



Spring 2020

IMPACT REPORT

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

Introducing our new CEO and CFO

Nebraska Total Care welcomes two new individuals to fill key leadership roles. Heath Phillips and Phyllis Thompson both began with the company on March 23, 2020.

Heath Phillips, CEO and Plan President

Nebraska Total Care is pleased to announce that Heath Phillips has been selected as the new CEO and Plan President. Heath has a long history of service to healthcare in a variety of hospital settings and is excited to begin a new journey in Nebraska.

Heath has spent the majority of his career working in short-term, acute-care hospitals. Most recently, Heath served for five years at Community Health Systems in Dothan, Alabama as the CEO of Flowers Hospital. Flowers is a 230-bed full-service community hospital. Additionally, he spent five years as the CEO/COO at HealthSouth, a post-acute care rehab hospital with locations in Alabama and Florida.

Heath and his family are in the process of moving to the Omaha area, and look forward to becoming a part of the community. He is an avid sports fan, and ready to experience football Saturday in Nebraska!



“I have loved my career on the provider side of care, and appreciate all of the opportunities to help people recover and return to health in hospital settings. With Nebraska Total Care, I am excited about being in a role with a focus on helping people stay healthy and avoid serious health concerns.”

Phyllis Thompson, Chief Financial Officer

We are also excited to introduce Phyllis Thompson as the Plan CFO. Phyllis comes to Nebraska Total Care from Ameritas in Lincoln, where she was the Senior Vice President of American Reinsurance Finance for fifteen years. She has a background in managing accounting and reporting teams, overseeing financial functions for multi-million dollar divisions, formulating strategic business plans, and public accounting.

Originally from Iowa, Phyllis and her family have lived in the Omaha community since 2008. With children in college, she likes to report that she has nearly completed her first successful IPO - Income Producing Offspring!



“Having spent most of my career in financial service, healthcare is new to me. I have already learned so much and am truly impressed by the accomplishments of this team. I am delighted to be a part of improving healthcare in Nebraska.”

Work from home transition

Prior to the Coronavirus outbreak, 96% of Nebraska Total Care employees worked in our Omaha and Lincoln offices. In early March, Nebraska Total Care began the process of assessing the work from home capabilities of each employee and enabling each individual to work remotely.

During the week of March 16th, Nebraska Total Care began sending employees home. By the end of that week, only 14 people remained in the office. These individuals were in need of computers or other system support to give them remote access. Within the next week these individuals were equipped and transitioned to work from home.

Currently two people remain in the office each day. Our receptionist is onsite to accept mail and deliveries, allowing us to process requests, appeals, and grievances without interruption. An additional member of the leadership team is available on site to provide additional support as needed.

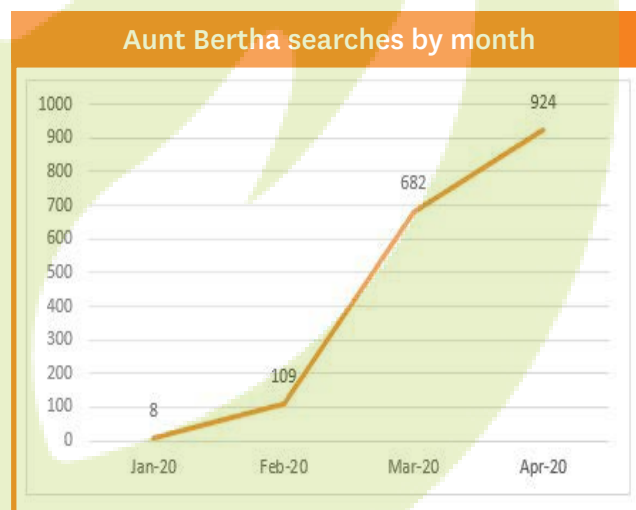
Throughout this transition, we continue to provide services at the levels previously experienced by our members and providers. Call metrics, claims payment, and authorization review turnaround times continue to be met. We will continue to work remotely until at least June 30, and potentially longer. We are developing a plan to transition back to the office while allowing additional physical space between employees.

Member care

All COVID-19 testing and treatment is fully covered for Nebraska Total Care members. Only a small number of members have tested positive for COVID-19 to date. Hospital utilization has been minimal, with most members only inpatient for quarantine purposes.

The Care Management team added additional protocols to ensure members are safe and basic needs are met. Aunt Bertha is a community resource search tool that is available on our website. In March, a specific section within the tool was created for COVID-19 resources. Additionally, we designated individuals to add updates and new resources to this feature as we identified them. There were 309 programs added and 738 updates

made. Searches were primarily around food security and assistance to pay for basic expenses such as utilities and housing.



Telehealth

In support of social distancing measures, Nebraska Medicaid adapted to new guidance around telehealth to make care more safely accessible. The Claims Operations and Provider Relations teams responded by:

- Offering written guidance for providers to align with the revised standards
- Ensuring systems were configured to support the claims process
- Instructing providers on correct billing
- Individually supporting providers in need of additional assistance

Telehealth claims in April were approximately 35 times higher than in the previous months in 2020. Behavioral Health services account for 75% of those claims. The high level of utilization indicates that providers are adapting to social distancing recommendations and rapidly building capabilities to ensure that members maintain access to key services to support their health and wellness.

COVID-19 response

A Care Manager discovered a member's family had a need for additional meals. The family members were all high-risk individuals and could not safely leave the home. The Care Manager made arrangements with the school district she lives in to pick up meals every Monday and personally delivers them to the family's front door.



Nebraska Total Care donated \$40,000 to food support organizations in Omaha, Lincoln, Grand Island, and Kearney.



One staff member began sewing masks in her free time, and chose to donate them to our members. The Care Management team identified high-risk members, and handmade masks have been mailed to over 100 members.



We provided 320 \$35 gift cards in Omaha, Lincoln, Grand Island, Kearney, Lexington, North Platte, and Norfolk. Organizations were encouraged to distribute them to individuals with unmet needs that would require a specific purchase.

The four tribes in Nebraska identified a need for thermometers and hand sanitizer. We provided 800 thermometers, 200 hand sanitizers, and an additional 180 gift cards for other unmet needs.

An employee initiative generated \$2,300 for Food Bank for the Heartland - approximately 6,900 meals from the Nebraska Total Care employees collectively.



Nebraska Total Care employees who are able donated blood locally as a part of a Centene blood drive.

The Child Welfare Division of DHHS continued to go into homes to ensure the safety of children. We provided 1,000 masks and additional hand sanitizer to help keep critical front-line staff healthy.



Nebraska Total Care is allowing employees to use business hours to volunteer at local food distribution centers to meet the increased need for assistance.

Expanded pharmacy support for members

Nebraska Total Care is partnering with ExactCare Pharmacy to help people with chronic conditions and multiple medications. The product delivers pharmacy support to members in their homes, enabling:

- Improved medication adherence
- Safer, more effective medication regimen
- Better overall member health

ExactCare contacts members and their prescribers monthly to evaluate the entire medication regimen. They then package the medication for members based on the prescribed time of day. All medications to be taken at a specific time are packaged together in one sealed tear-away envelope. Medication is delivered monthly and members have access to electronic medication reminders.

ExactCare will begin contacting Nebraska Total Care members in July 2020.



ExactCare reports:

50% of clinical recommendations in 2018 addressed drug duplications and gaps in drug therapy.

93% of patients say ExactCare makes it easier to manage their medications.

89% of patients say ExactCare helps them better manage their health.

Nearly 40% fewer patients are hospitalizations on ExactCare service.

Virtual hiring event

With Medicaid Expansion planned for October 1, 2020, Nebraska Total Care will need to have approximately 50 additional staff members ready to begin serving members and providers. These positions are primarily in Customer Service and Medical Management, but there are additional positions related to claims processing, data analysis, and other supportive roles.

On May 5 and 6, we held a virtual hiring event for 31 different positions. During those two days we conducted 58 interviews, looking for individuals who have the compassion and commitment to serve our members and providers.

New construction

The current office space is not sufficient for the additional employees being hired. We have expanded to a second floor, and this space is nearing the end of construction.

The added space will not only accommodate new employees, but will allow for additional social distancing. When employees can safely return to work in the office, workspaces will be arranged to allow extra space everywhere possible.