

# Provider Report



## Notification of Pregnancy Incentive

To increase member Notification of Pregnancy (NOP) communication and reduce the recurrence of preterm births, Nebraska Total Care launched a Provider Incentive Program. Please review the incentive guidelines outlined below:

### **Incentive Program A: Notification of Pregnancy (NOP) Submission**

Incentive limited to Providers within the Nebraska Total Care Network. Incentives are based on timely submission of the Nebraska Total Care Notification of Pregnancy Form (NOP) as outlined below:

- 1st Trimester (0-14 weeks gestation): \$100 incentive
- 2nd Trimester (15-28 weeks gestation): \$40 incentive
- 3rd Trimester (29+ weeks gestation): \$20 incentive
- The [Notification of Pregnancy \(NOP\) forms](#) are located on the Nebraska Total Care [Provider Portal](#) and Nebraska Total Care Provider website.
- Submitted forms must be accurate and complete, i.e., member name, date of birth, member ID, full name of provider, gestation, initial OB visit date and Provider's Tax ID Number (TIN).

- Duplicate ONAF and NOP forms will not qualify for multiple incentives.

### **Incentive Program B: Heritage Health Obstetric Needs Assessment Form (ONAF)**

Incentive limited to Providers within the Nebraska Total Care Network. Incentives are based on timely submission of the Heritage Health Obstetric Needs Assessment Form (ONAF) as outlined below:

- 1st Trimester (0-14 weeks gestation): \$50 incentive
- 2nd Trimester (15-28 weeks gestation): \$30 incentive
- [ONAF form \(PDF\)](#) is located on the Nebraska DHHS MLTC website.
- Submitted forms must be accurate and complete, i.e., member name, date of birth, member ID, full name of provider, gestation, initial OB visit date and Provider's Tax ID Number (TIN).
- Duplicate ONAF and NOP forms will not qualify for multiple incentives.

# Important Reminders

Helping you care for your patients is our top priority. Strong communication and trust between you and your patients will help ensure they're satisfied and have good outcomes. You can rely on Nebraska Total Care for information and support to help you keep those patient relationships strong.

## Annual CAHPS Survey

The Consumer Assessment of Healthcare Providers and Systems (CAHPS) Health Plan Survey is an opportunity for your patients to share their healthcare experiences with you as their provider and with their health plan. Your patients are asked specific questions, which include how well their doctor communicates, if they felt their doctor listened to them, and if their doctor explained things in a way that was easy to understand. Also included are questions on how well different healthcare providers

are communicating about care coordination and a (0-10) rating of the patient's overall satisfaction with their healthcare, personal doctor and specialists.

## Annual Provider Satisfaction Survey

You are essential to providing the highest quality healthcare possible for our members, and your satisfaction is very important to us, too. We assess your experience with the health plan through an annual Provider Satisfaction Survey and use the results to guide operational improvement activities.

Our Support Doesn't Stop There. Our provider website contains essential information, including your rights and other sources of support for you. Read more about our [Quality Programs](#). If you have additional questions or need specific support, call Provider Services at 1-844-385-2192 (TTY 711).

# Provider Changes and Demographic Updates

There is an easy way for you to request updates to your information and ensure we receive what we need to complete your request in a timely manner. Simply [submit provider updates](#).

As a Nebraska Total Care provider, you can rely on:

A comprehensive approach to care for your patients through disease management programs, healthy behavior incentives and 24-hour toll-free access to bi-lingual registered nurses

Initial and ongoing provider education through orientations, office visits, training and updates

A dedicated claims team to ensure prompt payment

Minimal referral requirements and limited prior authorizations

A dedicated provider relations team to keep you informed and maintain support in person or by phone

The ability to check member eligibility, authorization and claims status online

Healthcare collateral for your patients (e.g., information about our benefits and services) and educational displays for your office

# Coding WCC Visits

Weight Assessment and Counseling in Children/Adolescents (WCC)

## Physical Activity Counseling

Providers must include a note indicating the date and at least one of the following:

- Discussion of current physical activity behaviors (e.g., exercise routine, participation in sports activities, exam for sports participation).
- Checklist indicating physical activity was addressed.
- Counseling or referral for physical activity.
- Member received educational materials on physical activity during a face-to-face visit.
- Anticipatory guidance specific to the child's physical activity.
- Weight or obesity counseling.

Codes: HCPCS: G0447, S9451; ICD-10: Z02.5, Z71.82.

[Learn more about HEDIS.](#)

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA)



Provider Services: 1-844-385-2192 (TTY 711)  
Provider Relations: [ProviderRelations@NebraskaTotalCare.com](mailto:ProviderRelations@NebraskaTotalCare.com)  
Contracting: [NetworkManagement@NebraskaTotalCare.com](mailto:NetworkManagement@NebraskaTotalCare.com)

**Mailing Address:**  
Nebraska Total Care  
Attn: Provider Relations  
2525 N 117th Ave, Suite 100  
Omaha, NE 68164-9988

**Claims Address:**  
Nebraska Total Care  
Attn: Claims  
PO Box 5060  
Farmington, MO 63640-5060