

Provider Report



Quality Assessment and Performance Improvement (QAPI)

Cultural Competency Plan

Nebraska Total Care is committed to establishing multicultural principles and practices throughout its organizational systems of services and programs. That mission is supported by facilitating the process by which Nebraska Total Care can respond to the health care needs of all individuals, regardless of their ethnicity, cultural, religious beliefs or language. Our Cultural Competency plan is reviewed and updated annually.

CAHPS®

The health plan and its provider network utilize the Consumer Assessment of Healthcare Providers and Systems (CAHPS®). Annually, results of Nebraska Total Care's member

satisfaction survey can be found in the Nebraska Total Care [Quality Improvement Evaluation](#).

As a healthcare provider, you should know about CAHPS® and what the [CAHPS® survey](#) is asking your patients about Physician Communication. See the CAHPS® Overview to learn what physicians can do to improve communication with our members.

Participation in QI

Nebraska Total Care requires providers and practitioners to cooperate with all Quality Improvement activities, as well as allow the use of provider and/or practitioner performance data, to ensure the success of the QI program. If you are interested in learning more about Nebraska Total Care's QI program, please call 1-844-385-2192 TTY: 711.

Transition to the ASAM Fourth Edition for Youth and Adolescents

Effective December 1, 2026, Nebraska Total Care will transition to the ASAM (American Society of Addiction Medicine) Criteria, Fourth Edition, Volume 2: Adolescents and Transition-Aged Youth. Nebraska Total Care expects providers to align to the most current [Medicaid Behavioral Health Service Definitions](#). If you have questions, please contact Provider Relations.

Preparing for Respiratory Illness Season



Your Recommendation Matters: Preparing for Respiratory Illness Season

Respiratory illness season brings familiar challenges for practices and care teams. Patient volumes increase, phones ring more often, schedules fill quickly, and distinguishing between flu, RSV and COVID-19 can be difficult when symptoms overlap. At the same time, you are helping patients navigate questions about prevention while ensuring those at highest risk receive timely care. As you prepare for the season ahead, we're sharing resources and approaches that may help support your efforts to keep patients healthy and informed.

Ways to Prepare

Consider creating standing orders so that others on your team may vaccinate patients without your direct order.

Add reminders and follow-ups in patients' EHR/EMR — both for yourself and for your patients.

Think of a time or event that happens in every appointment where you can check in with your patients about their vaccine status.

Sharing Your Recommendations

Your relationship with your patients is one of trust, and your conversations are impactful. Please speak openly with your patients about vaccines to help them decide what protection is best for them. A clear suggestion, paired with factual safety information and a compassionate discussion, can help patients feel more comfortable making decisions about vaccination.

Refer to The Agency for Healthcare Research and Quality's SHARE Approach to help guide collaborative conversations with patients. This model has been trusted by clinicians since its introduction in 2014 and was last reviewed as recently as February 2026:

- **SEEK** your patient's participation.
- **HELP** your patient explore and compare treatment options.
- **ASSESS** your patient's values and preferences.
- **REACH** a decision with your patient.
- **EVALUATE** your patient's decision.

Following Up

If you see a patient multiple times you are encouraged to continue to check in on their status. If your patient chose not to get vaccinated during their last appointment, it's a good idea to ask whether they've received their vaccine since then. A quick conversation about where and when they got vaccinated can help ensure their records are up to date.

We've Got Your Back

You're committed to keeping patients healthy, and we are here to support you and your practice in your efforts.

For Nebraska Total Care patients you can rest assured that:

- No prior authorization is needed for preventive vaccines
- Access to our 24/7 Nurse Advice Line is provided at no cost
- Virtual care visits are covered
- Reliable health information is available around the clock from WebMD at the [HealthHub Library](#).

Personalized Support through Provider Relations: Contact Provider Relations to learn more about how Nebraska Total Care can help you keep your patients healthy.

Questions? Nebraska Total Care is here to help answer your questions. Call us at 1-844-385-2192 TTY: 711 or visit our [respiratory illness prevention webpage](#).

Maternity Service Unbundling

Nebraska Total Care is providing a billing and claims reminder to providers that we align to [Provider Bulletin 26-13](#) related to Maternity services considerations.

If you have questions, please contact Provider Relations.

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



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