



Successful Outcomes



Success Story



Iowa Total Care Goes Above and Beyond to Help Members Weather the Storm

The August 10, 2020 derecho that moved across the state and caused widespread damage affected many lowans. Soon after the storm passed, Iowa Total Care (ITC) was on the ground in the some of the hardest hit areas helping their members. Here are some of those stories.

Smart Start Program Helps Pregnant Member

A pregnant member needed help following the derecho and she turned to the ITC Smart Start program for assistance.

Within hours of her request, Smart Start representatives delivered nonperishable food, bottled water, and baby supplies to the member. She was extremely grateful because the help affected her own well-being and the survival of her unborn baby.

ITC Helps Mother and Newborn Apply for Food Replacement Assistance

An ITC Member Connections Representative (MCR) reached out to a mother as part of ITC's postpartum program and learned of the mother's spoiled food due to no power and no refrigeration.

The MCR helped the mother and her newborn apply for food replacement through the Department of Human Services (DHS) without leaving home. The mother expressed appreciation for ITC's assistance, as well as the recovery assistance provided by everyone. She is also grateful for her baby's health, happiness and calm disposition during a stormy first week of life.

Disaster Response Team Replaces Diabetic Member's Medicine

When electric power lines went down during the derecho, two ITC case managers rose to the need.

The case managers knew the power outage meant food spoilage for most in the derecho's path, but that lack of refrigeration - vital to the effectiveness of medicines for diabetes - was risking the health of an elderly member cut off by the storm.

The case managers delivered food to the member at risk. They learned she had disposed of her medications because they were spoiled. They then conducted a Telehealth visit with her physician and ITC leadership to get new prescriptions approved, filled, and covered.

The vital diabetic medicines were delivered to the member the same day. The case manager delivered the rest of the prescriptions the next day, along with ice, a hot meal, and a meal for later.

The case manager observed this member was in "rough shape mentally," so she stayed and talked. She learned that due to COVID-19, the member's homemaker services staff had not been to her house in several months. When the case manager checked back the next day, the member was in better spirits for several reasons: The power was back on, homemaker services staff had returned, and she had her diabetes medicine.

Members Receive Flashlights

With several members losing power, ITC's Community-Based Case Manager (CBCM) team worked quickly. The team found two members who were without power and had minimal flashlights or candles in their homes. One ITC member had small children in the home and the other was elderly/disabled. The CBCM team purchased flashlights for both homes and dropped them off at the doorstep for them to use. Both members were very appreciative.

Whenever a member is in need, they should reach out to their Managed Care Organization (MCO) for help. The MCOs are available to assist members at any time.

News and Announcements

Assisted Living Facilities Now Eligible for Funding Under the Provider Relief Fund; Deadline is Sunday

On September 1, 2020, the U.S. Department of Health and Human Services, through the Health Resources and Services Administration (HRSA), [announced](#) assisted living facilities (ALFs) may now apply for funding under the Provider Relief Fund Phase 2 General Distribution allocation.

Like other providers applying for Phase 2 funding, eligible ALFs will receive 2 percent of their annual revenue from patient care. More information can be found on the [Provider Relief Fund website](#).

ALFs, and all providers applying for the current Phase 2 General Distribution funding have until **Sunday, September 13, 2020** to begin their application by entering their Tax Identification Number (TIN) for validation.



Member Open Choice Period Continues

A majority of current IA Health Link and Hawki members are in an open choice period through October 30, 2020. Members may change their Managed Care Organization (MCO) for any reason during this time.

Members who wish to change MCOs must submit their request to IME Member Services.

You can find more information on the [DHS website](#).

Register for Upcoming EVV Stakeholder Informational Meetings

Registration is now open for the September and October stakeholder informational meetings on Electronic Visit Verification (EVV) implementation.

The sessions will be led by the IME and the Managed Care Organizations (MCOs), and will include representatives from CareBridge, the MCO EVV solution.

The focus of the next two sessions will be on Individual Consumer Directed Attendant Care (I-CDAC) and Consumer Choices Options (CCO) providers.

Session 2

**Wednesday, September 16, 2020,
9:00 to 10:30 a.m.,
Virtual Meeting**

Session 3

**Thursday, October 8, 2020,
10:30 a.m. to 12:00 p.m.,
Virtual Meeting**

Providers interested in attending either session, can register [online](#). Providers are encouraged to submit EVV questions with their registration.

The deadline to register for Session 2 is 5 p.m., September 15, 2020. Registration for Session 3 will remain open until 5 p.m., October 7, 2020, at the same web address.

Public Notice

The following public notice has recently been posted on the Department of Human Services (DHS) website:

[Annual Public Forum on 1115 Iowa Wellness Plan \(IWP\) Demonstration Waiver Progress](#)

IA Health Link Contacts

MEMBER SERVICES

[Amerigroup Iowa](#)
1-800-600-4441

[Iowa Total Care](#)
1-833-404-1061

PROVIDER SERVICES

[Amerigroup Iowa](#)
1-800-454-3730

[Iowa Total Care](#)
1-833-404-1061

Dental Wellness Plan Contacts

MEMBER SERVICES

[Delta Dental](#)
1-888-472-2793

[MCNA Dental](#)

PROVIDER SERVICES

[Delta Dental](#)
1-888-472-1205

[MCNA Dental](#)

1-855-247-6262

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Iowa Medicaid Contacts

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PROVIDER SERVICES

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