



# IMPACT REPORT

*Transforming the health of the community, one person at a time.*

## Operational Excellence in 2021

At Nebraska Total Care, **Operational Excellence** means that we execute our day-to-day business with the intention of exceeding industry standards in every area. Our strategies include problem-solving, teamwork, and leadership that focuses on continuous improvement, improved outcomes, and increased efficiencies. Key metrics guide us in our pursuit of healthcare solutions for the State of Nebraska.

**MEMBER CARE** teams respond directly to member needs, ensuring the simplest request to the most complex health needs are prioritized and met.

Measure	Target	2021
All call standards met	90%	94.2%
Average wait time	30 seconds	10 seconds
Involvement with Care Management	21,000 members	25,559 members
In-home, high-risk health assessments	750 members	1,026 members
Social Determinants of Health outreach*	445 members	473 members

\*In addition to Care Management and member initiated requests

72.2% adult member satisfaction, 7.7% above national benchmark

76.0% child member satisfaction, 2.7% above national benchmark

**PROVIDER SUPPORT** teams develop a provider network focused on quality of care, then offer them the tools and services to provide comprehensive care to their patients.

Measure	Target	2021
All call standards met	90%	93.3%
Average wait time	30 seconds	11 seconds
Claims payment within 10 days	95%	99%
Authorization request turnaround time	90%	97.8%
Appeal resolution within 20 days	95%	99%

63% provider satisfaction, the highest of any state Managed Care Organization

**QUALITY IMPROVEMENT** teams expand plan processes to impact outcomes across the membership.

In 2021, Nebraska Total Care completed the National Committee for Quality Assurance (NCQA) reaccreditation process, scoring 135.5 points out of a possible 137 points. Additionally, the plan achieved a 4-Star rating.



# MEMBER IMPACT

## HOUSING ASSISTANCE

Member assessments identify that housing instability, and all of the challenges that accompany it, is a primary barrier to achieving their health goals. To meet these needs, Nebraska Total Care formed a Care Management team specifically to identify and resolve housing concerns for our members.

As always, online and phone assessments allow members to identify if their housing is at risk.

**The Housing Assistance Program takes a proactive approach to identify members who may need assistance.**

## FRANCIS

Nebraska Total Care's Housing Assistance team identified Francis, a 61-year-old member living in a shelter. Because of Medicaid Expansion, he had access to covered healthcare for the first time in many years, and the team contacted him to offer assistance.

Francis was generally healthy but wanted to access preventive care and needed glasses. The Care Management team met with Francis to explain his benefits and teach him how to access care and use transportation. However, the primary obstacle was that Francis did not have a phone. The phone at the shelter had been damaged, so Francis had to walk three miles to the nearest Health and Human Service building to make phone calls.

Care Management offered Francis a phone so he could schedule appointments and contact them for assistance. He happily accepted and waited for his new phone to arrive.

Days later, Francis called Care Management and asked for assistance activating the phone. He had read the instructions but could not get through the set up process. The team worked with him by phone for an hour, but the phone was still not active and Francis grew frustrated. It became apparent that Francis had never owned a cell phone and was starting completely from scratch.

Nebraska Total Care sent a Community Health Services Representative to help Francis set up his phone. They met at the library, and together they set up the phone. The CHSR walked him through how to call, text, and use the other features on his phone. They also scheduled a follow-up meeting for additional training and to ensure he was able to use it to get the medical care he needed.

In addition to seeing doctors, Francis independently used his new phone and skills to begin applying for jobs. He was hired, and learned that for his new job he would need his new phone to clock in and out.

Through the new Housing Assistance Program, Nebraska Total Care identified a member with potential needs and initiated contact. The simple solution of having and knowing how to use a phone gave Francis opportunity and options, and created a path to health and stability.

Using data analytics, we identify members without an address or with other address identifiers such as shelter addresses.

***The Care Management team can proactively contact members to connect them to resources. Every barrier that we can address moves our members one step closer to reaching better health and quality of life.***



# COMMUNITY IMPACT



*Nebraska Total Care is pursuing the relationships that increase our impact in Nebraska communities.*



Nebraska Total Care recently joined LifeBridge Nebraska as a sustainability partner to better forward their mission of delivering quality, local healthcare.

Launched August 2020, LifeBridge Nebraska is a peer-to-peer, physician-driven wellness program funded through the Nebraska Medical Association Foundation, with oversight conducted by the NMA. By supporting the health and wellness of Nebraska physicians, Nebraska Total Care providers can deliver the best quality care to their members.

Nebraska Total Care became a Platinum partner with Center for Disability Inclusion to join their mission of disability inclusion.



Center for Disability Inclusion was founded in 2009 and is a leading voice in advancing disability inclusion in the workplace and marketplace. As a strategic partner, Nebraska Total Care has access to consultation, tools, training, and resources that drive employee hiring, engagement, and performance.

## Two Rivers Public Health Department

Efforts to minimize the effects of Covid-19, particularly through advocacy for vaccination, continue across the state. While we work to educate and support our members, our public health departments work toward community-wide impact.



To assist Two Rivers Public Health Departments, Nebraska Total Care is sponsoring a billboard with vaccine education. The billboard will move to multiple locations in the Kearney area in the coming months.

*“Strategic partnerships are powerful to address the challenges that impact our members and our state. Through these relationships, we gain understanding that leads to the innovations that can transform the health of our community, one person at a time.”*

Heath Phillips, CEO and Plan President, Nebraska Total Care

## Enhanced Member Communication

Late in 2021, Nebraska Total Care began using text messaging to contact our members. These messages provide both general health information that can benefit all members, such as education on benefits, resources, and preventative care. Messages can also be specialized to target members with specific needs based on their health status, gender, age, and location.

Messages are already beginning to show an impact on member engagement. In January, we texted members a link to the quarterly member newsletter, Whole You, on our website. **Visits to the newsletter increased 200% over the same newsletter last year.**

Members who read the newsletter accessed information about Protected Health Information, flu prevention, our Member Portal, making informed health decisions, social isolation, and more.

Also in January, we texted members a link to a “Focus on health goals in the new year” video. The video encourages members to consider their health goals for 2022 and contact us to help them achieve those goals. **The video has over 2,500 views, and nearly 50 members contacted us immediately for support.**

Members asked for help to quit smoking, lose weight, decrease pain and depression, choose healthier foods, control diabetes, and get assistance with a disability. Our Care Management team has resources to support all of these concerns and contacted each member to provide the assistance they requested to improve their health and quality of life.

[View the Whole You member newsletter.](#)

[Watch the Focus on your health goals in the new year video.](#)

## MESSAGES

*“Have you gotten your flu shot this year? Join the millions getting a flu shot to keep those close healthy.”*

*“The mammogram bus will be in Omaha on December 28. This screening is free for members. Call us now to reserve your spot.”*

*“Whole You brings you helpful tips and stories. We can help you live well and get the most from your health coverage.”*

*“What is important to you? We can help you set and achieve your health goals in the new year.”*

## Nebraska Total Care welcomes Dr. Chris Elliott, MD, as Chief Medical Director

Dr. Elliott joined the Nebraska Total Care medical team on January 1, 2022. He brings 30 years of experience treating Nebraska residents with expertise in emergency medicine. Most recently, he served as Chief Medical Officer for CHI Immanuel in Omaha and Mercy Hospital in Council Bluffs for three years. He also served as the chair of multiple quality and physician committees.

A lifelong Nebraskan, Dr. Elliott and his family made their home in Omaha. When not working, he and his wife can be found boating, bicycling, hiking, and chasing grandchildren.



*“I share Nebraska Total Care’s passion for providing valued-added care in the highest quality and most efficient manner. I look forward to what we can accomplish together.”*

*~Dr. Chris Elliott*