



2022, Issue 3

IMPACT REPORT

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

Serving the community, one person at a time

Community impact is foundational to the mission of Nebraska Total Care. Improving member health rarely happens in a strictly medical capacity. Member care means considering all aspects of individuals' lives, and that includes the communities where they live. As we support communities, we help improve access to resources that can strengthen long-term population health.

Nebraska Total Care was a presenting sponsor of Project Housework's 2022 Brush Up event. This event is a community-based volunteer program that paints homes of qualified low-income elderly and low-income permanently disabled homeowners in the Omaha Metropolitan Area. As a sponsor, we contributed to the improvement of 27 homes in one day, helping address the affordable housing crisis in Nebraska.

In addition to our sponsorship, Nebraska Total Care employees joined the volunteer project. Forty employees joined the effort and painted an entire house and detached garage.

Sponsored volunteer opportunities for our employees impact our service delivery by creating:

- Improved understanding of member needs
- Connection to our corporate citizenship strategy
- Shared focus and goals
- Increased employee engagement

"We are excited for all the work that is being done for Brush Up day! This work could not be done without our sponsors, including Nebraska Total Care. Thank you Nebraska Total Care!"

Project Houseworks



MEMBER IMPACT

A member was identified by Nebraska Total Care because her diabetic markers were putting her health at serious risk. A Community Health Worker contacted her and offered to provide diabetic coaching sessions.

While meeting with the Community Health Worker, the member expressed feelings of both fear and helplessness. Her medication was causing side effects that made her feel worse, and she didn't know other ways to control her symptoms. She was afraid that with the increasing severity of her symptoms she could lose a limb or her sight.

Together, the member and Community Health Worker began assessing her lifestyle and identifying where she could make changes that could impact her health. They found areas where she was getting excessive sugar, and replaced those foods with lower calorie options. They found ways to add healthy foods and exercise into her daily routine.

One step at a time, the member made small changes and those changes began to have impact. Her markers improved significantly and she became less medication reliant. As her health improved, so has her quality of life. Instead of feeling afraid and hopeless, she is educated and empowered to manage her health.

With all of the changes to her lifestyle, what now brings her the most joy is daily walks with her grandson. This simple activity, that she could not manage with uncontrolled diabetes, reflects the quality of life that can come with improved health.

MEMBER HEALTH OUTCOMES

Weight	↓	30 lbs
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A1C	↓	6 percent
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Blood sugar	↓	200 units
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ADDRESSING GAPS IN HEALTH CARE

ACCORDING TO THE CENTERS FOR DISEASE CONTROL AND PREVENTION, IN THE UNITED STATES:

1 in 2 CHILDREN

ages 6 to 8 have had a cavity in at least one of their baby teeth

1 in 4 ADULTS

has untreated cavities

46% OF ADULTS

over age 30 show signs of gum disease

\$45 BILLION

in lost productivity is due to untreated dental disease

Oral health is a key component to overall health, but many Nebraskans don't have access to affordable oral care. Nebraska Total Care is taking steps to engage dental service and begin reducing gaps in oral health and the additional concerns it can cause.

MOBILE DENTAL CLINIC

Nebraska Total Care provided a mobile dental clinic in North Platte in collaboration with their Project Connect event. The van provided screenings, consultation, education, and fluoride varnish to attendees. All services were provided free of charge to any interested individual.



MISSION OF MERCY

Mission of Mercy is a two day event that provides free dental services to the community of Omaha. **Nebraska Total Care served as a gold sponsor** for the event, helping ensure care for thousands of uninsured and under-insured individuals.



Introducing Dr. Jonathan Rich Dental Management Coordinator

Nebraska Total Care welcomes Dr. Jonathan Rich to our team. Dr. Rich is a Nebraska licensed dentist and will serve as the Dental Management Coordinator.

Dr. Rich brings nearly 20 years of clinical and administrative experience to his role. In addition to providing patient care, he has expertise in quality management, authorization processes, coordination of care, and fraud investigation. Dr. Rich will lead the development of administrative processes to provide dental services to Nebraska Total Care members.



"I am excited to join the Nebraska Total Care team and work together to integrate dental benefits into the plan. The ability to more directly coordinate care and ensure members have access to services will create opportunities for improved health for all members."

~ Dr. Jonathan Rich

RECOGNITION OF PROVIDER EXCELLENCE

Nebraska Total Care recognized Dr. Melissa Ann Caha of Omaha and Dr. Heidi Barker of Lincoln with the Physician Summit Award for Excellence in Care.



Practitioners are selected each year for this national award based on their exemplary performance in a number of quality measures. Assessment of 2021 data identified both Dr. Caha and Dr. Barker for their exceptional patient outcomes, demonstrating their commitment to helping Nebraska Medicaid members live better lives.

HOUSING-FIRST CARE MANAGEMENT

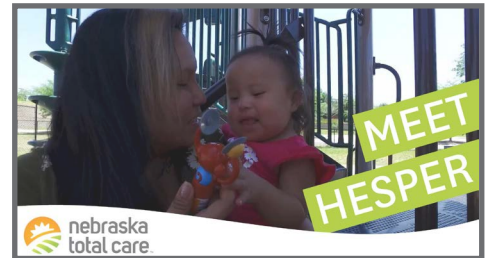
Nebraska Total Care serves members experiencing homelessness or unstable housing, with the highest populations located in Douglas, Lancaster, and Hall counties. Our innovative Housing and Health Continuum framework follows a housing-first approach and includes a broad base of engagement strategies, community partnerships, Social Determinants of Health (SDOH) programming, and strategic investments.

This framework meets members where they are to help them achieve stability and self-sufficiency by addressing both urgent and long-term needs. Our approach links members to appropriate health, social, and housing services.

Assistance to members experiencing homelessness or unstable housing, January to July 2022

Connected to community housing programs	213
Approved for house assistance	20
Secured financial assistance	11
Moved into new housing	22
Secured household goods and furniture	10

[Watch our latest member video](#) to see how our housing team helped a member secure a home for her family.



CONTINUED IMPACT



With Nebraska DHHS' award of the new Medicaid managed care contracts, Nebraska Total Care is exceptionally pleased to continue our partnership with the state. Since 2017, we have been committed to helping Nebraskans live healthier lives. Our local approach reflects an understanding of the unique challenges our members and their families face every day in communities throughout the state. Together with our network of local providers and community partners, we look forward to delivering innovative solutions to help improve health outcomes for our members at lower costs to the state.