

# IMPACT REPORT

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

## Community engagement and food stability

***Health and wellness require much more than seeing medical providers. Stable housing, meaningful relationships, safe environment, and nutritious food are just some of the other factors that can impact an individual's health. All of these factors and many more make achieving optimal health difficult for our members.***

Nebraska Total Care is continuously looking for new opportunities to address the Social Determinants of Health that make healthcare and quality of life more difficult for our members. This summer, we are providing high-risk members with fresh produce directly from gardens managed by our employees.

In partnership with the Minne Lusa - Miller Park Neighborhood Association in Omaha, we supplemented their community garden with new boxes to grow produce and create access for our members and others in the community. Employees volunteer to work in the garden, and with community members we help keep the space clean and productive.

As the garden begins to produce, we are sharing our harvest with members who report a need for food or have health issues that would benefit from an improved diet. Along with the garden produce, Community Health Workers are available to help teach members how to use the produce and integrate fresh foods into their diet.



Through our Care Management program, we work to understand the needs of members so that we can customize support for their nutritional needs.

Our first harvested produce was delivered to a member with a new baby. In addition to other vegetables and herbs, she received a large portion of spinach, which provides a natural aid for lactation to support breastfeeding and nurture the health and development of her baby.

## MEMBER IMPACT

A Nebraska Total Care member called our Behavioral Health Crisis Line asking for help with active substance use. He wanted to enter a treatment facility but was overwhelmed with the process and his anxiety was increasing with each delay.

A Care Manager began working with him immediately and started with a three-way call with a community organization. In that call, they were able to put temporary resources in place to help the member manage until a treatment facility could be arranged. From there, they worked together on completing the required documentation for treatment facilities. The Care Manager contacted facilities, then discussed all of the options with the member. They were able to consider options that would meet his behavioral health needs and allow him to keep his employment and housing. While they continued to talk with treatment facilities, the member reported that he was beginning to feel hope that he could get the treatment he was looking for.

The Care Manager continued to work with the member while they waited for an open space in a treatment facility. They coordinated resources to ensure he had housing and food and continued to help with the assessments and documentation necessary for the facilities. When the member's anxiety increased, our staff member offered more support while always respecting the member's desire to direct their own care and manage the progress they had already made.

The member was admitted to a treatment facility and completed detox. He then was admitted to the inpatient treatment facility. When treatment was particularly difficult and he wanted to leave, the member called his Care Manager. Together they discussed his goals and why he initially sought help. Each time the member chose to stay, and he graduated from treatment after two months. The Care Manager continued to stay with the member, arranging aftercare services. The member was able to obtain stable housing and employment, and continues to call the Care Manager with updates on his progress.

The path to sobriety can be long and difficult and made even harder when someone feels alone. With the support of his Care Manager, this member is taking the steps to reach his goals.



### Meet Jayda

In one day, life changed dramatically for thirteen-year-old Jayda, but assistive technology and her amazing attitude are helping her stay independent.

[Watch our latest member video.](#)



## Making coverage easy to access in Nebraska

In the 2020 U.S. Census, over 26 million people reported they did not have health insurance. Without coverage, individuals can suffer long-term health and financial impacts.

In June, we took the opportunity to educate hundreds of individuals on Marketplace options at the College World Series in Omaha. **Ambetter Health**, our Qualified Healthcare Marketplace Plan, was stationed in Baseball Village just outside of the stadium. While we gave people a place to relax, play games, and enjoy the atmosphere, there was also private, air-conditioned space to provide assistance. Visitors left with a basic understand of coverage options to meet their needs.

Individuals were excited to learn they had options, and many were relieved to have a tangible solution to a significant source of anxiety.



Individuals looking for coverage typically were:

- Self-employed or working for small businesses
- Students or new to the workforce
- Under age 65, but hoping to retire early
- Between employers
- On high-cost COBRA plans

***"I feel so lucky that you are here. I've been trying to figure out how to get healthcare and just didn't know where to start. I didn't expect to leave here today with such a big problem solved!"***

*~ College World Series attendee*

**Ambetter is the #1 Marketplace plan, both in the country and in the state of Nebraska.**



# SERVING MEMBERS IN THE COMMUNITY

*Nebraska Total Care takes opportunities to meet members where they are and create convenient access within their daily functioning. By working with the members' lifestyle and schedule, we can remove some of the complications and intimidating aspects of the system, and instead help build healthy relationships and habits around their health.*

## Digital Connection

**Mobile Connect Stations are being placed at eight public locations in Nebraska.** These include provider offices, libraries, and shelters.

With mobile connectivity, resources are available with a touch of the screen, without undirected searching or scrolling.

Stations allow anyone to connect directly to find community services and access state resources. For Nebraska Total Care members, the stations include links to our resources. Members can complete screenings, find a provider, and find health resources. They can log in to the member portal to access their ID Card, see their healthcare needs, or contact the plan.



## Housing Connection

Housing instability interferes with all aspects of someone's life. Focusing on finding a safe place to be makes it difficult, if not impossible, to focus on health. Unhoused members are often unable to see providers, access nutritious meals, manage their mental health needs, or build consistent health habits.



**Our Housing First team recognizes that members without a safe home likely need additional assistance to manage their health.** This Care Management team goes to shelters in Nebraska to meet and serve our members staying in those facilities.

So far in 2023, **119 members have had face-to-face contact** with Care Management in shelters, creating a smoother path to support their health.

## Community Connection



Community gatherings allow people to access multiple resources at one event. **Nebraska Total Care attends community events across the state regularly and invites members in the area to attend.** This allows us to interact with members and ensure they understand and can access all of the benefits and services available to them. Just a few examples of community events we are attending this summer are:

- **Aurora:** Live Healthy Fair
- **Gothenburg:** Mental Health Awareness
- **Grand Island:** Project Homeless Connect
- **Hastings:** Head Start Orientation
- **Kearney:** Disability Pride
- **Lexington:** Adult Expo
- **Lincoln:** World Children's Celebration
- **McCook:** Heritage Days
- **Norfolk:** Healthy Living Powwow
- **North Platte:** Hope Esperanza Health Fair
- **Omaha:** Cinco de Mayo Festival
- **Scottsbluff:** National Night Out