



2024, Issue 1

# IMPACT REPORT

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

## Provider Grants Improve Accessibility

Our parent company, Centene, partners annually with the National Council on Independent Living (NCIL) on an initiative to increase the accessibility of provider medical offices and services for people with disabilities. In 2023, the Provider Accessibility Initiative served Nebraska with the Barrier Removal Fund.

Studies have shown that Medicaid and Medicare beneficiaries with disabilities receive less preventive care due to inaccessible provider exam rooms and/or diagnostic equipment. The Barrier Removal Fund allowed providers to apply for grant funds to improve structures and equipment that would increase member access and health outcomes.

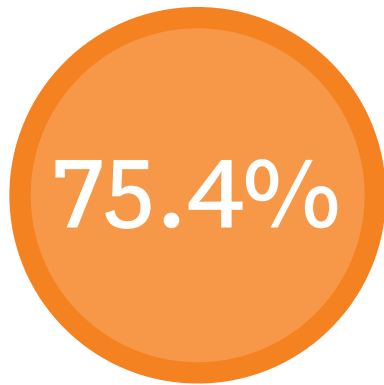
**In total, providers were awarded \$150,000 in funds, increasing the percentage of practitioner locations and services in Nebraska Total Care’s network that meet minimum federal and state disability access standards.**

Provider Awarded	Location	Accessibility Project
Community Action Health Center	Chadron	Install automatic entry doors
Community Action Health Center	Gering	Install wheelchair accessible doorway to dental clinic
Liberty Centre Services, Inc.	Norfolk	Install automatic entry door Transport chair
FYZICAL Therapy & Balance Center	Lincoln	Install automatic entry doors Four accessible exam tables
First Insight Eyecare	Grant	Replacement of front sidewalk with ramp
Lexington Family Eyecare	Lexington	Install automatic doors, ramp, and handicap parking
Carl T Curtis Health Education Center	Thurston	Install automatic entry doors
Heartland Eye Consultants	Omaha	Install automatic entry doors, ramp, and handrails
Amy L Reis, O.D.	Grand Island	Handheld autorefractor
Ambience Counseling Center	McCook	Install entrance ramp and handrails
Central Nebraska Spinal Surgery Center	Grand Island	Install automatic entry doors
Walnut Family Dentistry	Omaha	Comfort items for exams
Women’s Empowering Life Line	Norfolk	Install acoustic panels
Eye Consultants, PC	Omaha	Install automatic bathroom doors
Insight Vision Services	Omaha	Wheelchair accessible equipment tables

# PROVIDER IMPACT

*For the fifth consecutive year, Nebraska Total Care received the highest provider satisfaction among Medicaid plans. The survey measures areas such as accuracy of claims payment, timeliness of pre-authorizations, resolution of concerns, and quality of orientation and ongoing support.*

## Overall provider satisfaction, 2023 **NEXT STEPS**



### **TRENDING UP**

**Measures that increased significantly from 2022.**

- Health plan's facilitation/support of appropriate clinical care for patients.
- Degree to which the plan addresses social factors that influence your patients' health.
- Receive feedback/reports from Medical and/or Behavioral Health Specialists. Quality of orientations and/or ongoing training and support.
- Amount of resources and time needed to comply with administrative requirements.
- Support provided for Primary Care Medical Home implementation.



### **TRENDING DOWN**

**Measures that decreased significantly from 2022.**

- None of the measures decreased significantly.

While the survey shows areas of success, it also identifies areas for continued growth. Goals related to provider services in 2024 include:

- Increase member referral to online tools and resources for Drivers of Health assistance, community resources, and Care Management.
- Increase member referral to online tools and resources related to preventive care, seeking care in the appropriate setting, and closing gaps in care.
- Renewal of the Health Risk Screening if not complete in over six months. Completion of referrals as indicated.
- Standing meetings with providers in Value-Based Contracts to increase engagement and performance, with focus on care gap closure.
- Continue to enhance content in the New Provider Orientations, ongoing support meetings, and quarterly townhalls.
- Discuss with specialists, including Behavioral Health clinicians about coordination of care and smooth transitions between providers for members.
- Continuous assessment of claims configuration and process and rate validation.
- Ongoing claims validation related to reconsideration processing.
- Continue to validate that online resources are current and reflect any changes in authorization requirements, and promote provider usage of the portal for administrative tasks and support, which streamlines data intake and processing.

# Member Impact

## Transition of Care: discharge from hospital to home

In 2023 the Care Management team developed a new Transition of Care program to support members discharging from the hospital. With this program, a member of the Care Management team goes to the hospital while the member is there, and assists with discharge planning. The Care Manager can ensure the member has supports and services in place immediately upon their return home. Care Managers can help to:

- Schedule follow-up appointments
- Arrange for home health services and medical equipment needed in the home
- Secure medication and ensure understanding to take medication correctly
- Connect the member with non-medical services such as transportation and food
- Coordinate care with support systems, such as family members and other caregivers



*A Care Manager from Nebraska Total Care went to an Omaha hospital to meet with a member admitted with stroke symptoms. While there, she also met the member's son and primary support. Together, they reviewed the discharge plan to be sure all arrangements were in place for medication, home health, and follow-up appointments.*

*The Care Manager then visited the member in her home. At that time, she helped the member communicate her needs to the home health agency. They reviewed all of the medications with the member and her son and answered questions about administration and side effects. They called the Primary Care Provider together to clarify the next appointment, and discussed the process to apply for Medicaid Waiver services for additional support. Finally, they reviewed risk factors for a stroke and made a plan to reduce the member's risk.*

*Finally, as the member settled into her new routines at home, a Nebraska Total Care Community Health Worker began meeting with the member to help her follow the established care plan. The member has since stopped smoking, controlled her blood pressure and her blood sugar without medication, and increased her physical activity. Additionally, they were able to discuss the pressures of being a caregiver with the member's son. The added support network to both the member and her son, along with her improved health, have significantly reduced stress on the entire family.*

*The Care Management team was able to meet the member face-to-face through every step of her recovery. They focused both on meeting the immediate needs of the member and her family, but also built a plan for long-term health. Members should never travel their wellness journey alone, and our Care Management team is here to ensure that they don't have to.*

## Program Outcomes

Initiated in May, the hospital team met in person with 251 members at two hospitals: 147 physical health, 80 behavioral health, and 24 NICU visits.

### Decreased average length of hospitalization

#### HOSPITAL ONE

*Physical health: 3.77 days*

*Behavioral health: 2.29 days*

#### HOSPITAL TWO

*Physical health: 1.68 days*

*Behavioral health: 1.05 days*

### High rate of follow-up care after behavioral health hospitalization

*Hospital one: 99.6% complete*

*Hospital two: 94.9% complete*

## Volunteerism connects employees to our community and mission



In April we recognized National Volunteer week.

Working with our community partners, our employees served in Omaha, Lincoln, and Kearney. We helped distribute food, organize clothing donation centers, prepare garden space, lead recreational activities, and complete spring cleaning.

Community impact is foundational to our mission of improving the health of communities, and many of our partners rely on volunteers to operate. Ongoing volunteerism continues through out the year and is encouraged for all employees, both individually and at company sponsored events.

**Our next activity will be clean up and planting at the Miller Park Minne Lusa community garden in Omaha.**

## Education helps members make healthy lifestyle changes

In March we recognized National Nutrition Month with Grand Island Extension Office's Nutrition Education Program (NEP).

Together with NEP and the Grand Island YMCA, we offered health and nutrition classes to Nebraska Total Care members. Members not only learned skills related to food choices and meal planning, but had more in-depth discussions about their relationship with food and why individuals often make food choices we know are not healthy. Additionally, YMCA staff gave tours and discussed the benefits of physical activity.

The classes helped members evaluate their nutritional and fitness needs, set goals to improve their health, and create a plan that to move forward toward their goals. At the end of the class, members received meal planners, reusable meal containers, and cookbooks. Even more meaningfully, they established relationships with each other, NEP, the YMCA, and Nebraska Total Care that will support them on their health journey. Several member signed up for a YMCA membership and individual coaching with the NEP educator. Others made plans to work together to hold each other accountable by reviewing their meal plans and attending fitness class together.



*“Providing nutrition education for Nebraska Total Care groups is always so fun. I love seeing participants set and reach goals, learn new things about nutrition and their health, and connect with others in the group for accountability. These classes are a great way for participants to take a step in their journey to live a healthier life.”*

*-Ashlynn Nikodym, Nutrition Education Program Associate – Nebraska Extension*