



**Welcome to the Iowa Medicaid Quarterly Newsletter!** Stay informed with the latest Medicaid updates, important news, and helpful resources—all in one place.

**Have questions about Medicaid or available services?**

**Join our monthly town halls and register today!**

<b>Member Town Hall</b>	<b>Provider Town Hall</b>
April 3rd at 4:00 PM (CT)	April 17th at 4:00 PM (CT)
May 1st at 4:00 PM (CT)	May 15th at 4:00 PM (CT)
June 5th at 4:00 PM (CT)	June 19th at 4:00 PM (CT)
July 3rd at 4:00 PM (CT)	July 17th at 4:00 PM (CT)
Aug. 7th at 4:00 PM (CT)	Aug. 21st at 4:00 PM (CT)
Sept. 4th at 4:00 PM (CT)	Sept. 18th at 4:00 PM (CT)
Oct. 2nd at 4:00 PM (CT)	Oct. 16th at 4:00 PM (CT)
Nov. 6th at 4:00 PM (CT)	Nov. 20th at 4:00 PM (CT)
Dec. 4th at 4:00 PM (CT)	Dec. 18th at 4:00 PM (CT)

To register for a town hall, visit our website at [hhs.iowa.gov/medicaid-town-halls](https://hhs.iowa.gov/medicaid-town-halls)

## Iowa Medicaid Updates

### Annual Choice Mailings

Medicaid-eligible members can change their MCO and/or dental plan enrollment for any reason once every 12 months, depending on when their Medicaid eligibility began. For the majority of Iowa Medicaid members, this mailing will be sent in late April and early May. [Join the April Member Town Hall](#) to learn more.

### HOME Project Timeline

Many Iowans face challenges when trying to access behavioral health care, disability services, and aging support. With valuable input from Medicaid members and providers, Iowa HHS is working to improve these processes—making services easier to get to and use.

We've developed a new timeline to show where we are in the Community-Based Services improvement process—and when you can expect to see meaningful results. [View the timeline here.](#)

For a more detailed look at what the HOME project looks like, visit [Hope and Opportunity in Many Environments \(HOME\) | Health & Human Services.](#)

## Managed Care Plan Updates

### Iowa Total Care

#### **Iowa Total Care Hosts Community Health Fairs for Better Access to Affordable and Nutritious Food**

We want Iowans to be able to have year-round, affordable access to healthy eating resources. That's why we started our Be Well. Eat Well. initiative in 2019. Six years later, our Be Well. Eat Well. initiative has grown substantially. We now host community health fairs through one of our most well-known Be Well. Eat Well. programs, Green to Go.

In 2024, we hosted eleven fairs with thousands of attendees and distributed nearly 60,000 pieces of fresh produce. Through our Be Well. Eat Well. initiative, we educate Iowans on where and why they should access affordable, nutritious food. We provide several different resources through our initiative, whether that is a community health fair, advice on where to get fresh produce from a community garden or how to register for no-cost cooking classes.

Visit [IowaTotalCare.com/BeWellEatWell](https://IowaTotalCare.com/BeWellEatWell) to learn more and check out our 2025 fairs!



## Literacy Resources Shared Across the State

Literacy can build the foundation of education. That's why we are always adding new resources and initiatives to our literacy program, Doc's Kids Club. In 2024, we gave \$500 Amazon gift cards to 100 providers across the state to purchase books and literacy kits through our 100 Literacy Program. We also introduced our newest interactive storybook, *Susie's Big Day*. *Susie's Big Day* promotes early childhood literacy through an interactive story that readers can color in to bring the storyline to life. Learn more about our literacy program [here](#).

Interested in learning more about the many benefits and services that we offer to our members? We distribute several different newsletters to our communities, such as our:

- [Community Outreach Newsletter](#)
- [Member Newsletter](#)
- [Provider Newsletter](#)
- [Doc's Kids Club Newsletter](#)

Visit [IowaTotalCare.com](https://www.iowatotalcare.com) to learn more!

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## Molina Healthcare

### Project Echo

Molina Healthcare of Iowa is a proud sponsor of Project Echo in partnership with University of Iowa Health Care, Iowa Health and Human Services, the Iowa Association of Community Providers, and state MCOs. This multidisciplinary solution, through education and training, will increase Iowa's capacity to care for adults with Intellectual/Developmental Disability (IDD) and co-occurring mental, health and/or behavioral challenges.

The IDD population is vulnerable and underserved. Iowa, like the rest of the country, struggles to find the capacity to provide services to affected individuals. Project ECHO equips direct support professionals with case-based learning that expands their knowledge and enhances the skillset needed to properly meet the complex needs of those they serve. By doing so, we can reduce time spent in hospitals or emergency rooms, driving down costs and improving overall quality of life.

Molina has invested approximately \$450,000 in Project Echo. To date, professionals from 30 counties representing 40 agencies have participated in Project ECHO learning opportunities. Through Molina's continued support, Project ECHO will reach more direct support professionals, significantly increasing Iowa's capacity to meet the needs of this underserved population.

### **New Value-Added Benefits**

Molina is proud to announce additional Value-Added Benefits to help serve our members.

- Flu Shot: Earn \$10 in healthy rewards for getting a flu shot.
  - Annual YMCA Membership: Members (all ages) who have completed an annual adult physical exam or well-child visit qualify.
  - Diabetic Care Management: Members (age 18+; diagnosed with diabetes) can earn up to \$175 in healthy rewards throughout the year by:
    - Completing annual A1c tests (\$25 per test; 4 maximum)
    - Diabetic eye exam (1 per year; \$50)
    - Kidney function lab test (1 per year; \$25)
  - Member Portal Set Up: Earn a \$25 healthy rewards card for setting up a member portal for you or your child.
  - Pregnancy Notification:
    - Notification during 1st Trimester- \$50 gift card, once per pregnancy.
    - Notification during 2nd or 3rd Trimester - \$25 gift card, once per pregnancy
  - Molina Virtual Diabetes Care Series: Members (18+ years with type 1 or 2 diabetes or pre-diabetes) can earn a healthy reward up to \$100 for completing the series.
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## **Wellpoint**

### **Wellpoint provides funding for elementary students' blessing bags to help those in need**

At the end of 2024, Wellpoint Iowa donated funds to help with a special project at Edmunds Elementary in Des Moines. Edmunds Elementary students created blessing bags to share with community members who may be staying in shelters or transitional housing in the winter. The funds purchased hygiene supplies like soap and deodorant, and other useful supplies. The students also added positive notes of encouragement.





## Wellpoint recognizes National Heart Month with donations, events

During the month of February, Wellpoint donated 50 hands-only CPR kits to the Quad Cities' HEARTSafe Coalition, which provides free hands-only CPR trainings with the goal of increasing and empowering bystander CPR to save more lives. These kits will be distributed to those who successfully complete the training.

Wellpoint also attended events like the one pictured at Antioch Baptist Church in Waterloo, where community members learned about heart-healthy activities and culturally appropriate foods for healthy living.

## Delta Dental

### Delta Dental of Iowa Committed to Children's Dental Health

Delta Dental of Iowa believes healthy smiles begin with establishing [good dental health habits](#). Here are some of the ways the Delta Dental of Iowa Foundation is supporting children's dental health across Iowa:

- Since 2013, the Foundation has distributed [4 million toothbrushes](#), toothpaste and floss to Iowa nonprofits, schools, I-Smile coordinators, and Head Starts in all 99 Iowa counties.
- [Rethink Your Drink](#) program encourages kids to drink more water by providing water bottle filling stations in schools and community spaces.
- Delta Dental partnered with PBS Kids to create [Healthy Smile Learning](#), an online educational resource for kids about practicing good oral health habits.

These donations are part of broader programs seeking to improve oral health and encourage positive dental habits. [Learn more.](#)

## MCNA Dental

### Join MCNA for a Coffee Break!

The MCNA Provider Relations team is offering our Iowa providers the opportunity to join us for a monthly virtual morning drop-in. Provider offices can visit our [Provider Training Webinars page](#) to RSVP to any of our scheduled meetings and receive an invitation with the necessary login information. Looking forward to seeing you there!

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## MCO Contacts

### Member Services

[Iowa Total Care](#)

[Molina Healthcare](#)

[Wellpoint](#)

### Provider Services

[Iowa Total Care](#)

[Molina Healthcare](#)

[Wellpoint](#)

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## Dental Plan Contacts

### Member Services

[Delta Dental](#)

[MCNA Dental](#)

### Provider Services

[Delta Dental](#)

[MCNA Dental](#)

# Iowa Medicaid Contacts

## Medicaid Member Services

1-800-338-8366 (Toll Free)

515-256-4606 (Des Moines Area)

515-725-1351 (Fax)

[IMEmember@hhs.iowa.gov](mailto:IMEmember@hhs.iowa.gov)

## Medicaid Provider Services

1-800-338-7909

515-256-4609 (Des Moines Area)

515-725-1155 (Fax)

[IMEprovideroutreach@hhs.iowa.gov](mailto:IMEprovideroutreach@hhs.iowa.gov)

Every day at HHS, we work to improve the lives of our fellow Iowans. As an agency it is important to keep focused on our mission; to help Iowans achieve healthy, safe, stable, and self-sufficient lives through the programs and services we provide.

For more information, please contact:  
FILL IN PROGRAM CONTACT



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