

 iowa total care	 MOLINA HEALTHCARE	 Wellpoint
Website Features members portal, provider search directory and more.	lowatotalcare.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 711)

Covered Benefits	These symbols mean the Managed Care Organization (MCO) offers the service for the coverage group:		
	● 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>
<p>Pregnant Members and Babies</p>	<ul style="list-style-type: none"> ▶ Start Smart for Your Baby Program: Free education and support during and after pregnancy. ▶ Home-Delivered Meals: for eligible pregnant and post-partum members. ▶ 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. ▶ Maternity Rewards: Earn up to \$80 in rewards for completing healthy activities. ▶ Well-child visits and immunizations: Earn rewards. 	<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. ▶ Healthy Rewards for completing prenatal and postpartum visits to use to purchase car seat or other eligible baby items. ▶ Culturally Inclusive resources for pregnant members. ▶ Pregnancy Notification: Notification during 1st Trimester: \$50 gift card once per pregnancy. Notification during 2nd or 3rd Trimester: \$25 gift card once per pregnancy. ▶ Healthy Rewards for completing well-child visits and immunizations 	<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 Rewards dollars for prenatal, postpartum and well-baby visits. ▶ Earn Healthy Rewards dollars for immunizations.

<p>Access to Transportation</p>	<ul style="list-style-type: none"> ▶ Earn rewards to purchase gasoline at Hy-Vee Fast & Fresh locations. ▶ 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.
<p>Access to Healthy Food</p>	<ul style="list-style-type: none"> ▶ Home-Delivered Meals: Available to eligible members. ▶ Earn rewards to purchase groceries at a local Hy-Vee and Walmart. 	<ul style="list-style-type: none"> ▶ Home-delivered meals after hospitalization for eligible 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 for youth.

Home Support

- ▶ MemberConnections Program: Provides a high touch, personal level of interaction with our members that builds strong relationships and trust.
- ▶ LTSS Transition Fund: Assistance for members who are transitioning from a facility to a home.
- ▶ 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.
- ▶ Members that have completed a Tobacco Cessation Program can earn up to \$60 in My Health Pays Rewards.
- ▶ 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.

- ▶ Pet Care Support: Kenneling expenses reimbursement for members experiencing an admission for hospitalization.
- ▶ 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).
- ▶ Earn Healthy Rewards to purchase home cleaning supplies, pet supplies, pest control, personal care items, fans, assistive devices, and assist with monthly expenses such as utilities and internet.
- ▶ Earn \$10 in healthy rewards for getting a flu shot.
- ▶ 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? ([OTC](#))
- ▶ Earn up to \$60 in Healthy Rewards for completing the Quitline Tobacco Cessation program.

- ▶ Community Reintegration: Up to \$2,500 to help move out of a nursing facility.
- ▶ 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>Home Support (cont.)</p>	<ul style="list-style-type: none"> ▶ Chronic Condition Health Coaching: 1:1 sessions to educate and provide self-management skills for conditions such as diabetes, asthma, cardiac, high blood pressure and others. ▶ Eligible members may earn up to \$90 in My Health Pays Rewards. ▶ Lifestyle Health Coaching: 1:1 sessions addressing life barriers that may prevent positive health behaviors. Eligible members may earn up to \$90 in My Health Pays Rewards. 	<ul style="list-style-type: none"> ▶ Youth Memberships: Can Play offers adapted and no-cost sports and recreation programs in Polk, Dallas and Johnson Counties. ▶ Fitness membership: Annual YMCA Membership for members (all ages) who have completed an annual adult physical exam or well-child visit. ▶ Diabetic care management: Members ages (18 + years diagnosed with diabetes) can earn up Healthy Rewards for completing an A1c, diabetic eye exam, and kidney screening. ▶ Molina Virtual Diabetes Care Series: Members (18+ years with type 1 or 2 diabetes or pre-diabetes) can earn a healthy reward of up to \$100 for completing the series. 	
<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. ▶ Members that have completed a Tobacco Cessation Program can earn up to \$60 in My Health Pays Rewards. ▶ Foster Care Kits: Focus kits available to foster care children. 	<ul style="list-style-type: none"> ▶ Earn \$10 in healthy rewards for getting a flu shot. ▶ 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? (OTC) ▶ Earn up to \$60 in Healthy Rewards for completing the Quitline Tobacco Cessation program. 	<ul style="list-style-type: none"> ▶ WW©: 3 months of vouchers. ▶ Healthy Adults, Healthy Results: On-demand fitness resources for adults and youth. ▶ Healthy Kids, Healthy Choices: 3 months of produce delivery for youth. ▶ Personal exercise kit and gym membership for adult members. ▶ Online health coaching for youth members.

<p>Health and Wellness: Physical Health (cont.)</p>	<ul style="list-style-type: none"> ▶ 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 for conditions such as diabetes, asthma, cardiac, high blood pressure and others. Eligible members may earn up to \$90 in My Health Pays Rewards. ▶ Behavioral Health and Lifestyle Health Coaching: 1:1 sessions addressing life barriers that may prevent positive health behaviors. Eligible members may earn up to \$90 in My Health Pays Rewards. 	<ul style="list-style-type: none"> ▶ Youth Memberships: Can Play offers adapted and no-cost sports and recreation programs in Polk, Dallas and Johnson Counties. ▶ Fitness membership: Annual YMCA Membership for members (all ages) who have completed an annual adult physical exam or well-child visit. ▶ Diabetic care management: Members ages (18 + years diagnosed with diabetes) can earn Healthy Rewards for completing an A1c test, diabetic eye exam, and kidney screening. ▶ Molina Virtual Diabetes Care Series: Members (18+ years with type 1 or 2 diabetes or pre-diabetes) can earn a healthy reward of up to \$100 for completing the series. 	<ul style="list-style-type: none"> ▶ Youth Club membership. ▶ 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. ▶ Earn Healthy Rewards for getting diabetic A1C screenings, breast cancer screenings, and more. ▶ Earn Healthy Rewards for getting diabetic A1C screenings, breast cancer screenings, and more.
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<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. ▶ 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 \$10-\$50 per reward for healthy activities such as annual visits, screenings with your doctor and more. Visit IowaTotalCare.com/MyHealthPays for complete details. 	<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! Click here for more information on Molina's Website (VAB) ▶ Member Portal Set Up: Earn a \$20 healthy rewards card for setting up member portal for you or your child. ▶ Caregiver support benefit offers \$50 gift card for assisting an LTSS Member for completing a preventive visit. ▶ Member Portal Set Up: Earn a \$25 Healthy Rewards for setting up member portal for you or your child. 	<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>Healthy Rewards (cont.)</p>		<ul style="list-style-type: none"> ▶ Caregiver support benefit offers \$50 Healthy Rewards for assisting an LTSS Member for completing a preventive visit. 	
<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.

***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
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 ▶ Carebridge: Telemedicine for high-risk members. Ask your case manager for details. ▶ Flowstate: Telepsychiatry services for qualified members. 	Visit with a doctor through video chat on your computer, tablet, or smartphone: LiveHealth Online

Mobile App	<ul style="list-style-type: none"> ▶ Perfect for members on the go! You can download the Iowa Total Care App on the App Store or through Google Play. You can also sign up on our website. 	<ul style="list-style-type: none"> ▶ Visit the Molina Member Portal or download the My Molina app. 	<ul style="list-style-type: none"> ▶ 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	<ul style="list-style-type: none"> ▶ Go to SafeLink Wireless to sign up for a no-cost talk, text and data plan. 	<ul style="list-style-type: none"> ▶ Go to TruConnect to sign up for a no-cost talk, text and data plan. 	<ul style="list-style-type: none"> ▶ Go to SafeLink Wireless to sign up for a no-cost talk, text and data plan.
Community Resources Lookup	<ul style="list-style-type: none"> ▶ 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). 	<ul style="list-style-type: none"> ▶ Visit Molina Help Finder to find resources in your community. 	<ul style="list-style-type: none"> ▶ Visit our Community Resource Link to find food, work, housing and other services near you.

Learning and Development	<ul style="list-style-type: none"> ▶ 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. ▶ Be Well Eat 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. 		
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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.