

Provider Report



Provider Satisfaction Survey



Our **annual provider satisfaction survey** launched in April 2026. We hope you'll take a moment to share your feedback. This survey serves as the foundation for key improvement initiatives that we undertake each year, and your feedback is critical to making sure we address the right issues. We ask you to take a few moments to fill out the survey sent to your office.

We look forward to learning about how we can continue to improve your experience in doing business with us.

Last year Nebraska Total Care made key improvements in the following areas:

- Claims payment process from first time claim submission through final adjudication.
- Prior authorization process
- Nebraska Total Care support tools available on the website for simplicity to find and navigate

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

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.

ER Billing and Claims Reminder



Nebraska Total Care is providing a billing and claims reminder to providers that we align to [Nebraska Administrative Code](#) Chapter 10, section 007.01(N)(i) related to hospital ER services billing and claims considerations for facilities.

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

Helping You Care For Your Patients Is Our Top Priority



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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. Every year we like to remind you there is information available on our website that helps you provide the best care to your patients.

Annual Member Experience Surveys

The Consumer Assessment of Healthcare Providers and Systems Survey (CAHPS), the Qualified Health Plan Enrollee Experience Survey (QHPEES), and the Outpatient Mental Health Survey (OPMH) offers your patients and opportunity to report their satisfaction with their healthcare, including their experience with their practitioners, providers and the health plan. The survey results are used to determine whether patients and members are happy with their experience and likely to stay with their practitioner, provider or health plan or if there are opportunities to improve their care and satisfaction with their health care.

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 us through an annual Provider Satisfaction Survey, in which the survey results are reviewed by the health plan. These results are key to helping us improve your experience, if you receive a survey, please be sure to complete it as soon as you're able.

Our Support Doesn't Stop There

Our provider website contains essential information, including member and provider's rights and responsibilities, health equity resources, language services and resources, provider credentialing rights, the utilization management process, pharmaceutical procedures and PDL, clinical criteria, how to access care management services and other sources of support for you. Read more about [Providing Quality Care](#). If you have additional questions or need specific support, call Provider Services at 1-844-385-2192 TTY: 711.

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



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