

Provider Report



State of Emergency for Morrill, Garden, Arthur, Keith, Lincoln, Dawson, and Frontier counties

The governor of Nebraska has declared a State of Emergency for Morrill, Garden, Arthur, Keith, Lincoln, Dawson, and Frontier counties due to wildfire.

Prior Authorizations

Flexibility with the authorization process will be implemented for the impacted zip codes with an effective date of March 12, 2026, and **expiration date of April 11, 2026**.

Pharmacy

- The Emergency Access to Benefits/Refill Too Soon override process will be implemented for the impacted zip codes with an effective date of March 12, 2026, and expiration date of April 11, 2026.

- For Emergency/Natural Disaster claims, enter the current ZIP code of displaced patient in NCPDP file 325-CP, Patient Zip/Postal Code, with an SCC of 13 = Payer Recognized Emergency/Disaster Assistance Request.



- Emergency disaster allowances are identified in the ESI Provider Manual, which pharmacies can access.

If you have identified an impacted member, please contact Provider Services at 1-844-385-2192, TTY 711.

If you have questions, please contact [Provider Relations](#).

Transition of Respite Service Requests

Policy Update

To prevent duplication of services, Nebraska Total Care will begin transitioning requests for respite hours to the appropriate Department of Health and Human Services (DHHS) waivers and programs starting **May 12, 2026**.

Respite care provides short-term relief for a member's caregiver. This service is covered under Nebraska DHHS waiver programs and through the Special Health Care Needs program, which includes lifespan respite and in these instances is not a covered benefit through Medicaid.

What This Means for You

- No action is required from you for this transition.
- For members enrolled in DHHS waiver programs that include respite as a covered benefit, Nebraska Total Care will transition their respite hours from the managed care organization to the applicable waiver program.
- A 60-day transition period will be provided to support coordination with waiver service coordinators.
- Members who receive respite hours but are not eligible for waiver coverage will continue to have respite needs evaluated individually based on Medical Necessity. Authorized respite hours for these members will align with the standard service limits established by Nebraska waiver programs.

If you have questions, please contact [Provider Relations](#).



Homocysteine Testing

Effective May 1, 2026, there will be an update to the Homocysteine Testing clinical policy. For additional information, please review Holter Monitors under the clinical policies.

CP.MP.121 Homocysteine Testing

Policy Description: Homocysteine is a nonproteinogenic amino acid generated during the conversion of methionine to cysteine. Mutations of the enzymes within the biochemical pathways that regulate homeostatic homocysteine levels are associated with risk factors for various diseases such as venous thromboembolic disease.^{18,19} Supplementation of folic acid, vitamin B6, and vitamin B12 are known to modulate homocysteine levels due to the interplay between the folate cycle and metabolism. This policy describes the medical necessity requirements for testing levels of homocysteine.

Holter Monitors

Effective May 1, 2026, there will be an update to the Holter Monitors clinical policy. For additional information, please review Holter Monitors under the clinical policies.

CP.MP.113 Holter Monitors

Policy Description: This policy provides medical necessity guidelines for Holter monitoring up to 48 hours. For Holter monitoring beyond 48 hours, see clinical decision support criteria.

Ambulatory electrocardiogram (ECG) monitoring provides a view of cardiac activity over an extended period of time and can be performed using various techniques. The method selected to conduct ambulatory ECG monitoring depends on the desired outcome and the frequency and duration of symptoms. Continuous Holter monitoring for 24 to 48 hours is the most practical initial approach for those with daily or near daily unexplained symptoms, as well as for assessing the efficacy of medication and other treatments for cardiac arrhythmias.

If you have questions, please contact [Provider Relations](#).



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