



Winter 2020

IMPACT REPORT

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

Operational changes create improved customer experience

In 2019, Nebraska Total Care set out to improve the experience of both members and providers when interacting with the plan. The areas that were identified as having the most impact were customer service through the call center and claims processing.

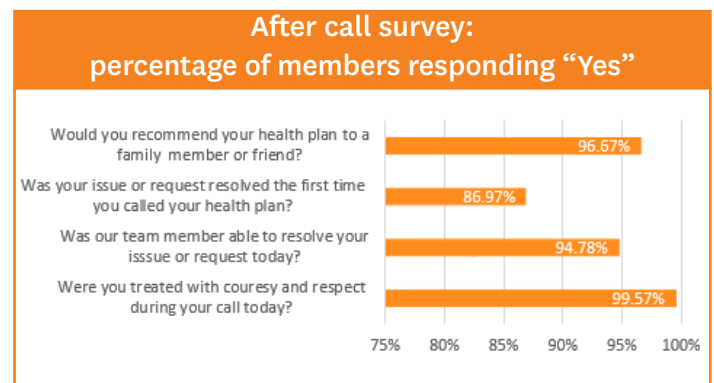
CALL CENTER

The annual satisfaction surveys for both members and providers showed a significant improvement in satisfaction with the call center services. The satisfaction score on the member survey increased by 4 percentage points. The score on the provider survey increased by 4.9 percentage points.

The Customer Service team created focus groups to identify operational obstacles. The area of primary concern was the onboarding process for new employees. The department leadership, with the recommendations of the team and Human Resources, restructured the hiring and initial training process. As a result, the Customer Service department has:

- increased the speed of call answer
- decreased the length of calls
- increased employee engagement
- decreased employee turnover

When calling Member Services, members are asked to take a simple after call survey to assess their experience during the call. On three of the four questions, the 2,841 respondents reported a positive experience on over 94% of calls.



In 2020, Nebraska Total Care is building on the improvement from 2019. Using the results of the survey, Nebraska Total Care will research and prioritize solutions to improve first call resolution.

CLAIMS PROCESSING

The claims processing team sought out ways to increase payment accuracy and receipt to pay time frames. The team conducted a root cause analysis to identify why claims were moving to "pending" status for manual review, rather than appropriately paying or denying. Claims in this status require human intervention to make a determination on payment. This process caused delay in decisions and payment for providers, diverted Nebraska Total Care staff resources, and increased the risk of human error.

As a result of the study, we implemented system configuration enhancements that led to a 3.4% increase in claims auto-adjudication. This increase represents approximately 65,000 claims that processed without manual intervention, increasing payment timeliness and accuracy for providers.

Provider Impact

Nebraska Total Care received the final reporting for the 2019 annual provider survey. This survey measures provider satisfaction and dissatisfaction with the plan, and provides us with direction for process improvements that are most likely to impact providers. **For the third consecutive year the survey showed improved overall satisfaction, with Nebraska Total Care now scoring at 60.2%.**

Key highlights

We have a highly engaged provider network. The response rate was nearly 25%, which is one of the highest of all Centene plans.

The high performing functional areas were Financial Issues (claims payment) and Provider Relations (ability to answer questions and solve problems).

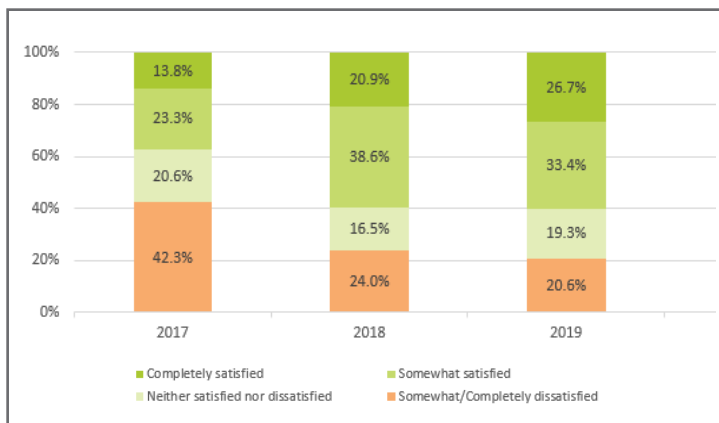
Behavioral health providers reported the highest level of satisfaction, at 79.7%.

The functional area with the greatest increase in satisfaction was Call Center Customer Service. This score increased by 4.9 percentage points.

Nebraska Total Care achieved the highest provider satisfaction rate compared to other Heritage Health plans.

In addition to increased satisfaction, Nebraska Total Care decreased dissatisfaction by nearly four percentage points. Of respondents, 79.4% reported positive or neutral satisfaction.

Overall Satisfaction



Next steps

Each department is evaluating survey results to identify areas for process improvement. Development of a comprehensive action plan will include utilization management, pharmacy, call center, provider relations, claims, and credentialing activities.

Our goal for 2020 is to sustain the highest provider satisfaction in the Nebraska Medicaid market, by continuing to improve the provider experience.

Physician Summit
Awards 2019

Nebraska Total Care, in collaboration with our parent company, Centene Corporation, recognized **Erica Peterson, MD** of Lincoln, NE and **Douglas Laflan, MD** of Creighton, NE with the 2019 **Physician Summit Award for Excellence in Care.**

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



Member Impact



Joe, an adult Nebraska Total Care member, was working as an over-the-road truck driver when his vision became blurry and he could no longer see to drive. His family picked him up and rushed him to a rural hospital in central Nebraska, where doctors determined that he had suffered a stroke. In a short period of time he experienced two more strokes. While hospitalized, it was discovered that he also had stage two kidney disease. This required a long-term commitment to traveling extended distances for dialysis treatments three days a week. Within four years he faced a leg amputation below the knee due to a spreading infection. Just as he was adjusting to limited mobility and life in a wheelchair, he was hit with gastroparesis which caused him to lose over 100 pounds in less than a year.

As Joe tried to manage one complex health issue after another, he began to suffer from extreme anxiety. The anxiety caused additional physical symptoms that required traveling nearly 50 miles round-trip to the emergency department multiple times per week to seek relief. He would receive injections and feel more comfortable, but become ill again six or seven hours later and be headed back to the emergency department. Adding to Joe's anxiety, his health issues caused him to lose his job and he was without a phone when he experienced medical emergencies. Joe's days were entirely filled with addressing his health conditions, managing anxiety, and tolerating chronic pain and discomfort.

Becoming aware of Joe's frequent visits to the emergency room, a Care Manager from Nebraska Total Care reached out to Joe. The Care Manager advocated for Joe and brought together a team to help him take control of his care. Rather than multiple long trips to the emergency department, the team trained Joe to administer his own medication injections at home. He could now keep this medication on hand and use it immediately, removing several hours of discomfort and sickness each day. Nebraska Total Care was also able to secure a cellular phone, allowing him to call for assistance.

Joe continues to have complex health needs, but through the assistance of Care Management he has the knowledge and skills to care for himself and medication immediately available. This empowerment has led to significantly diminished anxiety and overwhelming pain and illness. He is no longer a regular patient of the emergency department and he can spend more of his day focused on his family and community, rather than just managing his symptoms. Through the Care Management program, Joe has regained the ability to care for himself and live a meaningful life.

To hear Joe share his experience with Nebraska Total Care in his own words, visit the "Member Experience Videos" section of our website at

NebraskaTotalCare.com/about-us

Connect with us on social media.

You will find information about our community outreach, member experience videos, careers, health tips, and more on our social media pages. Search for Nebraska Total Care on Facebook, YouTube, Twitter, and LinkedIn.



COMMUNITY IMPACT

Nebraska Total Care is engaged in continuous outreach across the state. In 2019, we participated in nearly 400 outreach activities, including health fairs, community resource events, inter-agency collaboratives, educational presentations, and other support for our partner organizations. We reached every corner of the state and have an active presence beyond provider and member support in 37 different Nebraska communities.

The cold weather and holiday seasons present additional needs to individuals and the organizations across Nebraska who are working to ensure their communities are cared for. Our local connections offer us additional opportunities to show our support for our neighbors during what can be a difficult time for many.

These are just some of the ways we served individuals and communities during the holiday season:

personal connection

Employees took an opportunity to engage with the community through the Heart Ministry Center's Thanksgiving meal distribution.

Employees volunteered helping individuals gather and carry their meal prep items.



winter warmth

Three years ago we began distributing cold weather gear to Nebraska communities. In 2019, we provided convertible hat/neck warmers that could serve both children and adults. We shared 4,000 individual pieces with 39 partner organizations in 15 communities.

Beatrice

Hastings

Blair

Omaha

Scottsbluff

McCook

Lexington

Papillion

Fremont

Communities served through holiday giving activities

Lincoln

Grand Island

Bellevue

Kearney

North Platte

South Sioux City

Columbus

Ralston

traditional giving

In 2016, before we even had members, employees began donating to the Channel 94.1 Diaper Drive for the Lydia House in Omaha. In 2019 employees donated for the fourth time, making the Diaper Drive one of our longest standing company traditions.

community appreciation

Bell ringers allow the Salvation Army to support individuals in need throughout the state, including Nebraska Total Care members. For the second year we expressed our appreciation by delivering hot cocoa to shivering volunteers in eastern and central Nebraska.

holiday cheer

Our mascot, Phoebe, attended the Munroe-Meyer Institute's "Little Angels" holiday party and played with children during the festivities. She made waiting patiently for their turn to see Santa easier and a lot more fun.

