

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



Program Restructuring Improves Outcomes

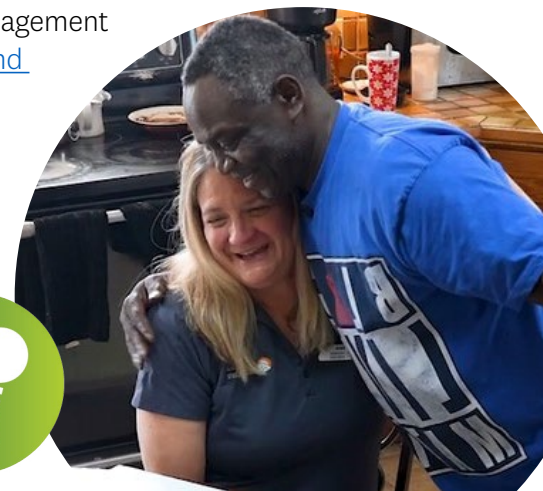
In 2025 Nebraska Total Care created a Care Management program dedicated to assisting members discharging from inpatient hospitalization or emergency room. These Care Managers have expertise in the specific services that support continued stabilization and recovery following an episode of physical or mental health crisis.

Successful discharge often requires that members understand and have access to follow-up appointments, medication, and medical equipment. Without treatments in place, the likelihood of new and reoccurring health needs, as well as emergency department visits and hospital readmission, increases.

Transition of Care team members focus first on the completion of Health Assessments. Comprehensive assessments identify potential barriers to healthy recovery and direct the creation of service plans to address those barriers. With the restructuring, Nebraska Total Care has seen an increase in completed assessments over 2024 in every member category.

See how Care Management supported [Judy and James](#) through transition of care from hospitalization.

Assessment completion	Year-over-year increase
Emergency Department	81%
Physical Health hospitalization	57%
Behavioral Health hospitalization	41%



Community Impact

Together with local partners, Nebraska Total Care and the Centene mobile vision and dental vans provided free services to over 1,000 Nebraskans in 2025.

Health Center Association of Nebraska (HCAN) sponsored the vision van at the Federally Qualified Health Centers (FQHC) in Scottsbluff, Grand Island, West Point, Columbus, Lincoln and Omaha. One additional vision van event in Omaha was provided through our Marketplace plan, Ambetter Health. The vision van provides free vision screenings and prescription glasses, as well as readers and sunglasses.

Nebraska Total Care offered the mobile dental clinic in rural communities with limited access to dental providers. The dental van provides screenings, basic cleaning, fluoride varnish, and sealants.

Services provided through our vision and dental vans are open to the community and completely free for all attendees.



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Dental Van Event Location	Dental Screenings
Kearney	43
Grand Island	38
Norfolk	24
North Platte	59
McCook	61
Wayne	9
Fremont	48

HCAN Event Location	Vision Screenings	Rx Glasses	Readers
Gering	159	85	33
Grand Island	145	89	24
West Point	49	39	10
Columbus	63	42	15
Lincoln	208	108	45
Charles Drew, Omaha	140	112	25
One World, Omaha	90	51	24

Ambetter Health Event Location	Vision Screenings	Rx Glasses	Readers
Metro Community College, Omaha	227	151	43



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, Instagram, LinkedIn, and YouTube.



Member Impact

Nebraska Total Care identified a member who had been in the hospital almost weekly and contacted him to assist in stabilizing his health.

Care Management completed a health assessment with the member, and learned he was managing congestive heart failure, high blood pressure, and kidney failure. The member did not have medical providers outside of the hospitals he frequented to treat his symptoms. Assessments also include non-medical needs, which identified that the member did not have housing and experienced all of the difficulties associated with being unhoused.

As a first step, the Care Manager arranged a Primary Care Provider and helped the member to schedule a wellness exam. Together with the PCP, they arranged for specialists and follow-up care. At the same time, Care Management began looking for housing.

As the member began to access consistent care, he determined that his health was being impacted by alcohol use. The Care Manager connected him to AA meetings and identified a sober living environment where he could receive additional social support for recovery.

In the four months of his involvement in Care Management, the member:

- saw his doctors regularly and took his medication as prescribed.
- maintained sobriety and remained in this sober-living community.
- created routines to increase activity and healthy eating.



The member continues to contact Care Management for assistance and to share his progress. His health is improving steadily, and as a result his time in the hospital has significantly decreased. It is likely that he avoided up to 10 hospital visits that he would have needed prior to Care Management involvement.

With connection and support, this member is taking an active role in managing his health and wellness. He has moved from just managing medical emergencies to improving his quality of life every day.



Employees Brush Up the Community

Project Houseworks enhances lives and strengthens communities through the preservation of affordable housing. Brush Up is a community-based volunteer program that paints homes of qualified low-income elderly and low-income permanently disabled homeowners in the Omaha Metropolitan Area.

On August 8, 2025, more than 25 Nebraska Total Care employees volunteered to paint a home in the Omaha area. This is the fifth house Nebraska Total Care has painted with Project Houseworks.



NCQA Recognition for Medicaid

4-STAR RATING

Nebraska Total Care was awarded a 4-star rating by the National Committee for Quality Assurance. A 4-star rating is considered “Highly Rated” and is a mark of high performance in areas like patient care, quality improvement, and member satisfaction.

Learn more about our [Quality Improvement Program](#).



HEALTH EQUITY

Nebraska Total Care received renewed Health Equity Accreditation for understanding of the membership’s unique health needs and experiences. Nebraska Total Care promotes data-driven methods for identifying and addressing gaps in care, improving member experience and tracking intervention effectiveness. We offer standardized methods and the ability to tailor measures and interventions to our members’ unique needs.



Members Gain Health Literacy

Health Literacy is the ability to understand health information and services. This allows people to make informed decisions about their health.

According to the Centers for Disease Control and Prevention (CDC), nearly 9 out of 10 adults struggle to understand and use personal and public health information that contains unfamiliar or complex terms.

In 2025 Nebraska Total Care began

offering health literacy education directly to our members and through our community partners. The curriculum is designed to teach members the skills to manage their health and the healthcare system.

Attendees are encouraged to ask questions and repeat back instructions to limit misunderstanding with their providers. They are given opportunities to practice advocating for their best health outcomes.



HEALTH LITERACY CURRICULUM:

- Filling out medical forms
- Understanding health history
- Basics of health insurance
- HIPAA and privacy concerns
- Where to go for care
- Making, preparing for, and navigating doctor appointments