



nebraska  
total care™

Summer 2021

# IMPACT REPORT

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

## New product lines create comprehensive coverage options for Nebraskans

Building on the success of our Medicaid services, Nebraska Total Care will extend our product offerings to include Marketplace and Medicare Advantage.

Our **Ambetter from Nebraska Total Care** product offers affordable Health Insurance Marketplace plans. We provide the benefits, tools, and coverage for members to take charge of their health.

Our **Wellcare Medicare Advantage and Medicare-Medicaid Dual Special Needs** plans simplify processes and provide access to personal, local care that promotes health, independence, and autonomy.



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### Ambetter benefit options include:

- Ambetter Telehealth
- My Health Pays® rewards program
- Healthcare Management Programs
- Dental and vision insurance plans
- Mail-order pharmacy
- Start Smart for Your Baby®
- 24/7 Nurse Advice Line
- Virtual Member Assistant
- Digital ID Card access

### Wellcare benefit options include:

- Wellcare Telehealth
- Transportation
- Healthcare Management Programs
- Dental and vision coverage
- Prescription and over-the-counter drug coverage
- 24/7 Nurse Advice Line
- Meals
- Wellness programs

Together, the three plans offer a suite of products that will empower individuals to supplement, choose, or maintain coverage with Nebraska Total Care that aligns with their personal circumstances.

# Member Impact: Foster Care Management

**Children involved in the child welfare system face unique challenges to accessing consistent healthcare.**

Rather than one individual functioning as their parent, caregiver, and legal guardian and making all medical decisions, these children have an entire team of adults that must be coordinated.

When children move between caregivers, their medical history does not always travel with them. Children may have to repeat care that was already complete or attempted because there is no available record. Follow-up care can be missed.

Children aging out of the system lack resources to learn how to manage their own healthcare.

Nebraska Total Care has a Care Management team that specializes in serving our members involved in the foster care system. The individuals on this team have experience and training in working with the child welfare and juvenile justice systems, children's health, families, and the results of the trauma children in foster care often experience. They can:

***Ensure transition of medical care and medication when the child changes placement or guardianship***

***Coordinate physical and behavioral health care***

***Arrange follow-up care after psychiatric hospitalization***

***Identify additional non-medical services to support development and overall wellbeing***

***Guide members through the transition to adulthood, teaching self-advocacy and encouraging lifelong health habits***

***Provide free training resources for foster parents***

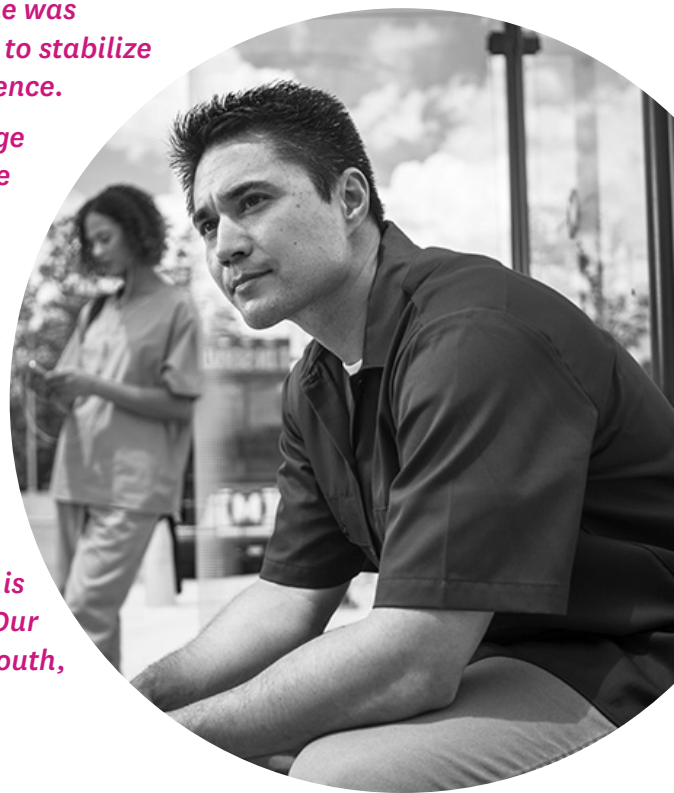
This team coordinates all of the individuals caring for each child - doctors, mental health providers, child welfare employees, biological parents, and substitute caregivers. The coordination allows the team to understand and evaluate the full medical history, identify gaps in care, and arrange the care that will lead to the health of each child.

***An adolescent member was involved in the child welfare system, and traditional services were not sufficient to meet his mental health needs. As he was approaching adulthood, it was becoming increasingly important to stabilize his mental health so he could focus on transitioning to independence.***

***The foster care team assisted the Child Welfare workers to arrange comprehensive treatment in a residential setting. They helped the young man and his team set and achieve his goals. Following treatment, the member completed a job training program, then secured employment and moved to his own apartment.***

***The Nebraska Total Care team helped the member find a primary care provider and taught him skills to use medical providers effectively. They continue to meet with him regularly, and help him coordinate his physical and mental health care, as well as his medication. They provided GED preparation materials, and they connect him to resources he needs to be successful.***

***Moving to independence is overwhelming for many children, and is additionally complicated for children coming out of foster care. Our Care Managers strive to make the process manageable for these youth, and equip them with skills for life-long health and wellness.***



# NEW LEADERSHIP



## Nancy Laughlin-Wagner joins the Nebraska Total Care team as the **Vice President of Population Health.**

Nancy has served in healthcare leadership for over 15 years, and most recently was the Vice President of Patient Care Services at CHI where she implemented clinical

programs to improve patient care and safety.

Nancy's previous positions include Chief Nursing Officer in a hospital setting and Chief Executive Officer in post-acute care. Her experience in population health utilized evidence-based data to identify and develop best practices in the provision of healthcare. Nancy has also been involved in improving employee engagement in large employee groups, facilitating innovation using the experience of all team members.



## Nebraska Total Care welcomes **Aimee Black** as the new **Vice President of Quality and Process Improvement.**

Aimee comes from Nebraska Methodist Health System where she served as the Director of Quality and Safety. In her role, Aimee provided leadership and oversight

of strategic goals, risk management, and regulatory standards at Methodist Hospital, Methodist Women's Hospital, and hospital-based clinics. Her expertise leveraged data analytics that led to process improvement utilizing quality and LEAN methodologies. She also brings experience in leading nursing teams to promote a positive healthcare environment and continuously improve patient care. Additionally, Aimee served as Adjunct Faculty in the Master of Nurse Executive Program at Nebraska Methodist College.

Most recently, Aimee finished her doctoral degree in Education and Healthcare Leadership to gain a broader perspective and skill set to lead and educate others in quality improvement.

*Nancy and Aimee each bring diverse expertise to Nebraska Total Care. We look forward to their leadership to enhance services and improve outcomes.*

## KARMA BOLL LEGACY CARE COORDINATION AWARD

Karma Boll joined Nebraska Total Care in 2016, early in the implementation process. As the Vice President of Population Health, Karma led the medical care delivery programs for members.

During her tenure at Nebraska Total Care, Karma led health initiatives that included:

- Reduced utilization of emergency service for non-emergent needs
- Comprehensive hospital discharge planning that led to decreased inpatient days
- Increased member engagement in Case Management for improved health outcomes

Karma retired in July 2021. In recognition of her commitment to healthy outcomes for Medicaid members, Nebraska Total Care has established the **Karma Boll Legacy Care Coordination Award.**



This award will be presented annually to provider groups and community organization who demonstrate Karma's commitment to coordinated healthcare for our members.

*I am truly proud of the impact we have made on healthcare in Nebraska. I move on in full confidence that Nebraska Total Care is in excellent hands and will continue to improve the long-term health of members.*

*- Karma Boll*



## Member Satisfaction Survey, 2021

Nebraska Total Care completed the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey for 2021.

*Nebraska Total Care exceeds the national benchmark in nearly every area.*

### STRENGTHS

Customer service scores include questions related to the behavior of plan representatives and their ability to give the assistance the member was requesting. Customer service scores were over 90%.

Members also consistently reported that they can access the care they need quickly. In a state as geographically large and diverse as Nebraska, access to care can be challenging and high scores reflect a robust provider network.

### OPPORTUNITIES

Surveys reflect lower scores related to overall experience with healthcare. Responses show a desire for more detailed conversation with providers, and increased understanding of their needs and options. Going forward, there is additional need for resources and opportunities to educate and empower members in self-advocacy and communication with providers, as well as ongoing coordination of care.

## ADULT



21.5%  
Response rate

MEASURE NAME	2021 SCORE	National Benchmark
Rating of Health Plan (% 9 or 10)	72.2%	64.5%
Rating of Health Care (% 9 or 10)	67.4%	59.4%
Rating of Personal Doctor (% 9 or 10)	78.9%	70.4%
Rating of Specialist (% 9 or 10)	74.8%	69.7%
Getting Needed Care (% Always or Usually)	91.4%	84.1%
Getting Care Quickly (% Always or Usually)	92.4%	82.6%
Coordination of Care (% Always or Usually)	91.6%	84.4%
Customer Service (% Always or Usually)	92.3%	89.7%

## CHILD



11.8%  
Response rate

MEASURE NAME	2021 SCORE	National Benchmark
Rating of Health Plan (% 9 or 10)	76.0%	73.3%
Rating of Health Care (% 9 or 10)	77.6%	74.4%
Rating of Personal Doctor (% 9 or 10)	79.4%	78.6%
Rating of Specialist (% 9 or 10)	72.4%	75.7%
Getting Needed Care (% Always or Usually)	88.4%	86.6%
Getting Care Quickly (% Always or Usually)	92.5%	87.8%
Coordination of Care (% Always or Usually)	85.1%	84.9%
Customer Service (% Always or Usually)	91.2%	88.3%

## CHILD: COMPLEX CARE



11.7%  
Response rate

MEASURE NAME	2021 SCORE	National Benchmark
Rating of Health Plan (% 9 or 10)	72.8%	73.3%
Rating of Health Care (% 9 or 10)	76.8%	73.0%
Rating of Personal Doctor (% 9 or 10)	78.9%	78.8%
Rating of Specialist (% 9 or 10)	82.0%	75.7%
Getting Needed Care (% Always or Usually)	92.7%	86.6%
Getting Care Quickly (% Always or Usually)	90.1%	91.1%
Coordination of Care (% Always or Usually)	89.0%	83.1%
Customer Service (% Always or Usually)	92.7%	88.3%