

# Provider Report



## Prior authorization update

Nebraska Total Care is committed to delivering cost effective quality care to our members. This effort requires us to ensure that our members receive only treatment that is medically necessary according to current standards of practice.

Prior authorization is a process initiated by the physician in which we verify the medical necessity of a treatment in advance using independent objective medical criteria and/or in network utilization, where applicable. Nebraska Total Care regularly reviews and evaluates authorization codes to determine continued need.

Effective September 1, 2025, the following codes will require prior authorization to be submitted to Nebraska Total Care.

**31276** Nasal/sinus endoscopy, surgical, with frontal sinus exploration, including removal of tissue from frontal sinus, when performed

**J1439** Injection, ferric carboxymaltose, 1 mg

**31295** Nasal/sinus endoscopy, surgical, with dilation (eg, balloon dilation); maxillary sinus ostium, transnasal or via canine fossa

**31296** Nasal/sinus endoscopy, surgical, with dilation (eg, balloon dilation); frontal sinus ostium

The following codes will no longer require prior authorization:

**20939** Bone marrow aspiration for bone grafting, spine surgery only, through separate skin or fascial incision (List separately in addition to code for primary procedure)

**81257** HBA1/HBA2 (alpha globin 1 and alpha globin 2) (eg, alpha thalassemia, Hb Bart hydrops fetalis syndrome, HbH disease), gene analysis; common deletions or variant (eg, Southeast Asian, Thai, Filipino, Mediterranean, alpha3.7, alpha4.2, alpha20.5, Constant Spring)

As always, we appreciate your partnership in providing quality care and improved health outcomes. If you have questions, please contact [Provider Relations](#).



# Fraud, Waste, and Abuse



Nebraska Total Care takes the detection, investigation, and prosecution of fraud, waste, and abuse very seriously. In conjunction with our parent company, Centene, we operate a Fraud, Waste, and Abuse (FWA) Unit.

Fraud is generally defined as knowingly and willfully executing, or attempting to execute, a scheme or artifice to defraud any health care benefit program or to obtain (by means of false or fraudulent pretenses, representations, or promises) any of the money or property owned by, or under the custody or control of, any health care benefit program.

Waste is over-utilization of services or other practices that, directly or indirectly, result in unnecessary costs to the health care system, including the Medicare and Medicaid programs. It is not generally considered to be caused by criminally negligent actions, but by the misuse of resources.

Abuse includes any action(s) that may, directly or indirectly, result in one or more of the following: unnecessary costs to the health care system, including the Medicare and Medicaid programs; improper payment for services; payment for services that fail to meet professionally recognized standards of care; and services that are medically unnecessary.

Potential fraud, waste or abuse should be reported to Nebraska Total Care's anonymous and confidential hotline at 1-866-685-8664. You can also contact the Nebraska Total Care Compliance Officer at 1-844-385-2192 or by email at [NTC-Compliance@NebraskaTotalCare.com](mailto:NTC-Compliance@NebraskaTotalCare.com).

For more information, visit the [FWA](#) page of the Nebraska Total Care website.

## Non-Emergency Medical Transportation (NEMT) services for members

Non-Emergency Medical Transportation (NEMT) services for Nebraska Total Care members is covered by Nebraska Total Care through our transportation vendor MTM, Inc. MTM is committed to partnering with medical facilities in Nebraska to ensure seamless, successful transportation delivery to Nebraska Total Care members.

The [Facility Transportation Resource Guide \(PDF\)](#) contains the contact information for MTM staff.

To arrange transportation members are encouraged to:

- Use the [MTM member portal](#)
- Download the [MTM Link Member app](#).
- Call MTM at 1-844-261-7832.

It is important that you notify MTM of any cancellations or schedule changes as soon as you are aware of them. MTM offers an [online provider portal](#) that allows healthcare providers to view, schedule, and cancel transportation.



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