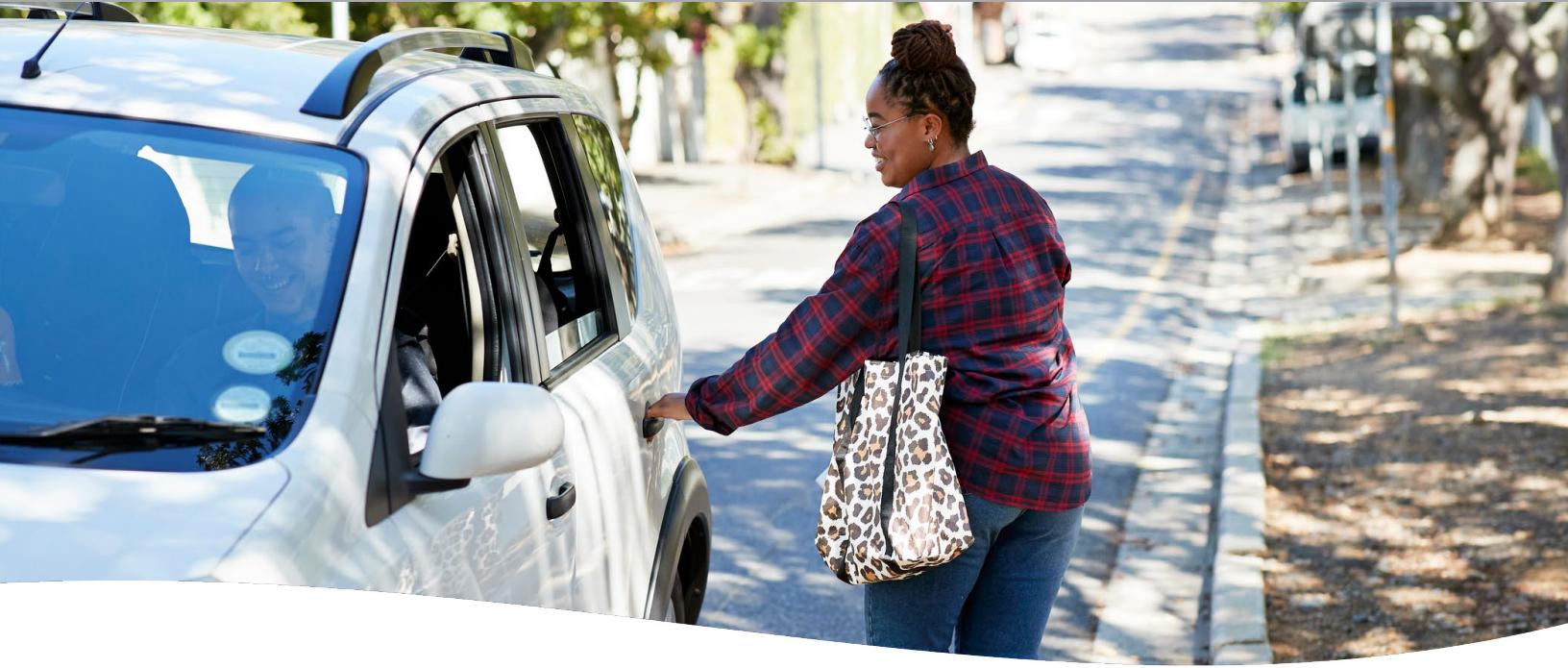


Provider Report



Non-Emergency Medical Transportation

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 information to contact MTM staff.

Transportation Requests

Transportation for routine appointments should be requested two days prior to the appointment using the [Transportation Request Form \(PDF\)](#). To request transportation:

- Call Nebraska Total Care at 1-844-385-2192 TTY: 711. Choose the transportation option.
- Call MTM at 1-844-261-7834.
- Fax 636-561-6055.
- Transportation Provider: [Service Providers](#)

It is important that you notify MTM of any cancellations or schedule changes as soon as you are aware of them.

Provider Trip Management (PTM)

MTM offers an [online provider portal](#) that allows healthcare providers to view, schedule, and cancel transportation.

Healthcare Provider Resources

- [Transportation Request Form \(PDF\)](#)
- [Medically Necessary Attendant Form \(PDF\)](#)
- [Request for Facility Contact Info \(PDF\)](#)
- [Frequently Asked Questions \(PDF\)](#)
- [NEMT Transportation Comparison for DBH \(PDF\)](#)



Transit

Prior Authorization Update for Evolent

Evolent (formerly New Century Health) manages prior authorizations for Centene for Medical Oncology, Radiation Oncology, Pediatric and Dose Optimization, and Cardiology.

Beginning on April 1, 2026, the procedure codes included in our posted bulletin will require prior authorization through Evolent. This change applies to all Ambetter (Marketplace), Medicaid, and Medicare products offered by Centene.

Please see the [codes requiring Prior Authorization](#) effective April 1, 2026.

If you have any questions regarding this update, please contact Provider Relations.

Provider News Updates:
Sign up to receive provider emails about Nebraska Total Care benefits, operations, quality topics, and other important information.

Appointment Standards for Scheduling

To ensure our members receive services for medical and behavioral health appointments in a timely manner, below are the [Appointment Availability Standards \(PDF\)](#) we ask our providers to implement accordingly.

Primary Care Providers After Hours (Passing Standards)

- Answering service or system that will page physician
- Answering system with option to page physician
- Advice nurse with access to physician
- Answering service that will page the provider after a message is left



PRIMARY CARE AND PEDIATRIC	SPECIALIST	OBGYN	BEHAVIORAL HEALTH
Emergency Services: Immediately and 24/7	Routine Care: Within 30 calendar days	Routine Care: Within 30 calendar days	Emergency Services: Within 1 hour and within 2 hours in designated rural or frontier areas
Urgent Care: Same day	Lab & X-Ray Routine Care: Within 3 weeks	1st Trimester: Within 14 calendar days	Non-Life-Threatening Psychiatric Emergency: Within 6 hours
Non-Urgent/Sick Care: Within 48 hours	Lab & X-Ray Urgent Care: Within 24 hours or as clinically indicated	2nd Trimester: Within 7 calendar days	Urgent: Within 48 hours
Family Planning Services: Within 7 calendar days		3rd Trimester: Within 3 calendar days	Routine (Initial Assessment): Within 10 business days
Non-Urgent/Preventive Care: Within 4 weeks		High Risk Pregnancy: Within 3 calendar days	Routine Follow Up Care: Within 10 business days



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