



IMPACT REPORT

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

Technology to minimize illness

Nebraska Total Care has partnered with **Kinsa** to improve population health in Nebraska. Through our partnership we are distributing smart thermometers that provide insights directly to users and track community spread of illness through early detection and response.

A NURSE IN THE POCKET



The Kinsa app pairs directly to the smart thermometer, with profiles for multiple family members. Illness can be reported immediately, with assistance to:

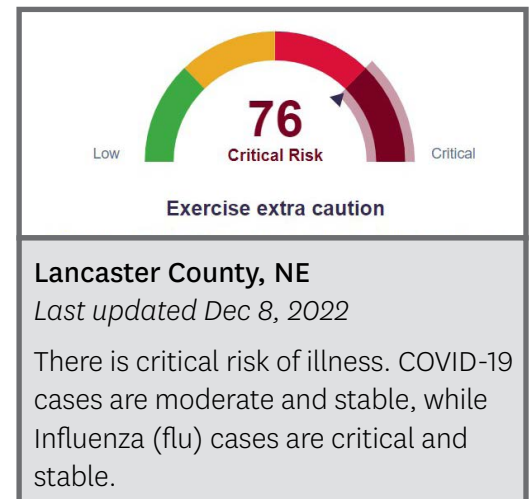
- » **Respond right away.** Kinsa uses age, fever, and symptoms to provide personalized guidance from the first sign of sickness through recovery and beyond.
- » **Soothe symptoms.** The app recommends strategies to soothe symptoms, when to take medication, or see a doctor.
- » **Track and share health information.** Individuals can easily remember when symptoms began, how high the fever got, and when it's time for more medication. Users can share the illness timeline with another caregiver or doctor.
- » **Know local risk.** The app shares nearby illnesses on the rise so individuals can take the appropriate actions to stay well.

REAL-TIME PREDICTIVE ANALYTICS

Kinsa's real-time illness tracking system shows where symptoms are spreading and forecasts future outbreaks weeks in advance. Combining data from millions of app users with other relevant health data, they provide an early indicator of where contagious illness is spreading. Kinsa provides anonymous, aggregate data to Nebraska Total Care by county. The data allows us to proactively communicate with our members where the risk is high for diseases such as influenza, COVID-19, and RSV. We offer recommendations for prevention and treatment, including when to contact their doctor for medical care.

Nebraska Total Care is distributing free Kinsa thermometers across the state, both to members and non-members. Access to the health resources in the app and the community spread data provide meaningful disease prevention impact for Nebraska, improving health and reducing healthcare costs.

KINSA INFECTION TRACKER



COMMUNITY IMPACT

In October, our Vision Van spent two weeks traveling across Nebraska to provide free vision care to individuals. In cooperation with **Health Center Association of Nebraska (HCAN)**, the van visited:

Lincoln-Lancaster County Health Department, Lincoln

OneWorld Community Health Centers, Omaha

Charles Drew Health Center, Omaha

Community Action Health Center,
Scottsbluff

Good Neighbor Community Health
Center, Columbus

Heartland Health Center, Grand Island

Midtown Health Center, Norfolk

Midtown Health Center, West Point



Over eleven days of providing care, our team saw over 700 people. Attendees ranged in age and circumstance, but the one consistency was that they needed care they could not otherwise access.

Many attendees knew their vision was poor, but lacked the resources to replace or update their glasses. Others attended “just in case” because they had never had vision coverage, or did the screening while they were waiting with a friend or family member and were surprised to learn how badly they needed vision correction.



Nebraska Total Care provided:

- 718 vision screenings
- 428 exams with prescription glasses
- 180 reading glasses

In total, the vision van brought over \$50,000 in free services to uninsured and under-insured Nebraska residents.



OneWorld Community Health Center was the 2022 recipient of the Karma Boll Care Coordination Award from Nebraska Total Care. The award recognizes a care coordination team that is patient-centered, collaborative, innovative, and actively coordinates with multiple stakeholders and providers.

As part of the award, Nebraska Total Care made a \$2,500 gift to an organization of their choosing. OneWorld chose Humble and Kind as the recipient. Humble and Kind serves South Omaha with services including navigating job applications, assistance with food and clothing, teen mom care, and language learning.



Karma Boll (center front) with representatives from Nebraska Total Care and OneWorld Community Health Center.

HEALTH EQUITY ACCREDITATION

Nebraska Total Care is proud to have achieved NCQA's Health Equity Accreditation.



National Committee for Quality Assurance's (NCQA) Health Equity Accreditation evaluates how well an organization complies with standards in the following areas: organizational readiness; race/ethnicity, language, gender identity and sexual orientation; access and availability of language services; practitioner network cultural responsiveness; culturally and linguistically appropriate services programs; and reducing health care disparities.

Nebraska Total Care is the first health plan in Nebraska, and one of the first in Centene, to meet the comprehensive standards required for health equity distinction by NCQA.

MEMBER IMPACT



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

We are committed to building sustainable and equitable solutions for the health of all our communities.

NEW BENEFITS FOR PREGNANT MEMBERS

New benefits in 2023 are designed to help us engage members in prenatal care earlier and meet critical infant care needs.

Prenatal medical care, social supports, and Social Determinants of Health are all critical to ensuring the health of both the pregnant member and the baby. Our Start Smart for Your Baby Care Management team strives to connect with members as early as possible in their pregnancy to support them through all of these needs.

Additional benefits are designed to achieve two goals. First, members work with our Care Management team to access the benefits. This creates the opportunity to ensure the members receive all of the services and care that will support a healthy pregnancy, birth, postpartum care, and infant care. Secondly, the benefit options were specifically chosen based on the experience of members and needs they have expressed to Care Managers.

Members can choose from:

Convertible car seat

Members can access many infant supplies through community resources, however car seats are typically unavailable. The car seat option ensures the child can travel safely from 5-60 pounds.

Pack-and-play

A pack-and-play provides the baby a safe place to sleep, and is easily portable for parents when necessary.

Stroller

Another large piece of equipment for new parents, a stroller can allow families to access their communities and help alleviate social isolation.

Meal delivery service

If the member has access to the infant supplies they need, they can choose delivery of ten meals for their family. The meals can relieve some of the burden on new parents and provide important nutritional value.



QUALITY IMPACT

CONSUMER ASSESSMENT OF HEALTHCARE PROVIDERS AND SYSTEMS

The Consumer Assessment of Healthcare Providers and Systems (CAHPS), annually assesses the satisfaction of our members. Nationally, health plans and healthcare providers are seeing a decrease in consumer satisfaction. In Nebraska, scores in questions related to specific experiences, such as Customer Service and How Well Doctors Communicate, reflect satisfaction over 90%. However, more general questions that ask how the consumer feels about their healthcare experience show lower satisfaction.

In 2023, our expanded Quality program will include focus on the member experience, as well as factors that influence overall health with the goal of improving consumer satisfaction with their healthcare.

Survey composite, adult	2022 overall satisfaction	National 75% benchmark
Getting Needed Care	87.2%	86.5%
Getting Care Quickly	86.0%	84.7%
Communication with Doctor	95.6%	93.9%
Customer Service	92.4%	91.1%
Coordination of Care	87.7%	88.4%
Health Care	73.2%	80.7%
Personal Doctor	71.1%	85.6%
Specialist	83.3%	86.0%
Health Plan	76.8%	82.0%

QUALITY PRACTICE ADVISORY PROGRAM

Nebraska Total Care has invested resources in an innovative quality improvement program. The Quality Practice Advisory Program focuses on generating positive member health outcomes, improved population health, and collaborating with community healthcare providers to ensure our members are receiving the highest level of quality care.

Our new Quality Practice Advisors (QPA) act as a single point of contact for provider offices in support of member quality care, as well as to assist in the management of clinical requirements that are part of Healthcare Effectiveness Data and Information Set (HEDIS®), regulatory requirements, coding accuracy, performance and process improvement, and other priority quality measures. Working directly with providers, QPAs are able to:

- Educate providers and support provider practice sites regarding the National Committee for Quality Assurance (NCQA) HEDIS measures and risk adjustment.
- Collaborate with Provider Relations and other provider facing teams to improve provider performance in areas of Quality, Risk Adjustment and Operations.
- Foster a healthy working relationship between physician practices and the health plan.
- Analyze and review quality outcomes to identify trends at the provider level.
- Provide education for HEDIS measures, appropriate medical record documentation and appropriate coding.
- Assist in resolving deficiencies impacting plan compliance to meet State and Federal standards for HEDIS and documentation standards.
- Support the development and implementation of quality improvement interventions and audits in relation to plan providers.
- Collect, summarize trends, and deliver provider quality and risk adjustment performance data to identify and strategize/coach on opportunities for provider improvement and gap closure.

