



Winter 2019

# IMPACT REPORT

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

## Provider satisfaction rates show improvement

Nebraska Total Care contracts with SPH Analytics annually to measure network providers' satisfaction with our plan. Our objective is to make the provider experience as simple and straightforward as possible, so that providers can focus on providing quality care to our members.

In 2017, our first year of operation, survey scores reflected a low overall satisfaction rate. Implementation as a new health plan caused operational challenges for many providers, and we identified that intervention was needed to improve the provider experience. Based on provider survey responses and other direct feedback, action plans were established to address concerns. Areas of focus included:

- Timely and accurate claims payment
- Increased communication with providers
- Resolution of individual concerns

A new provider satisfaction survey was completed in the fall of 2018. The results show that Nebraska Total Care is making significant strides in improving the provider experience. Overall satisfaction with the plan increased by 22 percentage points, up to 59.4%. This score places Nebraska Total Care above average for comparable health plans in the state.

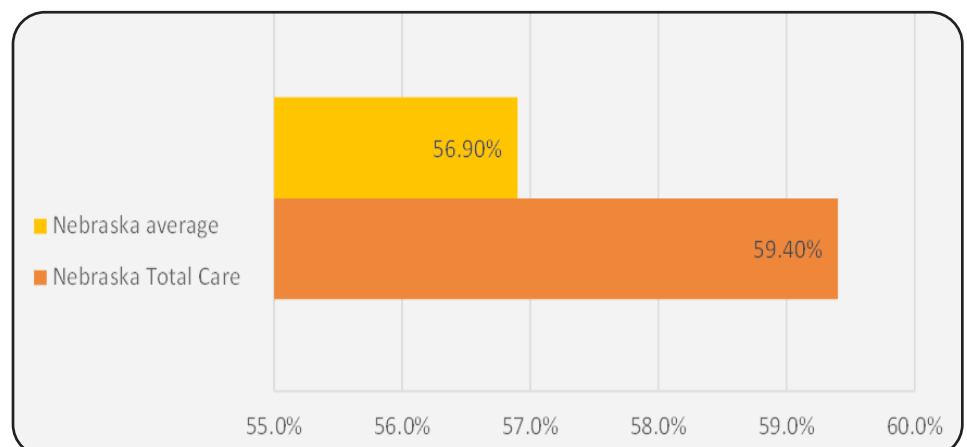
**74% of providers reported that they would recommend Nebraska Total Care to other practices.**

Nebraska Total Care saw a positive impact across every measurable category. These include: claims, utilization and quality management, pharmacy, health plan call center, provider relations, and network coordination of care. The most significant improvement from 2017 for 2018 was achieved in provider relations. Nebraska Total Care is continuing to improve services to providers. Based upon the 2018 survey results, we are creating improvement plans related to:

- Claims payment accuracy
- Accessibility of pharmacy information
- Consistency in treatment authorizations
- Provider engagement process improvements

We remain focused on continuous improvement in all areas and welcome opportunities to develop the best possible services.

### Overall satisfaction 2018



# Member Impact

Nebraska Total Care contacted a pregnant member with a history of high risk pregnancies. The woman had previously experienced one miscarriage. In her next pregnancy, she was hospitalized for one month due to preterm labor, and delivered at 8 months of gestation. The baby required another month of NICU care before going home.

Based on the member's history, a Care Manager contacted her to ensure she had the opportunity to receive prenatal care. Based on the assessment by the Care Manager, this mother appeared to be a good candidate for the drug 17-OH Progesterone (17P). Research has shown that 17P has a significant positive impact on preventing preterm births, and Nebraska Total Care is working with obstetricians to increase its use.

The Care Manager contacted the doctor's office and offered consultation on the use of 17P and provided direction on how to obtain the medication. The member began taking the medication at 15 weeks gestation.

Shortly after starting on 17P, the member had to travel out of the country for an extended time to assist her family. There were concerns that she would not have access to the medication or someone to provide the required injections. The Care Manager secured a three month supply of 17P and worked with the member on a plan to for injections. Upon her return, the member confirmed she did not miss a single dose of the medication and her pregnancy remained free of complications.

Upon her return to Nebraska, the member returned to her obstetrician's office only to discover that 17P was on back order and could not be administered. The Care Manager engaged the Nebraska Total Care Pharmacy staff, who identified a generic form of the medication and a source for ordering the medication. The member was able to quickly resume injections.

In the fall of 2018, this member delivered a full term, healthy baby. Mother and baby had a normal hospital stay and went home happy and healthy.



## Community Impact

***Transforming the health of the community requires a larger focus than just meeting the healthcare needs of our members. It also means supporting the agencies, groups, and individuals that are serving their communities throughout Nebraska. As a local company, we want to enhance the efforts of our neighbors that align with our mission, knowing that together we accomplish more than we can alone.***



On a Saturday in December, Nebraska Total Care staff in Omaha and Grand Island traveled through the cities delivering hot cocoa to individuals ringing bells for the Salvation Army. The event allowed us to thank the volunteers braving the 20 degree temperatures

for their support of services that improve the lives and health of those in need. It also gave us the opportunity to share important information about our role with Heritage Health, and how providing quality care to our members improves the health of the state.

# Nebraska Total Care awarded United Way of the Midlands 2018 New Business Partner of the Year

In our first year of operation, Nebraska Total Care embraced the 2017 United Way campaign. With the support of Nebraska Total Care leadership, an employee committee created a campaign to educate and encourage all staff involvement. Activities included education on the importance of the United Way, focus on local organizations receiving support, and fun activities to keep giving in focus. At the end of the campaign, 95% of Nebraska Total Care staff had contributed, making our plan one of the highest percentage of givers in Centene Corporation.

Due to the overwhelming support of employees, United Way of the Midlands named Nebraska Total Care the 2018 New Business Partner of the Year.

All funds donated by Nebraska Total Care stay local and support United Way activities in Nebraska. Additionally, Centene Corporation provided a 50% match for every dollar donated by employees.

In the 2018 campaign, Nebraska Total Care again had 94% employee contribution. Our staff demonstrate their individual commitment to meeting the needs of our members every day, and chose to extend their support to the important work being done by other organizations in our communities.



Michael Heifetz, CEO & Plan President, accepting on behalf of Nebraska Total Care.

“In our celebration of local businesses who give back in big ways: Nebraska Total Care! With it being just their first year running a fundraising campaign for United Way, a whopping 95 percent of their employees contributed. Because of this impressive show of support for our community, they took home the New Business Partner of the Year Award.”

~United Way of the Midlands



Local educational programs are important partners for Nebraska Total Care. Several programs discussed the need to have warm weather gear on hand for students, and we wanted to help meet that need.

Approximately 1200 pairs of mittens and 600 pairs of gloves were delivered to income-based early learning centers, elementary schools, and middle schools. Extra gloves were made available to allow gifts to parents as needed.

## Donations supported children in twelve Nebraska communities.

<i>Bellevue</i>	<i>Lincoln</i>
<i>Fremont</i>	<i>North Platte</i>
<i>Grand Island</i>	<i>Omaha</i>
<i>Hastings</i>	<i>O'Neill</i>
<i>Kearney</i>	<i>Papillion</i>
<i>Lexington</i>	<i>Plattsmouth</i>



Nebraska Total Care employees chose to personally collect diapers for the annual Channel 94.1 Diaper Drive. As a group, they donated over 3,000 diapers to the Open Door Mission's Lydia House.

# Quality Impact

Heritage Health has placed a priority on ensuring children under age two receive recommended preventive care. For the 2018 calendar year, Heritage Health identified three industry standard quality measures for the Nebraska Managed Care Organizations:

*Six well child examinations  
by 15 months of age*

*Blood screening to check for  
lead by age two*

*Recommended  
immunizations by age two*

**Using targeted interventions with both members and providers, Nebraska Total Care exceeded state-directed standards on all three measures for 2018. Interventions include:**

## Member supports

Research into care patterns show that well child appointments become less consistent at 9 months of age. In addition to regular growth and development checks, this appointment is the ideal time to test for lead and is a good opportunity to administer missed vaccinations. Nebraska Total Care has addressed the gap by implementing these quality interventions with members:

- Educational materials have been developed and are mailed to the parents of 8 and 9 month old children to explain the importance of all of these activities.
- On each inbound call, Member Services Representatives discuss member specific care gaps (ex. flu shot) and remind parents when their child is due for an exam. If needed, they assist the parent to identify a provider or schedule an appointment.
- Care Managers engage families at risk of not meeting recommended care targets. The Care Management team assists members to remove barriers preventing them from accessing care and make referrals for additional support if necessary.
- Start Smart for Baby provides electronic support for pregnant woman and new parents. The program sends text messages reminding parents when their child is due for an appointment or vaccination.

## Provider supports

Nebraska has contractually partnered with providers to incentivize quality performance. This entails:

- Financial incentives when minimum target thresholds are met
- Actionable information that shows which members have a care gap (ex. need a lead screen)
- Joint outreach to members to increase participation and engagement

The compliance goal for all three standards has been increased for 2019. New interventions are in development to continue increasing participation in important preventive care.

## Summit Award for Excellence in Care

“With the **Summit Award for Excellence in Care**, we thank Dr. Lancaster and Heartland Health Center for their dedication to healthcare outcomes improvement. Their service to our members represents the best in quality medical care.”

~Dr. Michael Skoch, Chief Medical Director, Nebraska Total Care

Nebraska Total Care, in collaboration with our parent company, Centene Corporation, recognized **Rebecca Lancaster, MD**, of Methodist Physicians Clinic, Omaha; and the **Heartland Health Center** in Grand Island, with a national award for clinical excellence.

Practitioners are selected each year for the Summit Award for Excellence in Care based on their exemplary performance in a number of quality measures. Centene has sponsored this annual award since 2008.

