

WHOLE you



2020 Fall Bulletin

Need a Hand?

LIHEAP

The Low Income Home Energy Assistance Program (LIHEAP) helps low-income households stay safe and healthy. LIHEAP helps individuals and families with home heating and cooling costs. It may also be able to help you with reconnect fees, deposits, fans, emergency furnace repair and replacement. Apply by filling out an application with ACCESSNebraska at 800-383-4278.

SNAP

SNAP is a federal program that helps put extra money into your food budget. This helps people with low income or no income buy healthy food and move towards self-sufficiency. In order to be eligible for SNAP, a family must meet criteria. There are questions about things you own and your income.

SNAP benefits can only be used to buy food. It can be used at most supermarkets and grocery stores. Alcoholic beverages, pet food, tobacco, paper products, or other nonfood items cannot be purchased with SNAP benefits. You can apply with ACCESSNebraska at 800-383-4278.

Nebraska 211

People across Nebraska face challenges every day and may not know how to find local programs that can help them. Nebraska 211 connects neighbors with nearby services that can help.

Is That Service Covered?

Do you have a question about whether or not a medical service is covered? Nebraska Total Care can tell you. Our Utilization Management (UM) department may look at your health records and talk with your doctor.

Coverage decisions are based on:

- If the service is needed
- If the service works well
- If the service is right for you

Services that are medically necessary are those that:

- Prevent or treat illnesses and conditions
- Agree with medical standards
- Are provided in a safe place

The Nebraska Total Care UM department does not make choices based on financial reasons. We do not reward doctors or staff for saying no to care.

Do you have questions? Call Member Services at 1-844-385-2192, Relay 711.

Are you a new member?

Do you have questions about your current plan and benefits? Visit [NebraskaTotalCare.com](https://www.NebraskaTotalCare.com) to locate the member handbook. It has many details about your health plan.

Simple Steps to Prevent or Manage Diabetes

Are you at risk for diabetes?

Type 2 diabetes is a condition that makes blood sugar levels higher than normal. This happens when your body does not use insulin the right way. Some people are more at risk for Type 2 diabetes. This includes people who:

- Are overweight
- Are over the age of 45
- Have family members with diabetes
- Have high blood pressure
- Are African-American, Alaska Native, American Indian, Asian-American, Hispanic/Latino, Native Hawaiian or Pacific Islander

If you have Type 2 diabetes, you should see your provider several times a year. Your provider can make sure your diabetes is under control. You may need to watch what you eat. You may need to take pills or give yourself insulin shots. It is important to treat your diabetes. Untreated diabetes can hurt the eyes, kidneys, nerves or heart.

You can learn more about diabetes. Visit our online [Health Resources](#) or the [Krames Health Library](#). Nebraska Total Care has Care Management services. We can help you live with chronic conditions like diabetes. Call 1-844-385-2192, Relay 711 to learn more.



Simple Steps to Prevent or Manage Diabetes

Over a million Americans are diagnosed with diabetes each year. Below are five lifestyle changes you can make to help prevent or manage this condition in your daily life.

- 1 Eat the Rainbow.** Experts say to fill half your plate with fruits and veggies at every meal. Each color brings with it unique nutrients, like fiber, potassium and vitamins. Branch out and try new produce to keep things fun!
- 2 Stay Active.** Studies have shown that people who exercise have lower glucose levels, and they are able to process sugar better than those who only take a diabetes drug. It can be hard to get moving when you feel tired, but it will give you more energy! Talk to your doctor about the right exercise plan for you.
- 3 Size Matters.** Estimate portion sizes by using items around the house. Your palm or a deck of cards is about the size of the recommended serving for lean meats (three ounces). A half-cup of whole-grain pasta or brown rice is similar to the size of a tennis ball. You can use your thumb to help you visualize a one-ounce serving size. That is the serving size for cheese.
- 4 Sub Smartly.** When you change the way you eat, focus on what you can have. Find easy substitutions. Olive and avocado oils for butter. Whole-wheat pasta and bread for white. Beef jerky and nuts for potato and tortilla chips. Fish for beef. Sparkling or flavored water over soda and juice. These simple swaps make a HUGE impact over time.
- 5 Prepare a Plan.** Write out weekly menus. Make shopping lists. Put time on the calendar for exercise. Sign up for an exercise class. Buy healthy snacks. Schedule your annual doctor visit and diabetes testing. By planning ahead, time crunches and daily stress will not derail you!

Earn Rewards!

\$25 - Affected Individuals - annual comprehensive diabetes care – must complete all of the following once in the calendar year: HbA1c test, Kidney screening, Retinopathy screening (dilated eye exam).

WHOLE you

Are You Aging Out of Foster Care?

Nebraska Total Care
can help with your
transition to adulthood.
Call 1-844-385-2192,
Relay 711.

You need the same kind of support other teens are getting. Nebraska Total Care wants to make sure that if you are aging out of foster care you can still get good healthcare. Are you a state ward over 18 and not living at home with a parent? Or, will you age out of foster care when you turn 19? You can qualify for Medicaid benefits up to age 26. Medicaid includes physical health, mental health, dental care and vision services.

After turning 19, you will be your own Medical Consenter. This can be difficult to manage without support. Nebraska Total Care can work directly with you to help make sure you get the care you need. The phone number is 1-844-385-2192, Relay 711. Visit our website for more resources to help you [transition to adulthood](#).

Keep your health plan.

For more information about your Medicaid eligibility, please contact [ACCESSNebraska](#) at 855-632-7633. Tell them you were in foster care when you turned 19 and you would like to apply for Medicaid health insurance. You can get Medicaid health insurance up to age 26, no matter what your income is.

Financial help is available.

[Bridge to Independence](#) can help provide some financial support as you go from foster care to adulthood. As long

as you are in school, employed, or participating in an employment program, you are eligible for this program. You can download the enrollment application online.

Get your personal records.

You can ask for copies of your [personal records](#) that are kept at Nebraska DHHS.

Are you thinking about college?

DHHS can give you a financial aid letter. This letter will list the dates you were a state ward. You can use this for college financial aid purposes. Call 402-471-9272 to make this request.



We Care About Quality

We want to improve the health of all our members. One way we do that is by improving the care we offer. Our [Quality Improvement](#) program helps us do this. We check how we are doing by setting goals for quality. We also review the quality and safety of our services and care.

We review care provided at all levels, including emergency care, primary care and specialty care. We also make sure we are helping members with different ethnic, cultural, religious and language needs.

Learn more and see how we are doing at [NebraskaTotalCare.com](#). You can also ask for a paper copy of the latest quality improvement report. Call 1-844-385-2192, Relay 711.

Get Involved

We want your involvement. Let us know how we are doing. Join the [Member Advisory Council](#). The group meets quarterly. This gives you a chance to talk about your experiences with a variety of people.

Give Your Baby the Best Start

Start Smart for Your Baby

When you are pregnant with your future child, you want to take the best care of yourself and your baby. Going through so many changes in such a short period of time can cause stress. It helps to know what to expect! Below are a few points to keep in mind.

Get Care Early

It is a good idea to see your doctor as soon as you think you are pregnant. Getting care early can help you have a healthier baby. Your first prenatal visit will give you valuable news about your baby. Your doctor will likely do blood tests and an ultrasound. These will check health stats and determine due date. Your doctor will also give you a list of the dos and don'ts while pregnant.

Complete a *Notice of Pregnancy (NOP)* to get all of your benefits from Nebraska Total Care! You can complete the NOP form in the [Member Portal](#). This is the first step to getting important care for your child, before and after delivery.

Regular Visits

Regular doctor visits will be a part of your life when you are having a baby. It is important to go to all of your prenatal visits, even if you are feeling good.

Your prenatal visits will happen:

- During the first 32 weeks of your pregnancy:
Every four weeks
- From weeks 32-36 of your pregnancy:
Every two to three weeks
- From week 36 until the end of your pregnancy:
Once per week

You can write down questions for your doctor as soon as you think of them. Bring your list to each visit. Your doctor will give you health steps to take along the way. You may discuss vaccines you need and the right kind of food and exercise. You will also learn about body changes, how to prepare for labor and the arrival of your new child.

Keep It Up

The doctor visits do not stop after you give birth. Your new baby should see the doctor three to five days after birth and again before turning one month old. Be sure to set up an appointment for your postpartum visit. It should take place about four to six weeks after you deliver. During this visit, your doctor will check on how your body is healing.

There are many [resources](#) you can have through Nebraska Total Care. Be sure to use them! With the right support, you and your baby will be as healthy as possible during and after your pregnancy.

Start Smart

Our Start Smart for Your Baby® program helps you focus on your health during your pregnancy. Visit NebraskaTotalCare.com to learn more.



WHOLE you

Engaging in Your Child's Education Matters

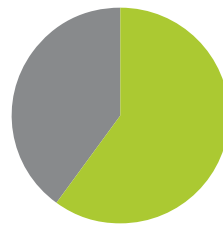
During these last few months, education has been talked about a lot. Most students have been learning from home. When virtual learning became common, it put stress on parents to help children of all ages learn at home. It is hard for many parents to understand their child's schoolwork. 60% of parents have trouble helping their children with schoolwork.

A child's education is important for their future success. Being engaged with your child can help them do well. Showing them you are interested will help them stay focused and have pride in their work. You can help your child succeed at school by being involved. Children who have someone to support them are more successful in school and life.

You can support your child's learning by:

- Having a positive attitude about school
- Staying in contact with teachers to stay informed
- Learning if the school provides any after-school programs or tutoring
- Creating a homework space and setting a specific time for them to do their work
- Listening when your child wants to talk about school or friends
- Finding programs to help your child learn and develop their interests

You do not have to do it alone! There are resources that can help you engage in your child's education. The U.S. Department of Education has [resources](#) to help children throughout their education.



60%

of parents have trouble helping their children with schoolwork.



1 in 6

young adults drop out of high school each year.



13%

of students miss too much school, hurting their chances of graduating.

YOU CAN HELP SUPPORT YOUR FAMILY BY FURTHERING YOUR OWN EDUCATION

\$10,000

Adults who earn a high school diploma or GED earn more per year than those without.



Helping your child at home may have you thinking about your own education. Additional training can help you find a new job or a job you always wanted. You can also get your GED. Adults who earn a high school diploma or GED earn \$10,000 more per year than those without. Nebraska Total Care offers [GED testing materials](#). Contact Member Services for additional information. Call 1-844-385-2192, Relay 711.

3 Important Screenings for Women

Health screenings for women are some of the best things you can do to care for yourself. Mammograms, cervical and chlamydia screenings are all recommended at different times in a woman's life. Screenings are completely covered by Nebraska Total Care. If Nebraska Total Care is your primary insurance, you can earn \$15 in rewards for each one you complete. Make an appointment to get your screenings today.

Chlamydia screening

Chlamydia is a very common sexually transmitted disease (STD). Most people do not have symptoms. Chlamydia may not be noticed until it is passed to someone else or it causes severe problems. Left untreated, this infection may make it hard or impossible for women and men to have children.

A Chlamydia test is recommended for women ages 16-24 who are sexually active or who have had a baby in the last year.

Cervical cancer screening

The cervix is the lower end of the uterus. Cervical cancer can spread from the cervix to other parts of the body. The more cancer spreads, the harder it is

to treat. Because cervical cancer grows slowly, regular testing can also help find this cancer early. When it is small, it is easier to treat.

A pap smear is a screening for cervical cancer. Regular screening is important beginning at age 21 to 64.

Breast cancer screening

What is breast cancer? Having breast cancer means that some cells in your breast have changed and are growing out of control. You cannot see these cells with the naked eye.

A mammogram can help find problems with your breasts, such as cysts or cancer. A mammogram is the best breast cancer screening tool available. It is recommended that women age 50 and older get one every year.

For assistance with scheduling an appointment or questions, call Nebraska Total Care. The phone number is 1-844-385-2192, Relay 711.

Earn Rewards!

- \$15 - Breast cancer screening
- \$15 - Annual chlamydia screening
- \$15 - Annual cervical cancer screening

Visit Our Website & Secure Member Portal!

You can see authorization approvals on our Secure Member Portal.



Visit NebraskaTotalCare.com to sign up for your free member account today. You can:

- Change your primary care provider (PCP)
- Update your personal information
- Reprint your member ID card
- Find pharmacy benefit information
- Send Nebraska Total Care a message
- Access claims, see approvals, check reward balance and more!

Call Member Services!

Call **1-844-385-2192, Relay 711**. We can help you:

- Find a doctor or change your primary care provider (PCP)
- Update your personal information
- Make an appointment
- Get translation help for medical appointments
- Get transportation to your appointments
- Get a paper copy of anything on our website