



nebraska
total care™

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IMPACT REPORT

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

Three Million Dollars in Grant Funds to Health Center Association of Nebraska Leads to Increased Access to Health Services

Nebraska Total Care and the Centene Foundation, the philanthropic arm of Centene, partnered with the Health Center Association of Nebraska (HCAN) to establish Project Access. **Over three-years, our contribution of over \$3 million created Project Access, which is improving patient experience across the state** and increased access to health services while expanding network capacity in hard to reach and rural areas by funding programs to recruit and retain critical healthcare workers.

Through the statewide partnership with Federally Qualified Health Centers, funds are available to recruit healthcare workers to underserved areas, optimize clinical operations, and meet patients where they are through various methods including mobile and telehealth services.

In Project Access' first 18 months, it has funded recruitment and retention of healthcare providers to increase access to dental, behavioral health, primary care, and women's health services in five of the seven FQHCs in the state. Successes include:

- The hiring of staff and a nurse practitioner to run Bluestem Health Center's Mobile Clinic, expected to serve approximately 1,000 patients annually in Lincoln.
- The recruitment of a dentist and support staff at Communication Action Health Center in Gering, Good Neighbor Community Health Center in Columbus and Midtown Health Center in Norfolk, expected to collectively serve more than 2,000 patients.
- The hiring of a dentist, women's health nurse practitioner, family practice practitioner, and a school-based licensed mental health practitioner at Heartland Health Center in Grand Island.
- Capital improvements to two health centers, including a new, staffed x-ray machine to provide radiology services in-house at Midtown Health Center.

The project has also implemented process changes to reduce appointment no-shows and increase the purchasing of equipment to provide on-site diagnostic services. **With these additional providers and services, FQHCs anticipate serving an additional 4,000 patients annually in 2024.**

"Since its inception in 2023, Project Access has made a fundamental difference in expanding access to healthcare in Nebraska. At a time when community health centers are facing critical workforce challenges, the Centene Foundation and Nebraska Total Care's invaluable financial backing has proven indispensable in staff recruitment and retention efforts. Project Access serves as a national model for the direct impact innovative partnerships between providers and plans can have on improving access to high quality, culturally appropriate care for all."

~ Amy Behnke, Chief Executive Officer of the Health Center Association of Nebraska

Educational Podcast Supports Engagement and Understanding

Nebraska Total Care is excited to offer our members the **“Whole You” podcast**, an educational resource to help them engage with the healthcare system, access their benefits, advocate for their needs, and get the support they need to achieve their best health.

Hosted by Chief Medical Officer, Dr. Chris Elliott, the podcast provides a new format for members to learn about Nebraska Total Care and how to improve their health. Through the podcast, members can learn as they complete daily tasks, without taking time to search the website or read long manuals.

Podcast topics posted include:

- **Health Plan Benefits and Services:** How to use your health plan and benefits to get the best possible care.
- **Pregnancy and Maternal Care:** Programs to support pregnant people and recommendations for a healthy pregnancy.
- **Diabetes Management:** Education on prevention and treatment of diabetes and our Diabetic Coaching Program.
- **Non-Medical Factors that Affect Health:** The role of social drivers on health and how we can help address those needs.

In the first three months, the podcast reached over 200 individuals, and we continue to work to grow the audience. Episodes will continue to be posted monthly with topics such as behavioral health, how to communicate with your doctor, dental services, and where to go for care.

Whole You is available on Amazon, Apple, Spotify, iHeart Radio, or wherever you listen to podcasts.



Filming the first podcast episode

In the first episode, **Nancy Laughlin-Wagner**, VP of Population Health, **Adam Proctor**, CEO, and **Chris Elliott**, Chief Medical Officer discuss the role of the Managed Care Organization. Together they summarize benefits and services available to members. They also explain how members can access care and get assistance to improve their health.

Follow us on Social Media

Connect with Nebraska Total Care on social media to get health tips, see community activity, and celebrate success. Find us on Facebook, LinkedIn, and YouTube.



Member Impact

Nebraska Total Care continuously uses data trends to identify member needs and gaps in care. Accuracy of reporting and assessment allow us to focus Care Management outreach where it has the greatest potential for member impact.

An area of high need is members experiencing a substance use related crisis. When members in this situation go to the emergency room, best practice recommends that patients should at a minimum have follow-up care within seven days, and again within 30 days.

In July, our team began identifying members leaving the emergency room following a substance use related crisis, and initiating outreach within one day. Care is provided by a licensed clinician who has the skills and credentials to assess and respond to members' immediate needs, as well as make a plan for ongoing recovery.

Member outcomes

When members seeking emergency care related to substance use connect with Care Management, 95% complete the recommended seven and thirty day follow-up care.

Process efficiency

Improved data processes are providing more accurate identification of members in need of follow-up. As a result, Care Managers decreased unnecessary member calls by nearly 40%, ensuring they are contacting the right members at the right time.



Care Management after emergency care leads to treatment

A Nebraska Total Care member in rural Nebraska went to her nearest emergency room seeking treatment for substance use related symptoms. She was stabilized and sent home with a recommendation that she go to a detox facility.

Care Management was able to reach the member on the second day after her discharge. As they spoke, the Care Manager suspected that the member was under the influence. She had tried to follow the hospital recommendation, but the nearest facility was in another town and she did not have transportation. She was emotional and anxious, but open to help from the Care Manager to arrange services. Together, the member and the Care Manager called the nearest facility and confirmed a bed was available.

The member was not aware that she was eligible for transportation benefits, so together they called to arrange for transportation.

Waiting for transportation, the member became increasingly anxious. The Care Manager continued to support and encourage, and in a very short time earned the trust of the member. The member asked that the Care Manager call and check on her, and the Care Manager assured her that she would.

The Care Manager followed up as promised and learned that the member had not only completed detox, but had also moved into a treatment program. For this member, the barriers to getting care were insurmountable on her own. But with someone to help her open doors, she has started her recovery journey.

Community Impact

Transforming the health of the communities we serve, one person at a time.

Nebraska emergency sparks immediate response

Following the devastation to communities by spring tornados, Nebraska Total Care quickly mobilized to support organizations leading the response.

- Within one day, volunteers were on site with the Salvation Army collecting and distributing food and clean-up supplies. Employee volunteers attended daily until emergency response locations were closed.
- Nebraska Total Care and the Centene Foundation donated \$60,000 to the Salvation Army and United Way of the Midlands emergency response funds.
- Employees joined to individually donate nearly \$1,000 plus needed supplies. Through the Centene Community Impact program, employee monetary contributions were matched by the Centene Foundation.



Dental Care

In August, our mobile dental clinic traveled to Scottsbluff, McCook, North Platte, and Norfolk. Two dentists provided screenings, fluoride treatments, sealants, cleanings, and referrals for over 130 people.



Homeowner Support

For the third consecutive year, Nebraska Total Care sponsored Project Houseworks to paint homes for low-income older adults. Employee volunteers painted one of the homes chosen by the program.



Free Fresh Produce

Nebraska Total Care created a community event to distribute free produce and educational service. Nearly 300 individuals, plus nine local community organizations received 5,000 pieces of produce.

2024

Nebraska Total Care employees have participated in over 500 hours of company sponsored service for partners in our state.

Over 73% of employees participated in sponsored service and giving opportunities.