



# IMPACT REPORT

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

## Pathways Community Hub Investment

*Nebraska Total Care invested to bring the Pathways Community HUB Institute (PCHI) program to Omaha. The PCHI Model helps communities connect with and support under-resourced residents.*

The communities that have committed to the PCHI Model are benefiting from turning the Model into measurable outcomes. For example, at our Centene affiliate in Ohio, high-risk mothers in a community hub service area where the member was not exposed to any community hub activity were 1.5 times more likely to deliver a baby needing Special Care Nursery or NICU care when compared to high risk members who received hub services before delivery. The program produces a return on investment of \$2.36 for every dollar invested.

Together with other members of the Pathways Core team, we are currently working to identify a community-based organization to serve as the Pathways Community HUB Entity. **The HUB Entity will:**



Work with community-based organizations, agencies, and providers to build a large network of available services.



Employ Community Health Workers (CHWs) from the communities they serve to build relationships and assess needs and risks.



CHWs help clients develop a care plan based on identified risks and needs and help clients learn how they can improve their health.



PCHs bill Nebraska Total Care after successfully completing care, ensuring clients needs are addressed.

The HUB Entity will use the initial investment for development of infrastructure and operations. The initial focus of the HUB will be on improving outcomes and reducing disparities in maternal health and birth outcomes, with the opportunity to expand to the 21 other evidence-based Pathways.

**Nebraska Total Care's investment in PCHI directly aligns with our commitment to improving health equity by creating opportunities for everyone to attain their full potential for health and well-being.**

# Helping members *Choose Tomorrow*

In the United States, more than 47,000 people died by suicide in 2019, approximately 1 person every 11 minutes. Suicide is a public health issue and a leading cause of death in our country.

Early identification is critical for suicide prevention, and Nebraska Total Care has implemented **Choose Tomorrow, a Zero Suicide Prevention Model**. Choose Tomorrow includes:

- Our innovative predictive risk model that identifies members who may be at risk before a crisis occurs.
- High fidelity, evidence based, and customized training for Care Management staff to enable them to care for these at-risk members.
- Choose Tomorrow's Toolkit, which includes best practice prevention tools that have been vetted by suicide prevention experts with demonstrated clinical efficacy.

The predictive assessment runs weekly, identifying members at high risk relative to the general population. Care Management contacts each identified member for early screening, support, referral, access to resources, and provider engagement. ***Since implementation in March 2022, Nebraska Total Care is engaging approximately 40 members monthly in relationships and services to both address the risk of immediate crisis, and improve long-term mental health for improved quality of life.***



**Identifying members at high risk for potential suicidal ideation, attempts, or death by suicide within the next 30 days.**



**Member outreach with the Choose Tomorrow clinical tools.**



**Approximately 40 members engaged monthly for suicide prevention.**



*988 is the new three-digit number to connect people to the National Suicide Prevention Lifeline, where compassionate, supportive care is available for anyone experiencing mental health distress.*

## Member Impact

A Nebraska Total Care member was identified through our **Choosing Tomorrow Suicide Prevention Model** and contacted by our Care Management team. On the initial call, the member identified that she was in a suicide crisis. The trained Care Manager talked with the member and they worked through the immediate crisis she was experiencing.

Together the member and Care Manager made a safety plan:

- Assessed and removed risks in the home, including giving all medication to a family member.
- Identified resources to contact for immediate support.
- Chose an emergency room and committed to going if symptoms worsened.
- Scheduled additional calls for safety checks and ongoing support.

The Care Manager continued to call the member until she reported that she was not experiencing suicidal ideation. Through each call they assessed the safety plan and updated it as needed. When the member reported feeling more stable and contact was complete, the Care Manager ensured the member had ongoing treatment services to support her continued mental health needs and knew she could call Nebraska Total Care at any time for additional support.



# COMMUNITY IMPACT



*Through our partner relationships, Nebraska Total Care is responding to community needs.*



## FOOD INSTABILITY

Following the success of the hydroponic garden in Hastings, we worked with the Center for Rural Affairs to identify another community in need. We donated a machine to Bayard Public Schools. The Future Farmers of America will manage the growing and distribution of the plants and produce in the community.

## FORMULA SHORTAGE

Through our national partners, we located cans of baby formula to provide to communities with limited access. We added additional baby supplies such as diapers, wipes, books, onesies, and toys and delivered the packages to the Omaha tribe for distribution.



## SERVICE GAPS

In March, we sponsored the Vision Van to participate in the Black Family Health and Wellness screening event and Omaha Public Schools Independent Studies Program health fair. In total we provided 85 refractory exams, 36 doctor appointments and free prescription glasses, and 22 pair of reading glasses.

## GIVING HOPE


Giving Hope was started by two high school students looking for opportunities to impact their community and serve individuals in need in Lincoln. To support their efforts, we created 100 kits including hygiene items and other supplies for them to share.





# CELEBRATING DIVERSITY IN OUR WORKFORCE

Nebraska Total Care recognizes that Diversity, Equity, and Inclusion (DEI) in our workforce enables high-impact, engaging, competitive advantage, by driving capabilities in Talent, Community Engagement, and Stakeholder Collaboration. **Our DEI initiatives fuel improved service, innovation, and performance with all stakeholders including members, providers, employees, and the community.**

	<p><b>Centene was recently ranked No. 2 on the FORTUNE 500 Measure Up Initiative</b>, a new benchmark to identify companies building inclusive and fair workplaces. The Measure Up initiative aims to make diversity, equity, and inclusion disclosure and performance a critical metric for successful businesses.</p>
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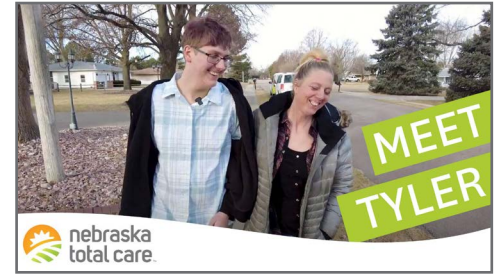
Nebraska Total Care’s employee led Diversity, Equity, and Inclusion Council is responsible for recommendations and initiatives that continue to advance a diverse and inclusive workplace culture.

The DEI Council has engaged community organizations for consultation and employee training, including:

- Center for Disability Inclusion
- Nebraska USDA Rural Development
- NAACP
- Japanese Hall of History Project
- Heartland Pride and Out Nebraska

The DEI Council is sponsored by the Nebraska Total Care CEO, ensuring that recommendations related to employment can be implemented by plan leadership. Additionally, Council chairs participate in our Health Equity Council, with the shared goal of respecting and understanding differences to guide how we provide care and form partnerships in communities that bridge gaps.

Additionally, Employee Inclusion Groups (EIGs) are voluntary, employee-led groups open to all employees. EIGs create Womens, Multicultural, Veteran & Military Families, People with Disabilities & Caregiver, and LGBTQIA+ Networks, which provide professional and leadership development opportunities, contribute to community engagement initiatives, and support business innovation and organizational best practices.



[Watch our latest member experience video.](#)



In 2023, our Medicare plan, Wellcare, will be available in 29 additional Nebraska counties. This will expand access to 66 counties, and cover 90% of the dual-eligible population in the state with our Highly Integrated Dual Eligible Special Needs Plan.



Our Marketplace product, Ambetter from Nebraska Total Care, was also implemented in 2022. Ambetter services Nebraska in its entirety, and received an A- initial rating from the Better Business Bureau.



Accredited Since: 5/13/2022