



Summer 2020

IMPACT REPORT

Transforming the health of the community, one person at a time.

Moving forward with Medicaid Expansion

With implementation of Medicaid Expansion on October 1, 2020, Nebraska Total Care has been working diligently to ensure policies, procedures, and systems are in place to serve Heritage Health Adult (HHA) members. The implementation process is extensive and encompasses all aspects of the plan in both **development** and **readiness assessment**.



Member Services

- » Developed an enhanced Health Risk Screening tool to identify Medically Frail status and refer members who may qualify for HHA Prime benefits.
- » Revised the Member Handbook, website, Member Welcome Packet, Secure Member Portal, and other educational communication.
- » Executed additional provider contracts to increase member access to care.



Provider Support

- » Amended the Provider Manual and Billing Guide to include HHA modifications.
- » Updated configuration of the enrollment and claims systems.
- » Redesigned the pharmacy authorization and payment systems to accommodate tiered HHA coverage.



Internal Capability

- » Hired new positions, primarily in Customer Service and Population Health, to serve additional membership.
- » Reviewed all policies and written procedures and modified as necessary.
- » Executed employee training on HHA plan components.

READINESS ASSESSMENT

Preparation for GO-LIVE includes internal and MLTC-led readiness reviews to ensure Nebraska Total Care can successfully serve members on October 1.

IT Systems Testing

- ✓ July: Successful completion of four phases of data transfer testing with MLTC.

MLTC Live System Review

- ✓ July: Live demonstration of Nebraska Total Care systems for MLTC.

Internal Scenario Review

- ✓ August: Integrated team review of potential member needs and processes to meet them.

Internal People/Process/Systems Review

- ✓ August: Review of implementation plan in entirety to ensure final completion of all requirements.

MLTC Desk Review

- ✓ August: Submission of all required materials for MLTC review.

Daily Assessment

September, until no longer necessary:

- ! • Daily cross-functional discussion to identify potential risk, areas of need, and opportunities for improvement.

Member Impact

Spencer's story is shared with his permission, and will be featured in an upcoming member experience video.



Spencer, age 14

When Spencer became a Nebraska Total Care member, he was already receiving services as a minor. At age 14, he was warming up for a football game and experienced a traumatic brain injury that caused complex care needs. After a lengthy hospital stay, he moved to residential care away from his community and family for rehabilitation. After a year in residential care, he was able to return home with services designed to care for children. While he still needed extensive nursing care, he participated in a vocational program, graduated from high school, and continued to gain independence.

Spencer's care was reviewed regularly by a Utilization Management nurse at Nebraska Total Care. She recognized that Spencer was approaching his 21st birthday and that the services he was receiving would not be available after that date. The transition to adult services can be challenging, and it is difficult for an individual to know the options that are available and manage the transition process without support. She referred Spencer to Nebraska Total Care's Care Management program, which began putting a team together to support Spencer through the transition to adult services.

The Care Manager and Community & Disability Liaison met with Spencer and his father to get a thorough understanding of his abilities, goals, and care needs. With Spencer's participation, they arranged meetings with service providers in his area. As they discussed options and made a care plan, the team determined that Spencer no longer needed nursing care. With personal care aides and involvement with community resources, he was able to receive the support he needed and continue toward his goal of independence. The supportive services also allowed his dad additional flexibility and non-caregiving time in his own life, which is critically important for the well-being of caregivers.

With support from his Nebraska Total Care team, Spencer is learning how to advocate for himself and be the facilitator of his own care. He's learning to manage his own personal care staff, and building social relationships and an informal support system.

Now age 21, Spencer is enrolled in college and wants to be a physical education teacher. He's also working to start a wheelchair basketball league in his home town. Spencer's goal continues to be the ability to live independently in his own apartment and he is well on his way to achieving all of his goals.



Spencer today, with his nephew

Covid-19 response continues

As cases of COVID-19 continue, Nebraska Total Care remains vigilant in our efforts to support our members, employees, and the communities of Nebraska.

Nebraska Total Care employees will continue to work remotely through the end of 2020. Our experience to this point has demonstrated that we can effectively meet the needs of members, providers, and other stakeholders, while ensuring that employees can remain safe and care for the needs of their families during this time of uncertainty. In January, we will reevaluate the safety of returning to the office, and look forward to the day that we are able to work together in person again.

We continue to assess our members' safety, health, and access to basic needs through our Care Management program. We began sending weekly text messages linking members to COVID-19 education and resources. In September, we will

initiate a robust campaign to encourage members to get a flu vaccination as early as possible, to minimize the impact of contracting both COVID-19 and Influenza.

Additionally, we continue to look for opportunities to meet needs in the community. New initiatives include:

- Provided 20 iPads to Nebraska ICUs, allowing isolated individuals to have contact with family members and friends
- Donated an additional 400 \$25 Amazon gift cards to community support organizations to address unmet needs
- Shared approximately 3,000 washable fabric masks with members and community partners
- Made available 50 Samsung A10e smartphones with a three-month plan to providers across the state to increase access to telehealth

Member survey identifies opportunities for action

Results from the 2020 annual member survey were compiled, and scores were generally consistent with previous years. Areas for action include:

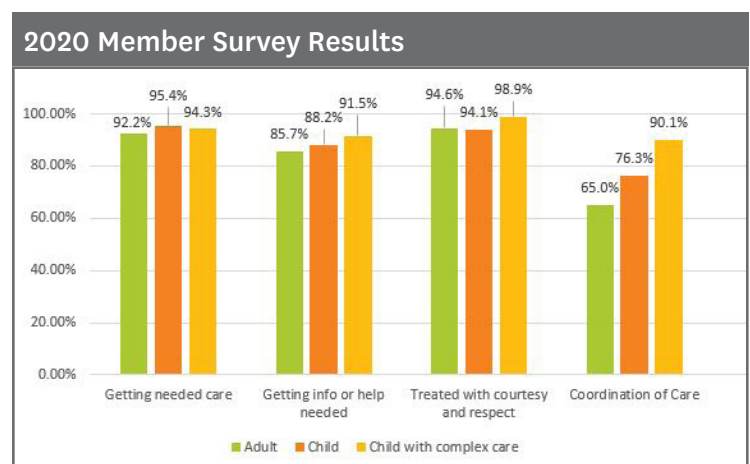
Coordination of Care Members report a need for increased coordination between their primary care provider and specialists. The exception is children with complex care needs, who are more likely to consistently engage with a specialist and be involved with Care Management and report much higher satisfaction.

Action: Increase provider training and ongoing support related to coordination of care efforts. Increase emphasis on completion of the Health Risk Screening for new members, to increase identification of members with complex care needs.

Response rates for children While the response rate for adults increased, there was a significant decrease in response for both categories for children.

- Adult: 7.2% increase
- Child: 5.7% decrease
- Child with complex care needs: 3.1% decrease

Action: Increase communication about the 2021 survey.



Member access to information Members report feeling respected and being treated courteously when interacting with Nebraska Total Care. Responses related to getting help and information show opportunity for improvement.

Action: Redesign of the Secure Member Portal and Find-a-Provider tools to improve usability. Implementation of text communication with members.

Nebraska Total Care members earn

myhealthpays® REWARDS

for completing healthy activities.



Preventive services, such as regular Primary Care Provider visits, immunizations, and disease screening are key to improving health. These services both prevent illness and detect illness in earlier and more treatable stages. Despite the fact that Medicaid and many other health plans cover these services, many individuals do not utilize preventive care that could protect them from serious health conditions.

Nebraska Total Care is continuously working to increase the number of members who access preventive health services through outreach and education to members. Additionally, we offer members the My Health Pays rewards program to encourage healthy behaviors.

Each year Nebraska Total Care identifies health targets based upon state, HEDIS, and plan priorities. When members complete a qualifying health activity, reward dollars are added to their My Health Pays Visa Prepaid Card. The card can be used to help pay for critical needs, such as childcare, utilities, rent, education, transportation, food, and other necessities. These Social Determinants of Health also have a significant impact on the overall health of individuals.

Rewards are loaded through an automated system based on claims filed by providers. Monthly, we send email reminders to members with the balance available on their rewards card.

In the past 90 days, Nebraska Total Care added rewards for 21,065 preventive services to member My Health Pays cards.



*My Health Pays Visa Prepaid Card issued by The Bancorp Bank pursuant to a license from Visa U.S.A. Inc. The Bancorp Bank; Member FDIC. Card cannot be used everywhere Visa debit cards are accepted.

2020 Member rewards

- \$10** First Primary Care appointment within 30 days of enrollment
- \$20** Annual adult check up
- \$10** Annual flu vaccine
- \$25** For annual comprehensive diabetes care
 - HbA1c test
 - Kidney screening
 - Retinopathy screening
- \$15** Breast cancer screening
- \$15** Annual chlamydia screening
- \$15** Annual cervical cancer screening
- \$10** Annual child well visit
- \$20** Child lead screening blood test before second birthday
- \$10** Antidepressant medication refill
- \$20** Antidepressant medication refill six months in a row
- \$10** Infant well visits through 15 months of age
- \$10** HPV vaccine before age twelve
- \$20** Notification of pregnancy in first trimester
- \$10** Notification of pregnancy in second trimester