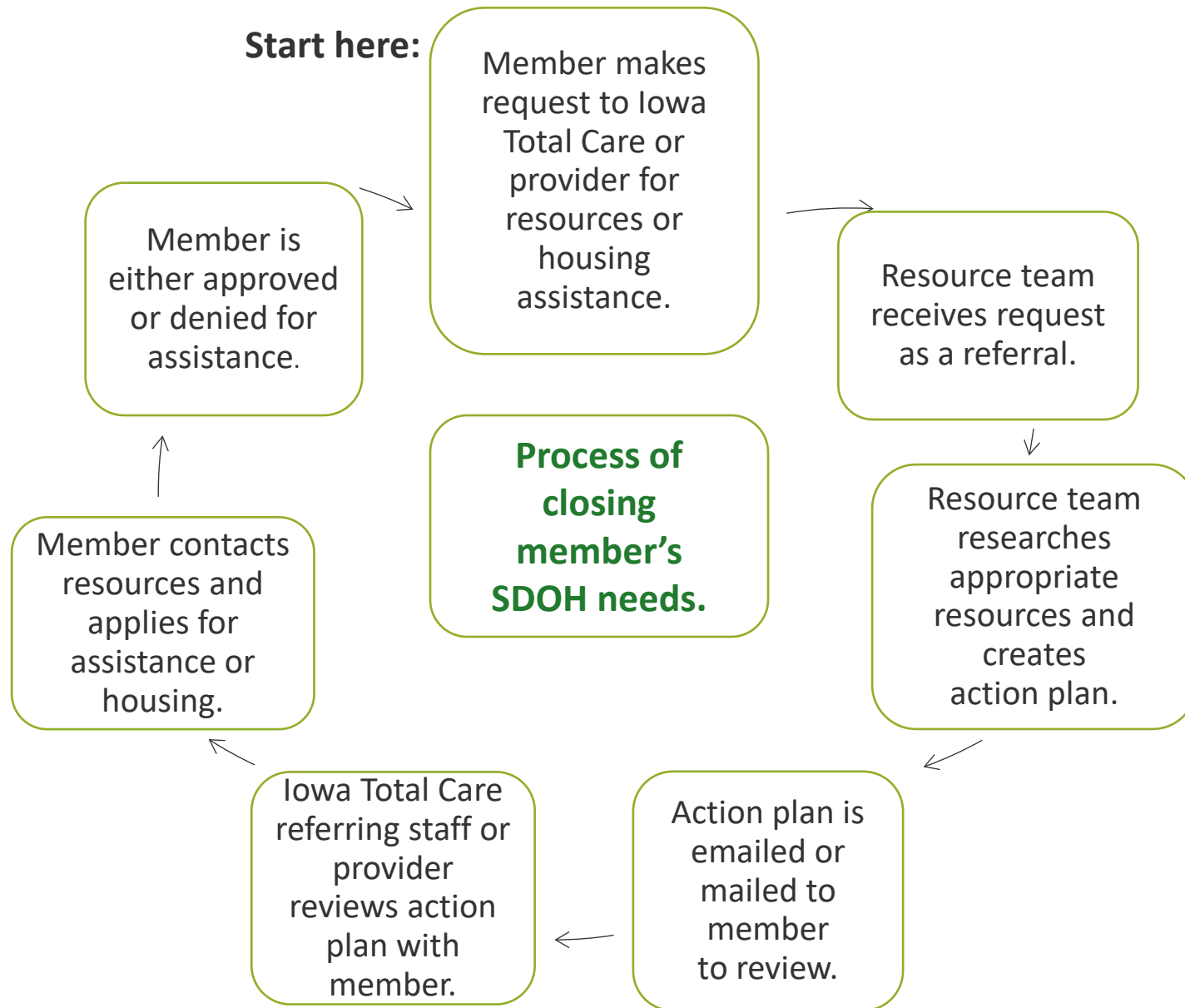
- Food pantries.
- Rent assistance.
- Utility bill assistance.
- Baby/infant supplies.
- Clothing.
- Home furnishings.
- Transportation.
- And more.

To request assistance with SDOH, members and providers can call Iowa Total Care: **1-833-404-1061 (TTY: 711)** or email a resource specialist: **[Housing\\_ITC@IowaTotalCare.com](mailto:Housing_ITC@IowaTotalCare.com)**.

# Iowa Total Care Resource Team

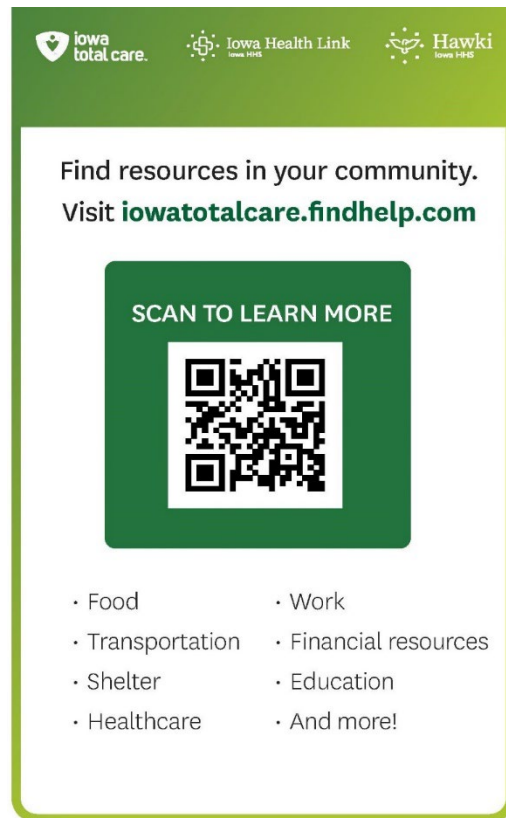
1. The resource team utilizes [iowatotalcare.findhelp.com](http://iowatotalcare.findhelp.com), Google searches, existing resource directories, and multiple housing/rental websites to locate resources and housing options and solutions for members.
  - This can include determining if a member has unused My Health Pays® reward dollars which can be used for food, clothing, application fees, utilities, and more.
  - If a member is eligible for any reward dollars those items are also included.
2. The resources are gathered and put into an action plan for each member.
  - For housing options and solutions, the team includes “considerations” and “recommendations” that are specific for each member.
  - Essentially is a step-by-step plan for the member to take to obtain housing.
  - The action plan is emailed or mailed to the member.
3. The resource team follows up with the member 45 days after the action plan was sent to the member.
  - Inquire about outcome (success) of the resources provided.
  - Want to know if member got assistance and/or obtained housing.
  - Resource team tracks the outcomes.

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# [lowatotalcare.findhelp.com](http://lowatotalcare.findhelp.com)


A social care network that connects people and programs.



lowatotalcare. Iowa Health Link Iowa HHS Hawki Iowa HHS

Find resources in your community.  
Visit [lowatotalcare.findhelp.com](http://lowatotalcare.findhelp.com)

SCAN TO LEARN MORE



- Food
- Work
- Transportation
- Financial resources
- Shelter
- Education
- Healthcare
- And more!



Find food, job training, transportation, financial resources, medical care and more in your community.

lowatotalcare.

ZIP

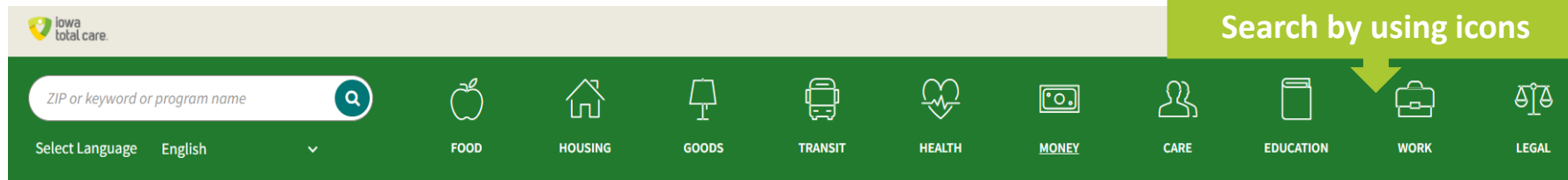
Start by entering a ZIP Code

**LIHEAP** - The Low-Income Home Energy Assistance Program (LIHEAP) is a federally-funded program designed to assist low-income families in Iowa to meet the cost of home heating by providing a one-time payment to the heating utility.

**LIHEAP is a federally-funded program.**

- Homeowners and renters are eligible, within the federal poverty guidelines.
- Applications are accepted on a first-come, first-serve basis November 1 - April 30 of each year.
- Households with a member 60 years of age or older, those who are disabled, and those in crisis can begin applying October 1.

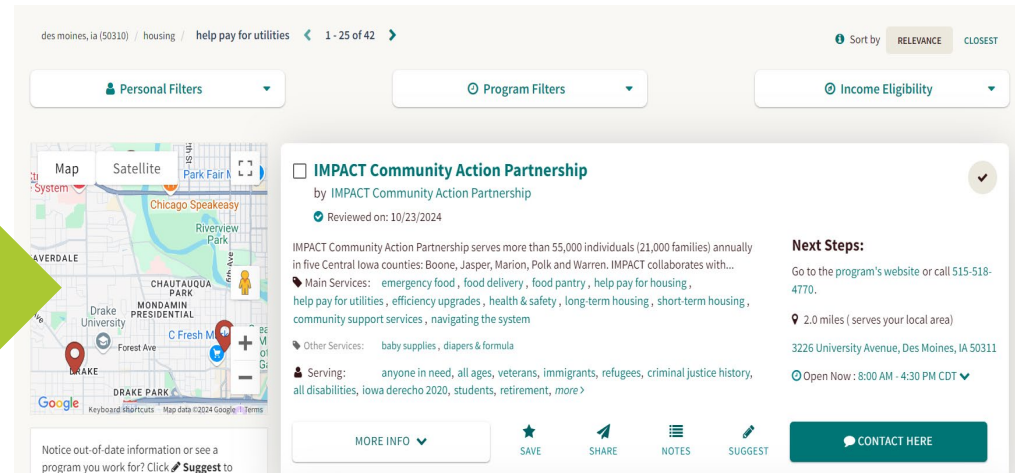
# lowatotalcare.findhelp.com



## Search for Low- Income Home Energy Assistance (LIHEAP)

- Search using keywords or programs names.
  - Energy Assistance, Help pay for utilities.
- Search by organization name.
  - IMPACT, Community Action Agency.

Information on your local Community Action Agency and how to apply for LIHEAP will be listed, including contact information and next steps.



# 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://www.iowatotalcare.com/ValueAdds).

# 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).
- Gasoline at HyVee locations.
- 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://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html.html)  
(<https://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html.html>)



# 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://www.iowatotalcare.com/members/medicaid/benefits-services/healthy-rewards-program.html.html)  
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# 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.