



Winter 2021

IMPACT REPORT

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

Whole Health Solutions

Poverty, food insecurity, housing instability, education, employment, transportation, and other circumstances contribute to health disparities among underserved and vulnerable populations.

Recognizing the health impact of non-medical barriers, the Nebraska Total Care Population Health team engaged a new initiative to proactively address Social Determinants of Health (SDoH) for our members.

Using a Centene algorithm, the plan identifies the likelihood that adverse health outcomes are being impacted by social, economic, and environmental conditions. From the initial use of the algorithm, 340 at-risk members were identified for direct outreach.

The team was able to speak with 210 of these members, and of those, 45 members received assistance. The most frequent needs were for food, utilities, and transportation. There were also opportunities to provide assistance with accessing medical services and to enroll members with complex needs in active Care Management.



Many of these members simply did not know how to access help and would have continued to struggle without this outreach. Because of the success of the initiative, Nebraska Total Care will repeat the process quarterly to remove barriers to health and wellness.

Member Impact

In January, on the eve of a severe winter storm, a Nebraska Total Care Community Health Representative called a member for diabetic coaching. During the conversation, she discovered that the member and her adult son were homeless and sheltered in an unworking vehicle.

With ten inches of snow expected, leaving them stranded could have been devastating. Safe shelter became the immediate priority. Nebraska Total Care began contacting organizations and the local Community Action Partnership responded to the need. They accepted the member into their housing program and agreed to fund a motel stay while they arranged permanent housing.

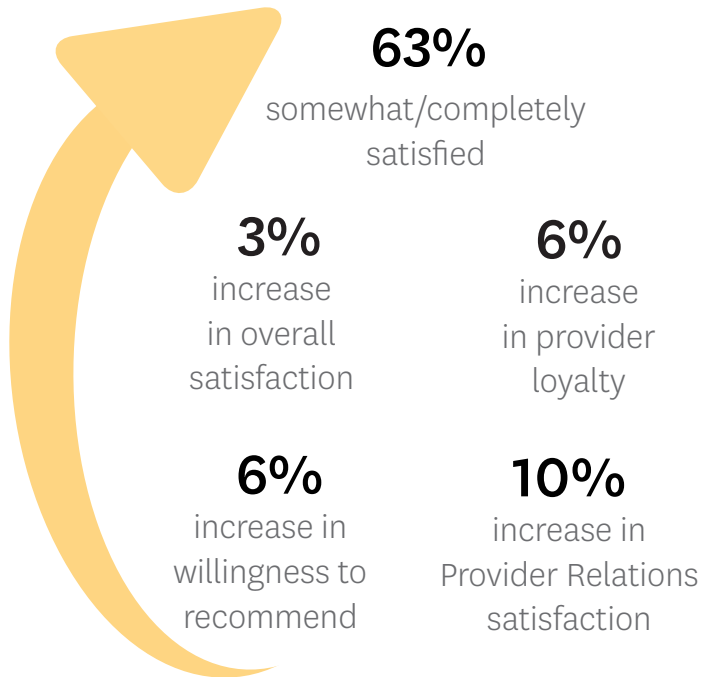
With the storm approaching, Community Action was closing their office for employee safety and arrangements had to be made quickly. Nebraska Total Care began contacting motels, and found one that had availability and could take payment from Community Action. Transportation was arranged to get the member and her son to the motel.

When the storm hit a short time later, everyone involved was safe and warm, and incredibly grateful for the quick response of the Community Health Representative and one of our extraordinary community partners.

Provider Impact

Provider Satisfaction

80% of providers reported overall satisfaction with Nebraska Total Care services, with responses ranging from neutral to completely satisfied.



Nebraska Total Care completed the annual Provider Satisfaction Survey for 2020 and received results that will guide our future provider support activities.

For the third consecutive year, the provider satisfaction score for Nebraska Total Care increased. Additionally, we had 6% increases in provider loyalty and willingness to recommend.

Providers experienced unprecedented challenges in 2020 and it was critical that we offer increased flexibility, education, and communication. Our commitment to positive provider experience is reflected in Provider Relations scores increasing by 10%. Other key drivers were:

- **82% satisfaction rate with claims processing from submission to adjudication**
- **83% satisfaction with prior authorization processes**

With success always comes opportunity. Collaboration with network providers is critical to quality service for our members, and building provider partnerships is always a priority for Nebraska Total Care. In 2021, we will focus on claim processing accuracy, customer service training to support claim-related calls, and timely issue resolution.

Innovative Contracting with Providers

At Nebraska Total Care, provider contracting is more than just building a comprehensive network of providers to ensure member access to care. Provider contracting is part of our quality strategy that impacts how healthcare is delivered and paid for. Nebraska Total Care has developed a variety of innovative contracting models to partner with providers to incentivize quality and reduce the total cost of care. Our different contracting models take into consideration provider capability, size, and specialty type.

Pay for Performance To incentivize quality, providers can earn additional payments if quality targets are met. Quality targets align with state priorities, national standards, and plan-level identification of gaps in member care.

Shared Savings/Risk To promote cost and quality, providers can share in savings achieved if spending is below a cost target and quality gates are met. For greater savings potential, providers can take on risk and share a percentage of losses if spending exceeds cost targets.

As Nebraska Total Care has matured, so too have our provider contracts. Pay for Performance contracts evolve over time as they are reviewed and updated annually based on progress, updated goals, and shared priorities. As our provider partnerships strengthen, moving to Shared Savings/Risk contracts create a truly mutual partnership to serve our members.

COVID-19 Vaccine Task Force

Preparation for COVID-19 vaccinations for Nebraska Total Care members requires interdepartmental implementation efforts. A team meets regularly to monitor national and statewide progress, evaluate plan development needs, and identify member barriers.

PHARMACY

Our Director of Pharmacy collaborates with state leaders and large pharmacy providers to understand local vaccination processes. This allows us to tailor communication to align with the phased administration of vaccines, and support members throughout the process.

MEMBER CARE

Current outreach includes all members age 65 and older, plus an additional 3,000 members who meet the Phase One “high-risk” criteria. As the state prepares to move into Phase Two, outreach will expand to the remaining members.

With varying protocols between counties, materials encourage members to complete the questionnaire in the Nebraska DHHS COVID-19 Vaccine Registration Portal. When they become eligible for the vaccine, they will receive instructions relevant to their location.


We assure members of the vaccine’s safety, and recommend that they discuss any concerns with their Primary Care Physician. Finally, our Member Services team can assist with scheduling appointments and arranging transportation as needed.

OPERATIONS

The Operations team has updated our claims system to appropriately pay providers for the administrative cost of distributing vaccines. This involved system configurations for:

- one- and two-dose vaccines
- medical and pharmacy providers
- in-network and out-of-network providers

How can I get my COVID-19 vaccine?



COVID-19 Vaccine Info

Our website features an immediate message linking members to vaccine information.

Nebraska Total Care, in partnership with Centene, is sponsoring two prevention-focused events for youth.

The Centene Institute Youth Impact Award for Vaping Prevention challenges students to educate peers on vaping, e-cigarette use, and prevention, and then challenges them to identify ways to become part of the solution by sharing information and awareness with their peers and community.

Youth create a 30-60 second Public Service Announcement (PSA) promoting vaping prevention through innovative messaging. Submissions are eligible for community service hours and cash prizes. This event is open to all youth ages 14-19.



No One Eats Alone Day teaches students how to make friends and create a culture of belonging to combat social isolation and bullying. Nebraska Total Care is partnering with Arapahoe Public Schools for this event in 2021.



“I’ve never had a job that felt meaningful and I didn’t have to drag myself to work. Now I get up every day with a purpose and after a year at Nebraska Total Care every part of my life feels more positive. I am just so grateful to have this amazing job with these amazing people. I feel so blessed.”

~ Iris Dennis, Customer Service Representative II

Employee Engagement

Nebraska Total Care employs over 190 people and we are striving to be an employer of choice in Nebraska. Engaged employees provide better customer service, drive quality improvement, and invest in company growth. Knowing each engaged team member helps build our success, in 2019 company leadership placed increased focus on improving the employee experience and increasing engagement.

Nebraska Total Care hired three senior leadership positions in 2020. Stability in leadership provided a foundation for strengthening our culture of engagement.

Updated processes focused on both hiring strategies and increased support for current employees. Interview training and inclusive onboarding improved

new hire success rates. Increased communication and consistency provided new opportunities and challenges for employees, as well as education and assistance to address performance concerns. These changes became even more critical than expected as all employees began working from home.

Annually, Nebraska Total Care conducts an employee engagement survey. The survey showed a high level of engagement and commitment by employees to keep moving the company forward.

91% employee engagement

- 8.6% decrease in total turnover
- 7.5% decrease in voluntary turnover
- 3.5% decrease in new hire failure

Employee Engagement Survey item



Next steps

In the survey employees identified a desire for clear paths for professional development and career advancement.

In 2021, leaders in each department are developing position metrics that give employees clear measurement of progress in their role. Individually, employees have the opportunity to create a career development plan with the support of their direct leader that will challenge them beyond the prescripts of their role.