



nebraska  
total care™

Summer 2019

# IMPACT REPORT

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

## Advisory committees offer valuable insight

Nebraska Total Care uses an advisory committee structure to involve members and providers in discussions that will improve services. The committee structure includes eleven committees, each with a specific area of focus, that all report to the Quality Assurance and Performance Improvement Committee (QAPIC). The QAPIC is chaired by the Medical Director and, along with the Compliance Committee, reports to the Board of Directors.

Membership on the committees currently includes over 30 providers, members, and member advocates such as parents, foster parents, and designated representatives. Committees are asked to evaluate a wide range of plan activities. Activities included in the committee charters include:

- Evaluate the effectiveness of quality, utilization management, care management, credentialing, and pharmacy programs and make recommendations as necessary
- Give final approval and non-approval of provider network participation requests
- Review and approve criteria for determination of medical appropriateness to be used in authorization review
- Oversee policies and operating procedures
- Evaluate new drugs and provide continuous review of requests for changes to covered medication
- Analysis of member communications such as the website, Member Handbook, and educational materials
- Review and approval of all clinical practice guidelines
- Identification of key issues related to programs that may affect community providers and recommend process improvement
- Ensure culturally sensitive service delivery

## Nebraska Total Care Advisory Committees

Behavioral Health Advisory

Clinical Advisory

Credentialing

Hospital Advisory

Joint Operating

Member Advisory

Performance Improvement

Pharmacy and Therapeutics

Provider Advisory

Tribal Healthcare Advisory

Utilization Management

### Member process simplification

A mother of a minor member with serious health issues participated on the Member Advisory Committee. She identified that when out-of-state care is necessary because of the complexity of the health issue, each individual appointment required a detailed authorization process. She recommended approval of the full treatment episode to simplify the process for members. The committee had her recommendation reviewed by the Medical Director, who agreed and implemented the process change.

### Provider resource enhancements

Individuals from the Behavioral Health Provider Advisory Committee identified areas where training resources are limited. The Nebraska Total Care Clinical Trainer noted the concerns, and is working with local and national Centene partners to access materials and develop curriculum that will not only serve providers in Nebraska, but can be used by Centene plans across the country.

### Participant experience

*"Being involved with Nebraska Total Care provider committees is a rewarding and enlightening experience. It provides a platform to express concerns, ideas, and possible solutions. Knowing that the information will be well received by Nebraska Total Care is very gratifying as a provider, and helps me be an advocate for my patients, as well as other clinicians."*

**Tina Vest, APRN, CNP**



## Member Impact

An adult Nebraska Total Care member was hospitalized for several days due to a serious respiratory infection. The member has Down Syndrome and lives in a group home setting. She relies on her parents to help her navigate much of her personal care, including the healthcare system. Because of her experience caring for her daughter, the member's mother serves on the Quality Assurance and Performance Improvement Committee (QAPIC) as a member advocate.

As the member neared discharge from the hospital, the physician in charge of her care directed that she remain on continuous oxygen therapy after leaving the hospital. As her mother was working to make discharge arrangements, hospital staff told her that the required oxygen would not be covered by insurance and they would have to pay out of pocket. The mother could not understand how care essential to life would not be a covered benefit, but her discussions with the hospital were not leading to a different response.

Exhausted from days of sitting with her very ill daughter and making no progress toward getting oxygen treatment paid for, she called the Nebraska

Total Care Director of Quality who chairs the QAPIC. From there she was immediately connected to the Care Management team. The assigned Care Manager contacted the hospital and assured them that oxygen for the member would be covered and did not require prior authorization. The Care Manager was also able to arrange other discharge services, allowing the mother to instead spend time supporting her daughter.

The member continues to be involved in Care Management, and with her breathing more stable they are working on other wellness activities. The member's mother remains on the QAPIC, and has expressed how important it is to her that she can advocate for other members who do not have a strong support system. Serving on a Nebraska Total Care committee allows her to use her experience to speak for many other vulnerable individuals and their caregivers who may not have a strong voice.

Nebraska Total Care, members, support systems, and providers all working together is the best way to ensure quality care. We appreciate all of the dedicated individuals who give their time to help us develop services to meet the needs of all of our members.

## Caregiver Impact

As a health plan, we must support the paid professionals who work with our members. But much of the care individuals need comes from family members, friends, and neighbors. These individuals give their time and support, often while juggling jobs and caring for the rest of their family.

In March, Nebraska Total Care launched Caregiving Collaborations, a support program for the individuals that allow our members to stay in the home and independent for as long as possible. The program connects caregivers to national and local resources that will help them care for their loved one, and help them manage the stress, burn-out and mental health symptoms that can accompany caring for another person. Nebraska Total Care offers a caregiving tool kit that will help track providers, medication, appointments, medical history, and other important information.

Through useful tools and information we can help protect not only the health of our members, but the generous people who support them every day.

# Disease Management: Diabetic Care

*Diabetes can affect nearly every part of the body, and learning to manage all of the associated medical issues can be complex and overwhelming. At Nebraska Total Care we believe that no one should have to manage this disease alone. Our Care Management and Community Health teams collaborate with members to meet their diabetic care needs and actively participate in their care.*

Progress toward global diabetic care goals are measures using the Healthcare Effectiveness Data and Information Set (HEDIS). HEDIS provides performance measures for diabetic treatment, and allows Nebraska Total Care to monitor our progress toward ensuring our members receive comprehensive care.

**In 2018, Nebraska Total Care exceeded the national average in four of the eight diabetic care measures, and was within less than 3 percentage points of the remaining measures.** While meeting the national average serves as a valuable baseline, our goal is to exceed the national 75th percentile in all eight measures.

Using member data, we identify individuals with a diagnosis of diabetes and assess if there is record of them receiving necessary treatment. If there are indications of gaps in care or persistent health issues, Care Management offers a specific program to address diabetic care. Their involvement includes creation and implementation of a treatment plan to manage the

disease and avoid complications and coordination with the many healthcare providers necessary to meet the members' needs.

Community Health Workers offer in-person education and support to members, traveling to their homes or another convenient location to meet the individual. The team has curriculum for teaching group and individual diabetic education classes, assisting members to fully understand the disease so they can make informed decisions about their care. The Community Health team can also help members implement

the treatment plans they created with the Care Manager.

Additionally, members are provided small dollar amounts on a debit card when they complete important healthy activities. Members can use the card to pay for expenses related to rent, childcare, transportation, and utilities, any of which make achieving health goals difficult when they are unstable. **Reaching one person at a time with education, support and empowerment, we will continue to see improvement in our HEDIS scores and the overall health of our members.**

*To learn more about our members managing diabetes search for **Nebraska Total Care** on **YouTube**. Members **Leon and Jayne** talk about the diabetic care they received, and other members share their inspirational personal journeys toward improved lives with the support of Nebraska Total Care.*

*Our YouTube page is regularly updated with new videos celebrating our members' success.*

Nebraska Total Care HEDIS scores for diabetic care in 2018, compared to the national average and the national 75th percentile.

HEDIS Measure	Nebraska Total Care, 2018	National AVERAGE	National 75% percentile
Comprehensive Diabetic Care (CDC)			
Hemoglobin A1c (HbA1c) Testing	87.10	87.54	90.45
HbA1c <b>Poor</b> Control (>9.0%)	42.58	40.52	33.09
HbA1c Control (<8.0%)	46.47	49.39	55.47
Eye Exam (Retinal) Performed	64.96	57.2	64.23
Medical Attention for Nephropathy	88.32	90.11	91.98
Blood Pressure Control (<140/90 mm Hg)	65.21	62.69	70.76
Statin Therapy for Patients With Diabetes (SPD)			
Received Statin Therapy	63.64%	61.46	65.77
Statin Adherence 80%	63.87%	59.02	64.89



## Technology improves pharmacy benefit

On April 1, 2019, Nebraska Total Care became only the second Centene plan to implement a new pharmacy benefit manager called RxAdvance. Using cloud-based technology, RxAdvance makes managing pharmacy benefits more transparent, consistent, and cost-effective.

### Strategies for driving quality improvement and cost savings:

- Cloud-based platform to improve efficiency: Automated processes allow prior authorization and claims determinations to be made in real time, leading to cost savings through consistency of approvals, reduced error rates, and operational efficiency.
- Renegotiated pharmacy network contracts: The Nebraska Total Care Pharmacy department facilitated new provider contracts that create transparency and the ability to implement the lowest net pricing.
- Pass-through manufacturer rebates: Pricing deductions on medication are automatically applied on 100% of prescriptions filled.
- Innovative value-based business models: Strategies influence pharmacy costs, medical costs, and overall quality of patient care.



## Inaugural Medicaid Provider Awards

On June 17, 2019 Governor Pete Ricketts; Dannette R. Smith, CEO of the Department of Health and Human Services; and Dr. Matthew Van Patton, Director of the Division of Medicaid and Long-Term Care, presented the inaugural **Nebraska Medicaid Provider Awards**. The awards recognized three outstanding providers within Heritage Health.

**Dr. Rebecca Lancaster** was nominated by Nebraska Total Care for provision of high-quality health care in the primary care setting, and her special efforts in concussion management for youth.

Nebraska Total Care congratulates Dr. Lancaster for her well deserved recognition. Her work positively impacts the lives of patients, their families, and her community.

*"I wanted to take a moment to sincerely express my gratitude to Nebraska Total Care for the Medicaid Provider Award. I have always attempted to see patients with the values of integrity, kindness, and quality in mind, no matter the cost of their achievement. This award has given me validation in my endeavors. It has given me encouragement to continue the work I do every day, even when the days are exhausting. I will continue to listen and do the best I can for my patients. I will continue to teach. I will continue to pursue improvement in the healthcare system, and above all do it with kindness. Thank you again for the recognition." Rebecca Lancaster, MD*

Pictured: Dr. Matthew Van Patton, DHHS Medicaid Director, Gov. Ricketts, Dr. Lancaster, and Sherry Husa, Nebraska Total Care CEO