

IMPACT REPORT

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

Provider Satisfaction Continues to Rise

Annually, Nebraska Total Care surveys providers to assess their experience working with Nebraska Total Care. The survey requests feedback on a variety of topics, such as claims payment, the authorization process, communication, and responsiveness of the plan. Every year we strive to act on the responses to create a better experience for our providers, allowing them to focus time and attention on care for members.

*Results of the 2022 Provider Survey show that Nebraska Total Care’s overall provider satisfaction score reached **75.7%**, the highest score to date for any Heritage Health MCO.*

Areas of strength indicate high satisfaction with the claims process, customer service and responsiveness to questions and concerns. Questions receiving the highest scores were:

- Accuracy of claims processing
- Timeliness of claims processing
- Resolution of claims disputes
- Resolution of issues timely and adequately

Other key indicators showed improved scores. Those include:

- Access to Care Managers
- Procedures and timeliness of obtaining referrals and authorizations
- Consistency of review decisions
- Education regarding changes
- Pharmacy benefit processing

Additionally, scores did not show a significant decrease in satisfaction in any of the measurement areas.

While we celebrate the collaborative relationships with our provider partners that drive success, the primary goal of the survey is to guide our efforts for continuous improvement. Action planning based on the survey results are in place for ongoing growth.

ACTION PLANS TO IMPROVE PROVIDER EXPERIENCE IN 2023

- Enhancement of the provider orientation and training process for increased understanding.
- Restructure of provider communications for ease of use.
- Increased shared Health Equity and Social Determinants of Health initiatives for improved outcomes.

Category	2021 Score	2022 Score	Percentage Increase
Overall Satisfaction Score	63.1%	75.7%	↑ 12.6%
Loyalty Score	39%	51.8%	↑ 12.8%
Likelihood to recommend	55%	63%	↑ 8%

Member Impact

Just days before Christmas, the closing of a large apartment complex left many individuals in Omaha facing a potential housing crisis. **Using member data, Nebraska Total Care identified all of the members living at the impacted address and began reaching** out to assist with both the immediate need for shelter and a permanent housing solution.

One member was in a clear moment of crisis when the Care Manager called. In tears, she talked about the mixed feelings she was experiencing. She was aware that the apartment was not safe and had mold that was making it difficult for her child to breathe. However, she did not have another option and was likely to be homeless within days.

The Care Manager and member discussed her housing needs and identified that it was critical that they remain in their neighborhood to walk to work. They researched housing options in the neighborhood and completed the process to secure new housing.

The member remained highly anxious because she lacked the resources to move her belongings in only a few days. Additionally, the activity was exacerbating her son's breathing difficulties, making progress slow and difficult. **Refusing to leave the member anxious and in an apartment that was making her family sick, the Care Manager contacted Nebraska Total Care team members and together they went to the member's apartment and packed her belongings.** With the help of a community partner to provide a truck, they moved the member and her belongings to a safe location.



In a moment of crisis, the Care Management team showed up for this member and lived our mission to transform the health of the community, one person at a time.

From the addition of Marketplace and Medicare products, to Health Equity accreditation, 2022 was a very big year for Nebraska Total Care. Learn about the ways we expanded our impact to members, providers, and communities in our **2022 In Review** video.

[Video:](#)
[2022 In](#)
[Review](#)

FOLLOW-UP AFTER HOSPITALIZATION

Hospitalization in a behavioral health emergency can be critical for the safety and stability of members. Equally important to long-term health is follow-up care they receive after they are discharged.

It is recommended that individuals have a follow-up appointment after a behavioral health hospitalization within seven days of their discharge. Logistical issues of finding a provider with immediate open appointments, then arranging for other needs such as transportation or child care, make completing that first appointment challenging. Nebraska Total Care's Care Management team has worked to support these members, but managing the urgency of this need along with the ongoing needs of other members was not having the needed impact.

In October 2022, Nebraska Total Care added a Transition of Care (TOC) position in the Care Management department. This role focuses specifically on completing a follow-up assessment and closing the gaps that prevent members from receiving the aftercare they need following hospitalization. The addition of this role has substantially impacted the frequency of follow-up care accessed by members.

The Follow-Up After Hospitalization (FUH) Assessment asks members if they:

- UNDERSTAND WHY THEY WERE IN THE HOSPITAL
- HAVE A COPY OF THEIR DISCHARGE SUMMARY
- UNDERSTAND THEIR DISCHARGE INSTRUCTIONS
- UNDERSTAND THEIR MEDICATION
- HAVE A PRIMARY CARE PHYSICIAN
- HAVE SCHEDULED FOLLOW-UP VISITS OR BARRIERS TO COMPLETING ONE

FUH Assessment completion

TWO MONTHS PRIOR TO TOC POSITION	TOC TWO MONTH AVERAGE	COMPLETED SINCE ADDITION OF TOC
29 members	48.3 members	290 members

*Upon completion of the assessment, the Transition of Care Manager assists the member to access any needed care, including their Social Determinants of Health. **Approximately 25% of members begin ongoing Care Management.***

INTEGRATION OF DENTAL SERVICES

Implementation of the new Medicaid Heritage Health contract begins 1/1/2024. With the new contract comes integration of dental care into the services covered by Nebraska Total Care.

Of primary importance is establishment of a full network of dental providers to ensure members have sufficient access to care. The current network build includes:

- SIGNED CONTRACTS WITH 72 LOCATIONS AND 121 PRACTITIONERS
- VERBAL AGREEMENTS WITH 139 LOCATIONS AND 520 PRACTITIONERS

Standardized access of care requirements direct the size of the network necessary to serve our full membership. As we contract with new dental providers, access standards allow us to measure progress and direct our outreach to build the network where it is insufficient. **Nine months ahead of integration, assessment of current network access shows:**



Provider Type	Urban Access	Rural Access	Frontier Access
Dentist	100%	100%	100%
Orthodontist	100%	94%	91%
Pediatric Dentist	100%	92%	91%

While we continue to build our network in all areas, we are focusing specific attention on increasing specialty dental providers in rural and frontier areas of Nebraska.

Member assistance to maintain appropriate healthcare coverage

Since the beginning of the COVID-19 pandemic, Medicaid members have kept their coverage regardless of eligibility. On March 1, 2023, Nebraska Medicaid resumed their process of regular reviews of members' Medicaid eligibility.

Nebraska Medicaid has worked in close collaboration with Nebraska Total Care, leading the effort to ensure that members complete the renewal process, allowing qualified members to retain their Medicaid coverage. Nebraska Total Care is supporting their outreach strategy through multifaceted member engagement and the support of partners working directly with members.

Primary Care and Pharmacy Providers are informed when members in their care have begun the renewal process. Nebraska Total Care has provided written instructions they can distribute to members to guide them in the renewal process.

Community-Based Organization are also key points of contact for many members. Regular collaboration with community partners allows for ongoing discussion and resource sharing so they can directly assist members through the renewal process.

With statewide systems working in collaboration, together we can help ensure that Nebraskans have access to the right coverage and continue to receive the care they need to live healthier lives.

Member communications are designed to serve three important strategies:

1

To encourage members to update their contact information with Medicaid.

It is imperative that members receive renewal instructions from Medicaid. Communications use all available contact information and direct members to contact the State system to ensure correct address, phone number, and email address are available.

2

To instruct members on the Medicaid renewal process.

For members who have been identified as actively in the review period, communications encourage them to use the State system to respond to all requests for key information to evaluate eligibility.

3

To provide alternatives if no longer eligible for Medicaid.

In the event that an individual is determined to be ineligible for Medicaid, members are directed to the application process for Marketplace health plans. Communication includes information about the **Ambetter from Nebraska Total Care** products.

COMMUNITY IMPACT

The Omaha Tribe of Thurston County came together to construct a community outdoor space on the Omaha Reservation. The space includes a skatepark and has room for youth and families to be engaged and active, supporting their physical and mental health.

Recognizing the value of green space, community connection, and physical activity, Nebraska Total Care supported their effort by donating sports equipment for the space. We provided:

- 75 SKATEBOARDS WITH SAFETY EQUIPMENT
- 25 EACH OF SOCCER BALLS, VOLLEYBALLS, FOOTBALLS, AND BASKETBALLS

We are excited to see the positive impact of the space, and to have been a small part of their community development project.

