

WHOLE you

2025 | Q3 BULLETIN



Getting Help for Opioid Use & Addiction

If you or a loved one suffers from addiction to opioids, help is available. There are activities you can take part in, along with medication you can take, to get you well again. Talk to your doctor to determine the best plan for you.

Medication

There are three medications your doctor may prescribe to help with opioid addiction.

- **Methadone** is typically given in liquid form for opioid addiction. It is taken once a day. It can help decrease cravings and withdrawal. Methadone can only be given through an opioid treatment program. Your doctor can help you decide if a methadone treatment program is right for you.
- **Buprenorphine** comes in several forms, including pill, tablet, film, patch, or shot. Most of the pill and tablet forms are placed under the tongue and along the cheek once a day. The shot is injected under the skin once a month.
- **Naltrexone** comes in a pill and injection form. The injection form is recommended for opioid addiction. It is given once a month.

Activities

Along with medication, there are other activities that can help treat opioid addiction:

- Talking to a counselor
- Taking part in specialty programs that may include medication and behavioral therapy
- Getting help from family members, peers, and friends
- Participating in recovery programs, such as 12-Step or SMART recovery

Additional support

We are here to help with additional tools and local resources. Please contact us by calling 1-844-385-2192 (TTY 711).

- **SAMHSA National Helpline:** 1-800-662-HELP (4357)
[samhsa.gov/find-help/national-helpline](https://www.samhsa.gov/find-help/national-helpline)
- **SAMHSA Treatment Locator:** [samhsa.gov/find-treatment](https://www.samhsa.gov/find-treatment)



Your care team: Ask your local pharmacist

Let's say you have a terrible earache or bad cold. Who should you call? Your primary care provider (PCP) is a great choice. This doctor will help you if you have a cold, earache, sore throat or rash. Your PCP can also help you with injuries like a sprain, minor cut or burn. Your PCP is also a good choice if you have stress or anxiety.

But what if you have quick questions about medicines or your health? Many of us might not think of our local pharmacist. We should. Your pharmacist is there to provide good advice at no cost to you, helping you manage your prescriptions and health.

ASK YOUR LOCAL PHARMACIST ABOUT:

- Your prescriptions or over-the-counter medicines
- Side effects from medicines and how to handle them

- Medication refills
- How your medicine works
- Which medicines are safe to use with each other
- How to stay on track using your medicines
- Over-the-counter medicines when you have a cold or the flu, a headache or a sore throat
- Questions about vaccinations
- How to use blood pressure monitors, inhalers or glucose monitors



You can find a PCP or pharmacy near you at [NebraskaTotalCare.com](https://www.NebraskaTotalCare.com). If you are not sure where to go for the care you need, call our 24/7 Nurse Advice Line. They can help you. Call 1-844-385-2192 (TTY 711).



More stretching, less stressing



Yoga is an exercise that you can enjoy and get better at over time. It does not matter how old or fit you are. It is unique because it helps your body, mind and spirit all at once. Yoga teaches you to be kind to your body and accept what it can or cannot do.

Yoga for a long and healthy life

Research says yoga is great for your health. It can help lower your blood pressure, slow down your heart rate and make you feel less stressed. It also makes your brain feel happy. Yoga can make you move and bend better, and it can make you stronger and healthier. It has many benefits for any age. Here is how it can help you at different stages of life:

KIDS

Yoga teaches you how to breathe deeply, which helps you feel calm. It also helps you focus and learn better. Plus, it teaches you to trust yourself instead of always looking for other people's approval or looking at computer screens.

YOUNG ADULTS

If you are feeling stressed from work or tired from taking care of kids, yoga can help you feel better. Your sleep quality can improve. It also makes your body stronger and more balanced.

MIDDLE-AGED ADULTS

Yoga fights against diseases like high blood pressure and weak bones. It makes your heart stronger and helps your body move better. It can also boost your mood!

OLDER ADULTS

Yoga makes your body more flexible and balanced, which helps you stay safe from falling. A large range of motion keeps you independent longer, and you can even do yoga while sitting down.



How to get started

You can find a yoga class near you or watch beginner videos online. Always listen to your body. If something feels too hard, take a break and breathe deeply. Just stretching your arms and taking deep breaths can make you feel better.

Remember, our bodies change as we get older, so we need to be careful when doing yoga. Do not push yourself too hard. There are tools like blankets and blocks that can help you with poses. The most important thing is to listen to your body and breathe deeply. Yoga helps our mind, body and spirit. Regardless of our age or fitness level. We encourage you to give it a try!

Keep your coverage!



Here are three important things to know:

- 1** You may get a letter from Nebraska DHHS before your Medicaid anniversary. This letter will explain how to verify that you are still eligible. If you have been auto-renewed, it may tell you that no action is needed.
- 2** If you are eligible for Medicaid, you can keep your Nebraska Total Care coverage. If you are no longer eligible for Medicaid, you can check out our Marketplace plans by visiting [AmbetterHealth.com](https://www.AmbetterHealth.com). If you will be over 65, you can learn about Medicare plans at [WellcareNE.com](https://www.WellcareNE.com).
- 3** If you do not get a letter or you do not know your anniversary date, you can check your eligibility with Nebraska DHHS. Go to [iServe.Nebraska.gov](https://www.iServe.Nebraska.gov). You can also confirm eligibility by calling Nebraska DHHS at 855-632-7633.



HAVE YOU MOVED OR CHANGED YOUR PHONE NUMBER?

Make sure Nebraska DHHS has your current contact information. You can do that by visiting [iServe.Nebraska.gov](https://www.iServe.Nebraska.gov). If you have questions or need help with the process to keep your Medicaid coverage, contact Nebraska DHHS at 855-632-7633.

Why is health literacy important?

Health literacy refers to the skills necessary for you to participate in the health care system and maintain good health. These skills include reading and writing, calculating numbers, speaking with health care professionals, and using technology.

Health literacy is an everyday issue. You make choices about your health every day. This includes what to eat, when to see a doctor, and how to take your medicine. All of these tasks rely on health literacy skills. Anyone can struggle with health literacy, even those who read and use numbers well.

Can you understand the labels on your medicine and food?

Can you locate the closest clinic?

Can you find the nearest hospital?

Can you accurately report your symptoms to the doctor?

Can you understand and complete insurance paperwork?

Do not feel alone. Nearly 9 out of 10 adults struggle to understand and use personal and public health information.

HOW CAN YOU IMPROVE YOUR HEALTH LITERACY?

Ask questions. If you do not understand what your doctor is telling you or only understand part of it, ask questions.

Repeat what your doctor told you in your own words. This gives your doctor the chance to clear up any misunderstandings.

Ask for hand-outs or printed materials. These can help you understand. Some people learn by hearing, some by seeing, and others through reading. Ask for the info in the form that is most useful for you.



Source: www.chcs.org/media/Health-Literacy-Fact-Sheets_2024.pdf

Whole You Podcast



The Whole You podcast is a resource to help you use the healthcare system. Learn to access your benefits. Advocate for your needs. Get the support you need for your best health. Learn more about the health plan. Discover how to access resources to improve your health. We are on Amazon, Apple, Spotify, and iHeart Radio. Find us where you listen to podcasts.

Episode - Non-Medical Factors that Affect Health

Our health is not just about medical needs and care. Dr. Elliott and our Population Health leaders talk about non-medical factors of health. These are topics like access to fresh food, healthy living environment, and transportation. These can be as important as medical treatment. We want to help you get these needs met.

Episode - Diabetes Management

Dr. Elliott and our Community Health Services team discuss the Diabetic Coaching Program. They explain the benefits and services available to members with diabetes.

Episode – Pregnancy and Maternal Care

Dr. Elliott meets with the Population Health team. They talk about the benefits and services available to pregnant members and new mothers.

Episode - Health Plan Benefits and Services

Dr. Elliott introduces the health plan President and VP of Population Health. They discuss the benefits and services offered by Nebraska Total Care.



SICKLE CELL AWARENESS

People born with Sickle Cell inherit it from their parents. Sickle Cell affects about 100,000 people in the USA. It most commonly affects about 90% of African-Americans.

Join the Sickle Cell Program today. Get help to stay healthy. Learn more about the disease. We will update you on new information. You can enroll in Care Management, where we will assist you in getting the care you need. Call Care Management at 1-844-385-2192 (TTY 711).

As a member of the Sickle Cell Program, you can receive:

- Helpful staff to teach you how to live with your disease and be healthier
- Resources you need to stay healthy
- Educational materials to deal with your disease
- Information on preventive care

- Reminders to get yearly exams and tests
- Home visits by a Community Health Services Representative
- Preprogrammed cell phone (if qualified)
- Access to our online health library containing hundreds of topics
- Answers to your questions about physical health and/or behavioral health
- Access to more services you may not be aware of
- Counsel about how you are feeling
- Management of medications
- Sickle Cell Kit, including Living Well with Sickle Cell book



When to use antibiotics

Antibiotics only fight infections caused by bacteria. They do not work for an illness caused by a virus. Taking antibiotics when you do not need them will **NOT** make you better. You will still feel sick. The antibiotics may cause a skin rash, diarrhea or yeast infection.

Your health care providers will provide the best possible treatment for your condition. If an antibiotic is not needed, they will explain this to you. Your provider will offer another treatment plan that will help.

When you have a cough, sore throat, or other illness, tell your doctor you only want an antibiotic if it is really needed. If you are not given an antibiotic, ask what you can do to feel better and get relief from your symptoms.

When antibiotics **will not** help:

- A cold
- The flu
- Most sore throats
- Most sinus infections
- Bronchitis
- Allergies

When antibiotics can help:

- Strep throat
- Urinary tract infection (UTI)
- Some outer ear infections

Questions?

1-844-385-2192

*Member Services
can help.*

You can always count on a nurse

It is past 5 p.m., and something just feels off. The doctor's office is no longer taking patients. You start to panic as your cough keeps getting worse. Wouldn't it be nice if you could talk to a nurse whenever, wherever and at no cost? You are in luck. The Nurse Advice Line is a covered benefit. A nurse will listen to your symptoms and help you decide what to do next.

Call when you need:



- Help caring for a sick child
- Help deciding if you need to see your primary care provider
- Help deciding if you need in-person care as soon as possible
- Answers to questions about your symptoms
- Help with mental health

The Nurse Advice Line can help you find an urgent care center or specialist when needed. They can also connect you to programs that your health plan offers. This includes transportation to appointments and access to healthy foods and services. Save this number and remember — you can always trust a nurse! They are happy to help.

Your 24/7 Nurse Advice Line:

1-844-385-2192 (TTY 711)

Visit our website & secure member portal

Visit [NebraskaTotalCare.com](https://www.NebraskaTotalCare.com) to create a member portal account. You can use it to:

- Complete your Health Risk Screening
- Complete your Notice of Pregnancy form (NOP)
- Change your primary care provider (PCP)
- Update your personal information
- Print a temporary member ID card
- Find pharmacy benefit information
- Send Nebraska Total Care a message
- See claims and authorization approvals
- Check rewards card balance and more!

Call Member Services

Call **1-844-385-2192 (TTY 711)**. Monday-Friday, 8 a.m. to 5 p.m., Central. We can help you:

- Find a doctor or change your primary care provider (PCP)
- Get a new Nebraska Total Care ID card
- Understand your benefits
- Change your address and phone number
- Get translation help for medical appointments
- Get transportation to your appointments
- Get a paper copy of anything on our website

You can see authorization approvals on our **Secure Member Portal**.

