



Fall 2021

# IMPACT REPORT

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

## Nebraska Total Care Achieves 4-Star Health Rating

National Committee for Quality Assurance (NCQA) is an independent organization providing quality oversight of commercial, Medicaid, and Medicare health plans. NCQA provides health plan consumers and contractors a user-friendly way to evaluate the quality of services using a 5-Star rating system. Establishing high-quality care and completing the assessment process is expected to take several years, and 2021 was the opportunity for Nebraska Total Care to be rated by NCQA. **We are proud to have achieved a 4-Star rating in our first review.**



### Key Quality Areas

**Member Satisfaction:** Annually, a third party conducts patient satisfaction surveys to evaluate member satisfaction with the health plan and our network providers

**Prevention and treatment:** (Healthcare Effectiveness Data and Information Set) HEDIS scores compare the overall health of Nebraska Total Care members against national standards.

**Accreditation:** The NCQA accreditation process evaluates plan compliance with national best practice standards.

With the achievement of this goal, we have aligned our activities with additional NCQA distinctions.

**5-Star rating** Nebraska Total Care reached a 5-Star rating in Member Experience. To be a 5-Star plan, we will need to improve our HEDIS scores related to preventive care, particularly in women's health and adolescent immunizations. We are also scheduled for our next accreditation review in early 2022.

**Health Equity Accreditation** Health Equity Accreditation is a comprehensive framework that evaluates measures of health equity, delivery of culturally and linguistically appropriate services, and reduced disparities.

Our pursuit of healthcare excellence is continuous, and both of these measures directly impact the health of our members and the population of Nebraska. Every activity that moves us closer to surpassing NCQA quality standards has the opportunity to improve the health and quality of life for individuals we serve.



## MEMBER IMPACT

### ELIZABETH

Often members contact Nebraska Total Care seeking our assistance with their health and other challenges that are impeding their success. But there are also members who are not aware of the service we can provide and don't know they can contact us for additional help.

Each day, the Care Management team uses a variety of member data reports to identify members who may be at risk or have high needs. When those members are identified, we contact them to ask if there is anything we can do to help them. Sometimes they say they are fine, and they hang up knowing that we are available if they ever need us. But other times, Care Managers discover that a member is facing a crisis and they are in a moment of true need.

One such member was Elizabeth. Elizabeth had a history of multiple physical and mental health diagnoses. She lived in western Nebraska, and the Care Management team recognized that because of her location finding the care she needed might be challenging. When they contacted her, they discovered even more urgent concerns than they had anticipated.

Elizabeth had recently been diagnosed with cancer. That diagnosis alone is enough to understand the feelings of overwhelming anxiety she expressed to her Care Manager. But beyond just the diagnosis, it appeared to Elizabeth like she would not be able to access the treatment she needed. Elizabeth needed surgery in Omaha, hours away from her home, and

she didn't have the resources to make the trip. She needed to be in Omaha the day before surgery and did not have transportation or anywhere to stay the night before. Lifesaving care was miles away, and Elizabeth had no idea how she was going to access it.

Nebraska Total Care heard all of Elizabeth's concerns, and assured her she was not alone and that we would make sure everything was arranged so she could have surgery and begin recovering. A team of people started by contacting the Social Worker at her surgeon's office to ensure we understood all of her care needs. They arranged transportation to Omaha, a hotel room, and transportation to the medical appointments. It was impossible to predict how long her recovery would be and when she could return home, so multiple transportation providers were on standby to ensure she could get home when she was medically cleared. They made sure Elizabeth understood the treatment and knew what to expect at each point in the process. And finally, because no one should have to face a medical crisis without emotional support, additional resources were secured to allow a close friend to travel with her and stay in Omaha until Elizabeth was cleared to return home.

Without the data analytics that evaluate potential need and the outreach of compassionate Nebraska Total Care employees, we don't know where Elizabeth would be in treatment. Instead, that phone call and the support that followed ensured that Elizabeth is now at home and on the path to recovery.

## PROVIDER IMPACT

A key metric every year is provider satisfaction scores. We strive to create processes that continuously improve the quality

of member care and advance state initiatives, but avoid excessive administrative burden for providers. The provider survey is one tool that lets us assess our progress annually. This survey evaluates the provider experience in areas such as

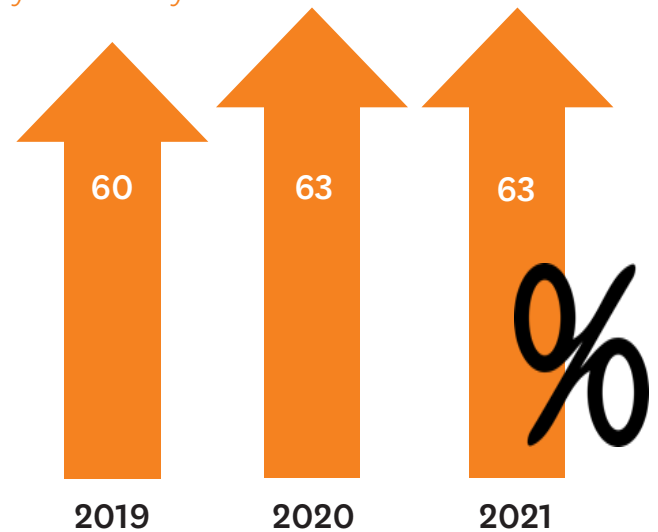
- *Efficiency of claims payments*
- *Accessibility of assistance*
- *Ease of the authorization process*
- *Quality of communications and education*
- *Inclusivity of the provider network*

For the second consecutive year within the pandemic, overall satisfaction in 2021 was 80% and 63% of providers were somewhat or completely satisfied. Nebraska Total Care also saw an increase in the scores for providers who would recommend Nebraska Total Care to their peers. Additionally, for the third consecutive year we lead Heritage Health Medicaid plans in overall satisfaction.

63%

of providers reported satisfaction with Nebraska Total Care services and processes in 2021.

Overall provider satisfaction, year-over-year



## Nebraska Medicaid Provider Award

Dr. John Tubbs and family, with state representatives and Nebraska Total Care CEO Heath Phillips.



Nebraska Total Care nominated **Dr. John Tubbs of Atkinson** for the Nebraska Medicaid Provider award.

Governor Pete Ricketts; Dannette R. Smith, CEO of the Department of Health and Human Services (DHHS); and Kevin Bagley, Director of the DHHS Division of Medicaid and Long-Term Care, honored four outstanding providers within Heritage Health Adult, Nebraska's Medicaid program.

## Karma Boll Care Coordination Award

Karma Boll (center) with the Great Plains Health Innovation team.



**Great Plains Health Innovation Network** was the inaugural 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 \$1,000 gift to an organization of their choosing. GPHIN chose the North Platte Senior Center as the recipient.

# COMMUNITY IMPACT

**Nebraska Total Care began offering employees paid time off to volunteer with our community partners. Since the initiation in September, 25% of employees have participated in community investment activities during business hours.**

## Intercultural Senior Center



The Intercultural Senior Center in Omaha seeks to improve the dignity, quality of life, and physical well-being of seniors from around the world through advocacy, education, access to social services, and cultural enrichment activities that benefit the entire community. Participating Nebraska Total Care employees wrote nearly 200 Thanksgiving cards to include in holiday food baskets. These added a personal message that expressed our appreciation for these seniors in our community.

## Heart Ministry Center

The Heart Ministry Center provides food, healthcare, and a way forward to serve people severely affected by poverty in the Omaha area.

Weekly, groups of Nebraska Total Care employees volunteer in their food pantry, distributing supplies to the individuals and families they serve.



**"I am really glad I volunteered. Everyone was so nice and helpful, and it felt so good to help our community. I came back to work and immediately signed up for another day!"**

**~Shantell Pittman, Customer Service**



## Special thanks to our Public Health partners

Few have worked harder over the past two years than the employees of the 24 Public Health Offices in Nebraska.

Nebraska Total Care wanted to express our incredible gratitude for their tireless efforts through the public health emergency. We arranged delivery of thank you treats to each office so they would know what their efforts mean to all of us.

