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Website Features members portal, provider search directory and more.	IowaTotalCare.com	MolinaHealthcare.com	Wellpoint.com
Member Services For questions about your coverage and assistance accessing benefits.	1-833-404-1061 (TTY 711)	1-844-236-0894 (TTY 711)	1-833-731-2140 (TTY 71)

Covered Benefits	<i>These symbols mean the Managed Care Organization (MCO) offers the service for the coverage group:</i>  Medicaid  Iowa Health and Wellness Plan (IHAWP)		
	Preventive Services	 	 
Telehealth Services	 	 	 
Primary Care	 	 	 
Hospital Services	 	 	 
Emergency Care	 	 	 
Behavioral Health	 	 	 
Outpatient Therapy	 	 	 
Prescription Drugs	 	 	 
Long Term Services and Supports (LTSS)			

*Iowa Health and Wellness Plan (IHAWP) members have limited behavioral health benefits. Detailed benefit information by coverage group is available at the [Iowa Health Link webpage](#).

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-338-8366 (TTY: 1-800-735-2942). 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-338-8366 (TTY: 1-800-735-2942).

No-Cost Value-Added Services

	<u>Iowa Total Care</u>	<u>Molina</u>	<u>Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.)</u>
Pregnant Members and Babies	<ul style="list-style-type: none"> ▶ Start Smart for Your Baby: Free education and support during and after pregnancy through the Start Smart for Your Baby program. ▶ Doula Program: prenatal, delivery and postpartum support for eligible members. ▶ Car or booster seats provided at no cost to eligible members. ▶ Baby Showers: Free education and gifts provided to eligible members. 	<ul style="list-style-type: none"> ▶ Home delivered meals for members experiencing a high-risk pregnancy. ▶ Doula services for eligible members. ▶ Community baby shower events and education. Eligible members can earn a pregnancy reward. ▶ Text4Baby app provides appointment reminders and education via text message. ▶ Healthy Benefits Visa gift card reward for completing prenatal and postpartum visits to use to purchase car seat or other eligible baby items. 	<ul style="list-style-type: none"> ▶ Baby Essentials: Such as car seat, portable crib, diapers, baby monitor and more. ▶ Nursing Support Package: Voucher for breast pump accessories and microwave sterilizer. ▶ Earn Healthy Reward dollars for prenatal, postpartum and well-baby visits. ▶ Earn Healthy Reward dollars for immunizations and well-baby visits.
Access to Transportation	<ul style="list-style-type: none"> ▶ See Resource section below. 	<ul style="list-style-type: none"> ▶ Rides to foodbanks, grocery stores, farmers markets, WIC appointments, job training and interviews. ▶ Bus pass for eligible members. ▶ Earn healthy rewards to purchase gas. 	<ul style="list-style-type: none"> ▶ Community Rides: Up to 10 roundtrips to community locations, such as self-help meetings, fitness centers, job interviews, employment locations, etc. ▶ Transportation Essentials: Choice of Uber gift card, gas card, oil change voucher, bus pass or car repairs.
Access to Healthy Food	<ul style="list-style-type: none"> ▶ Home Delivered Meals: Available to eligible members. 	<ul style="list-style-type: none"> ▶ Home delivered meals after hospitalization for members and their families. ▶ Earn healthy rewards to purchase groceries. 	<ul style="list-style-type: none"> ▶ Fresh Food Connect: Choice of Sam's Club/Costco membership, produce box delivery, online grocery delivery or grocery gift card. ▶ Home delivered meals for members and their families discharged from the hospital. Fresh produce box delivery.
Home Support	<ul style="list-style-type: none"> ▶ Member Connections Program: Provides a high touch, personal level of 	<ul style="list-style-type: none"> ▶ Pet care support provides kenneling expenses reimbursement for 	<ul style="list-style-type: none"> ▶ Community Reintegration: Up to \$2,500 to help

	<p>interaction with our members that builds strong relationships and trust.</p> <ul style="list-style-type: none"> ▶ LTSS Transition Fund: Assistance to members who are transitioning from a facility to a home. 	<p>members experiencing an admission for hospitalization.</p> <ul style="list-style-type: none"> ▶ Financial assistance for members and their caregivers related to moving out of a nursing facility. ▶ Financial assistance to secure legal guardianship for eligible members (up to \$500 per eligible member). 	<p>move out of a nursing facility.</p> <ul style="list-style-type: none"> ▶ Home Essentials: Gift card or catalog options to purchase items such as bedding, dishes, etc. ▶ Assistive Devices and Wheelchair Accessories: Voucher for items like kitchen stools, EZ-Reachers, doorknob grips and more.
<p>Health and Wellness: Physical Health</p>	<ul style="list-style-type: none"> ▶ The Flu Program: Free education on flu and COVID-19 prevention. Eligible members may earn up to \$10 in My Health Pays Rewards for getting their flu shot. ▶ For members that have completed a Tobacco Cessation Program, you can earn up to \$60 in My Health Pays Rewards for completing the program. ▶ Foster Care Kits: Focus kits available to foster care children. ▶ At Home Diabetic Test Kits: Free Diabetic test kits available to eligible members. Eligible members may earn up to \$15 in My Health Pays Rewards for completing and returning the kit. ▶ Weight Management Health Coaching: 1:1 sessions promoting healthy nutrition habits and regular physical activity. Eligible members may earn up to \$90 in My Health Pays Rewards. ▶ Chronic Condition Health Coaching: 1:1 sessions to educate and provide self-management skills. Eligible members may earn up to \$90 in My Health Pays Rewards. ▶ Lifestyle Health Coaching: 1:1 sessions addressing life barriers that may 	<ul style="list-style-type: none"> ▶ Membership to WW, formerly Weight Watchers, for eligible members. ▶ Over-the-counter items not covered by the Medicaid pharmacy plan. What over-the-counter products can I buy? (molinahealthcare.com) ▶ Earn up to \$60 in healthy rewards for completing the Quitline Tobacco Cessation program. ▶ Youth Memberships: Can Play offers adapted and no-cost sports and recreation programs in Polk, Dallas and Johnson Counties. ▶ Fitness membership. 	<ul style="list-style-type: none"> ▶ WW©: 13 weeks of vouchers. ▶ Healthy Adults, Healthy Results: On-demand fitness resources and produce box delivery for adults and youth. ▶ Personal exercise kit and gym membership for adult members. ▶ Online health coaching for youth members. ▶ Youth Club membership. ▶ Dental Hygiene Kit voucher. ▶ Asthma Relief Products: Voucher for items like inhaler vaporizer kits, HEPA air filters, hypoallergenic pillow and mattress covers, asthma monitoring devices, etc. ▶ Carpet cleaning services. ▶ Personal care and hygiene supplies such as soap, body wash, feminine products, shampoo/conditioner and toothpaste. ▶ Healthy Lifestyle Aids: Such as heart rate monitor, digital scale, etc.

	<p>prevent positive health behaviors. Eligible members may earn up to \$90 in My Health Pays Rewards.</p>		
<p>Health and Wellness: Behavioral Health</p>	<ul style="list-style-type: none"> ▶ HALO (Health Assistance, Linkage & Outreach): Connects members with case managers to address substance use disorders (SUD) and provide needed resources. ▶ MyStrength (Mental Health Digital): Free online access to myStrength.com that provides resources to help manage stress, anxiety, depression and overuse of drugs and alcohol. ▶ Choose Tomorrow - A Suicide Prevention Program: Connects and supports members who need assistance. 	<ul style="list-style-type: none"> ▶ 24/7 support for people experiencing loneliness through the Pyx Health app. ▶ Flowstate: Telepsychiatry services for qualified members. 	<ul style="list-style-type: none"> ▶ Subscription to Emotional Well-being Resources app. ▶ Subscription to Meditation and Sleep app. ▶ Subscription to Substance Use Disorder Recovery app. ▶ Sensory Products: Such as gravity blankets, thinking putty, fidget spinners, etc.
<p>Healthy Rewards</p>	<ul style="list-style-type: none"> ▶ My Health Pays Rewards Program: Earn dollar rewards on your My Health Pays® Visa Card for healthy activities, such as annual visits, screenings with your doctor and more. See website for complete listing. 	<ul style="list-style-type: none"> ▶ Earn \$10-\$100 per reward for healthy activities like prenatal care visits, well-childcare, immunizations, adult preventative care and more! ▶ Caregiver support benefit offers \$50 gift card for assisting an LTSS Member for completing a preventive visit. 	<ul style="list-style-type: none"> ▶ Earn \$10-\$75 per reward for healthy activities like prenatal care visits, flu vaccines, well-child visits, medication refills and more.
<p>Learning and Development</p>	<ul style="list-style-type: none"> ▶ HiSet (High School Equivalency Test): Eligible members may earn up to \$50 in My Health Pays Rewards for completion of their HiSet. ▶ Doc's Kids Club: Provides educational and learning resources to all Iowa children 10 and under. 	<ul style="list-style-type: none"> ▶ Free voucher to take the high school equivalency test (HiSET). Plus, rewards if you pass! Tutorial Services for foster care members 	<ul style="list-style-type: none"> ▶ Employment Support Program: Internet, laptop, skills development program, work certification and uniform support. ▶ HiSET (High School Equivalency Test) exam voucher. ▶ Tutorial Services for foster care members. ▶ Summer Reading Benefit: Digital library membership and e-reader for foster care members during summer. ▶ Digital Library

			membership and E-Reader for LTSS members.
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***Some restrictions can apply to the value-added services offered by the MCOs. For details and program information, please contact the MCOs directly.*

Other Resources

	Iowa Total Care	Molina	Wellpoint Iowa, Inc. (formerly Amerigroup Iowa, Inc.)
Website	IowaTotalCare.com	Molinahealthcare.com	Wellpoint.com/IA/Medicaid
Member Services	Call 1-833-404-1061 (TTY 711) Monday to Friday, 7:30 a.m. to 6:00 p.m. Central Time	Call 1-844-236-0894 (TTY 711) Monday to Friday, 7:30 a.m. to 6:00 p.m. Central Time	Call 1-833-731-2140 (TTY 711) Monday to Friday, 7:30 a.m. to 6:00 p.m. Central Time
Transportation (Access2Care)	<ul style="list-style-type: none"> ▶ Schedule a ride: 1-877-271-4819, Monday through Friday, 7:30 a.m. to 6:00 p.m. ▶ Check your booking with Where's My Ride: 1-844-521-9948 	<ul style="list-style-type: none"> ▶ Schedule a ride at Access2Care at 1-866-849-2062 (TTY: 711), Monday through Friday, 7:30 a.m. to 6:00 p.m. ▶ Check your booking with Where's My Ride: 1-844-521-9948 	<ul style="list-style-type: none"> ▶ Schedule a ride: 1-844-544-1389, Monday through Friday, 7:30 a.m. to 6:00 p.m. ▶ Check your booking with Where's My Ride: 1-844-544-1390
Telehealth Visits	Talk to a doctor anytime by phone, video or app. Learn more and sign up: <ul style="list-style-type: none"> ▶ Phone: 1-800-835-2362 ▶ Website: teladoc.com 	<ul style="list-style-type: none"> ▶ Teladocs Online ▶ Station MD: Telemedicine for people with intellectual and/or developmental disabilities. Ask your case manager for details. ▶ Carebridge: Telemedicine for high-risk members. Ask your case manager for details. ▶ Flowstate: Telepsychiatry services for qualified members. 	LiveHealth Online
Mobile App	Perfect for members on the go! You can download the Iowa Total Care for Apple iPhones on the App Store or for Android Phones through Google Play. You can also sign up on our website .	Visit the Molina Member Portal or download the My Molina app.	Enter your phone number to receive a link to download our Sydney Health app .
24/7 NurseLine	Talk to a nurse 24/7/365 by calling 1-833-404-1061 (TTY: 711)	Talk to a nurse 24/7/365 by calling 1-844-236-2096 (TTY 711)	Talk to a nurse 24/7/365 by calling 1-866-864-2544 (TTY 711)
National Crisis LifeLine	Please call 988 if you or anyone you know need immediate assistance for mental or behavioral health. They provide 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones and best practices for professionals in the United States.		

No Cost Cell Service	Go to SafeLink Wireless to sign up for a no-cost talk, text and data plan.	Go to TruConnect to sign up for a no-cost talk, text and data plan.	Go to SafeLink Wireless to sign up for a no-cost talk, text and data plan.
Community Resources Lookup	Visit our Community Resource Link to find food, work, housing and other services near you. Connect with our resource specialist for personal assistance locating resources and housing assistance. Please contact them through email or by contacting member services at 1-833-404-1061 (TTY-711).	Visit Molina Help Finder to find resources in your community.	Visit our Community Resource Link to find food, work, housing and other services near you.
Learning and Development	Career Development Opportunities and Community College Partnerships. To learn more, contact member services at 1-833-404-1061 (TTY-711) or through email . Krames Health Library: Access to health education materials. Eat Well Be Well: Education to lowans on accessing affordable, nutritious food. By partnering with organizations across the state, we provide free resources, like where to get fresh produce from community gardens or register for no-cost cooking classes. We know that healthy eating should start at a young age. Kids Korner: Resources dedicated to helping kids get healthy and stay that way.		



For telephone accessibility assistance if you are deaf, hard-of-hearing, deaf-blind or have difficulty speaking, call Relay Iowa TTY at 1-800-735-2942.

Llame al 1-800-735-2942, a Relay Iowa TTY (teléfono de texto para personas con problemas de audición, del habla y ceguera) si necesita asistencia telefónicamente.

The Iowa Department of Health and Human Services (HHS) complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.