



Spring 2019

IMPACT REPORT

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

Serving Nebraska flood victims

Immediately following the devastating flooding, Nebraska Total Care began working to meet the urgent needs of our members and the larger community. We are proud to have been a part of the recovery efforts.

- Nebraska Total Care employees volunteered in partnership with the Nebraska Department of Health and Human Services at Disaster SNAP sign-up events across the state
- We improved access to care by enacting our Rx disaster plan which allowed members early prescription refills and the option to use out of network pharmacies
- We improved access to care by resetting member vision benefits for the year
- We helped connect members to housing assistance, mental health counselors, emergency prescription needs, and information on accessing medical care
- We helped connect our providers with resources for members via an email blast and press release
- Our parent company, Centene, is working with various organization to provide funds for housing assistance

Thank you to the Division of Medicaid and Long-Term Support for providing real-time information and coordination.



While we worked to meet the needs of our members, it was important that we find additional ways to support the larger communities and individuals without the benefit of Nebraska Total Care supports.

On March 31 and April 1, 2019, we partnered with Envolve Vision to bring a mobile vision clinic to two Nebraska communities.

The Vision Van provides free vision screenings and exams as well as free prescription and reading glasses. On March 31 services were offered at the Red Cross shelter in Fremont. Individuals living in the shelter were served first, then the opportunity was opened to anyone in the community in need. On April 1, the Vision Van was at OneWorld Community Health Center in Bellevue to be more accessible to the communities farther south. Local licensed optometrists were contracted to do the vision exams.

In total, Nebraska Total Care and Envolve provided 175 vision screenings, 68 exams with prescription glasses, and over 100 pairs of reading glasses. All were completely free to the individuals who attended.

Care Management improves member engagement

Nebraska Total Care's mission is to transform the health of the community, one person at a time. Through our Care Management team we establish individual relationships with members to encourage preventive care, assist with ongoing management of health conditions, provide education around healthy choices, and connect members with available resources.

While the members are able to connect directly with one Care Manager, an entire team is working together to address the individual needs of each member.

Clinical staff help members assess their needs, and identify and engage in their personal health goals. They work directly with medical providers to coordinate care.

Social Workers access non-medical resources across the state to remove the barriers that prevent members from receiving appropriate care.

Community Health Workers go directly to the member's home or other convenient location to provide education and direct assistance managing health conditions.

One of the key goals of Care Management is to increase engagement for members who have high acuity and complex diagnoses. Connection with these members results in improved clinical outcomes, better experience of care, and lower total cost. **In 2018, the team increased their involvement with high acuity members by over 20%.**

In addition to tracking involvement in Care Management, we also use data measures to assess progress through utilization of services. Key data points that measure improved health are preventive care vs. emergency visits.

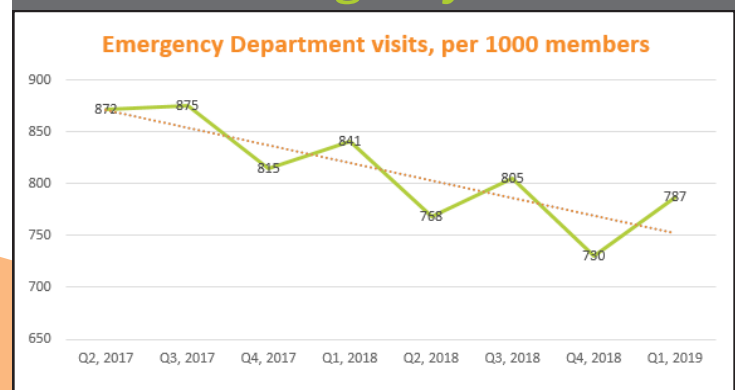
The first two years of operations show a correlation between increased preventive care and decreased emergency care.

It is critically important to Nebraska Total Care that we improve the health and wellness of each individual we serve, and that we be responsible stewards of Heritage Health resources. Using our Care Management program to increase member engagement we are advancing both of these important goals.

20% increase in preventive visits



15% reduction in emergency visits



Nebraska Total Care earns NCQA Accreditation

The National Committee for Quality Assurance (NCQA) is an independent, not-for-profit organization dedicated to assessing and reporting on the quality of managed care plans, managed behavioral healthcare organizations, preferred provider organizations, new health plans, physician organizations, credentials verification organizations, disease management programs and other health-related programs.



Nebraska Total Care has held ourselves to the high standards set by National Committee for Quality Assurance (NCQA) since implementation of the company in 2017. In March 2019 we completed the extensive two year accreditation process and were awarded full NCQA accreditation.

Throughout the process, the focus was to establish policies and processes that support best-practice activities at all times, rather than to prepare for a one time review. As a company, our expectation is that the high quality standards set by NCQA will be our normal

operating procedures and that all of our activities will demonstrate our commitment to high quality services.

Nebraska Total Care provided over 500 documents to the review committee. Following the document review, the committee was on-site at Nebraska Total Care to review member files for Utilization Management, Care Management, and Grievance and Appeals, and Provider Credentialing files.

Nebraska Total Care will continue to use NCQA standards to drive quality of care practices and improvements. Review for re-accreditation will be in three years.

Strengths identified by the reviewers included:

Well prepared submission documents

Thorough oversight for credentialing delegation

Well-organized and timely Credentialing, Utilization Management, Appeals files

Thorough Complex Case Management process with good outreach to members

Well documented oversight committee meeting minutes and activities

Strong corporate support and streamlined processes

Well documented evidence of quantitative and qualitative analysis

Impact on behavioral health: member experience survey

Nebraska Total Care's goal for Behavioral Health Member Satisfaction is to meet or exceed national averages. Member satisfaction was measured by an independent NCQA certified vendor and the survey was conducted following all NCQA requirements. Adults and children were surveyed separately from August to September 2018. This was our first behavioral health survey, so no comparative data is available.

Overall results were consistent with national averages. Strengths for adults included *able to see a psychiatrist when wanted* and *satisfaction with counseling or treatment*. For children, strengths included *satisfaction with counseling or treatment*, *treated me with respect*, and *overall satisfaction*.

Incorporating behavioral and non-behavioral healthcare in the plan's services has been a priority to provide better coordination and continuity of care for our members. From 2017 to 2018, continuous adjustments were made in workflows, education, and enhancement of services. A detailed analysis of our population has been completed and allows us to focus on building needed programs and services. With the completion of the first survey, a baseline has been established to continuously identify improvement opportunities.

Quality Impact

Provider incentives for quality care

In 2019 Nebraska Total Care is working with providers on HEDIS measures related to:

Preventative care and screenings for children under two years of age

Active assessment of behavioral health medication

Women's health screenings

Immunizations for children and adolescents

Appropriate use of antibiotics

Controlled blood pressure

Weight assessment and counseling

Nebraska Total Care is committed to data-driven quality assessment and improvement for our plan and our network providers. Quality of care is measured through the Healthcare Effectiveness Data and Information Set (HEDIS)[®]. HEDIS is one of health care's most widely used performance improvement tools. Each year Heritage Health identifies areas where HEDIS scores can be improved in the state and asks that health plans prioritize quality initiatives in these areas.

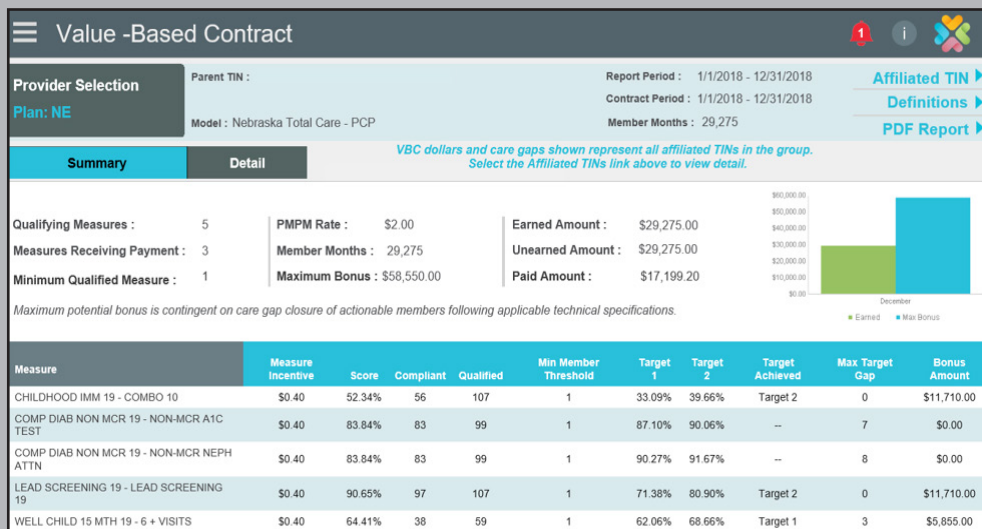
Primary Care Providers (PCPs) play a key role in engaging members in preventative care that improves health and lowers healthcare cost. For providers that demonstrate successful member engagement in these health activities by meeting HEDIS targets, we offer financial incentives above standard reimbursement for services provided.

Nebraska Total Care offers an online tool that allows PCPs to monitor and improve their HEDIS scores. Providers can review their information at a practice level, including how their utilization compares to their peers, HEDIS scores across over 100 care gaps, and hospital admission rates for their members. They can also access data for their individual members to identify gaps in care.

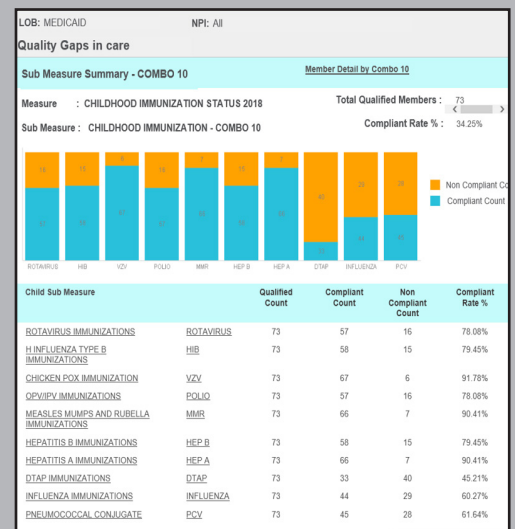
PCPs are informed when members have visited other providers, such as specialists, urgent care and emergency rooms, so that PCPs can assess if there are medical needs members have not discussed with them. These tools allow providers to outreach to members and engage them in care planning.

Functional improvements were made to the Provider Analytics tool in March of 2019. Nebraska Total Care staff in our Network Development and Provider Relations departments are supporting providers to ensure they can access, understand, and utilize the tool. Together, we can reach these critical targets to improve the health of vulnerable individuals.

The Provider Score Card allows providers to see progress made toward HEDIS scores and earning their quality incentives.



Summary scorecard



Quality gaps in care