

WHOLE you



2021 Summer Bulletin

Community Health Services: Helping Members Meet Needs

Did you know that Nebraska Total Care has its own community health workers? They offer a number of services. They can come to your home to provide them (*may be restricted due to Covid-19*). Or, they can meet you in a different place out in the community. Community Health Services representatives can help you:

Address Social Determinants of Health. They can help you find housing, employment, meals, clothing, and other basic needs. Having your basic needs met is an important first step toward finding stability in other areas of your life. It sets the foundation for success in school, participation in enjoyable activities, and consistency in the workplace. It also reduces stress.

Manage health conditions. Community Health Services representatives offer health coaching for type 2 diabetes.

They will help you try to reduce your A1C level, body weight, and see your doctor. They will encourage and motivate you to make healthy lifestyle changes. They will also provide education.

Identify care gaps. Community Health Services representatives can help you determine which care you might be missing. This can include immunizations, screenings, physicals, or visits with your doctor. It is important to stay up-to-date on all of these things in order to stay healthy.

If you think that Community Health Services might be right for you, call 1-844-385-2192 (Relay 711) to learn more.

Covered Medications

Do you have questions about the drugs that are covered, or their cost? You can use our website or you can call us. The **preferred drug list** (PDL) is the list of drugs that Nebraska Total Care covers. Members are also able to get up to a 90-day prescription fill on maintenance medications. Maintenance medications are used to treat chronic, long-term conditions or illnesses.

You can find the PDL (updated monthly) at [NebraskaTotalCare.com](https://www.NebraskaTotalCare.com). You can also call 1-844-385-2192 (Relay 711) if you have questions. You can also ask us to send you a copy of the PDL.



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Screening Saves Lives: Women's Health

A screening is a test that your doctor completes when you go to an appointment. It is meant to catch health issues early, before they become serious. If they are caught early, then they may be more likely to be treatable. Your outlook for the future may be better.

It is important for women to get chlamydia, cervical cancer, and breast cancer screenings.

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.

Do not forget that you can **earn rewards** for completing these screenings. You can earn \$20 for each one that you complete on time.

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



Community Connect: Resources at Your Fingertips

Did you know that there is a tool on the Nebraska Total Care website that can help you find resources to meet your basic needs? Community Connect is easy to use. Type in your zip code and find help with:

- Food
- Housing
- Transportation
- Health
- Money
- Education
- Work
- Legal needs
- Items like clothing, toys, and furniture

Check it out today! You can also call Member Services if you need help in securing these needs. We are here to help. Call 1-844-385-2192 (Relay 711).

Monitoring Cardiac Disease and Diabetes When You Have Schizophrenia

It is important to monitor the health of your heart. It is also important to check for conditions that could lead to diabetes. This is especially important if you have Schizophrenia. Some of the medications used to treat Schizophrenia can increase your risk of cardiac disease or diabetes. Even if you do not take medication, your risk may be higher. This is because Schizophrenia can make it harder to carry out daily activities. These include eating healthily, exercising, and getting your basic needs met.

If you or a loved one experiences these challenges, know that you are not alone. Nebraska Total Care's Care Managers are here to help. Call 1-844-385-2192 (Relay 711) to speak with a Care Manager.

Members who have Schizophrenia should be sure to get their cholesterol and HbA1c checked each year. Schedule an appointment with your primary care

provider to do this. If you do not have a primary care provider, call Nebraska Total Care. We will help you find one.

It is important to stay up-to-date on your screenings. Screenings allow for the early detection of health problems. It is better to catch a problem earlier rather than later. That leaves more time to treat it. This can prevent a small health issue from becoming a big one. It can help you to live a longer, healthier life.



Free 24/7 Nurse Advice Line

Medical professionals can answer your health questions and help set up doctor visits.

Call for:

Help caring for a sick child | Help knowing if you should see your Primary Care Provider (PCP) | Answers to health questions

Call us toll-free: 1-844-385-2192 (TTY: 711)

Walk-in for:

Sprains | Stitches | Minor fractures | Nausea, vomiting or diarrhea | Rashes | Minor allergic reactions | Ear, sinus, throat, or eye pain | Urinary pain | Cold and flu symptoms | High fever (babies & toddlers may need the ER)



In-Network Urgent Care Center

Go to a nearby urgent care center if your illness or injury is not life-threatening and you need help quickly.

Primary Care Provider (PCP)

Your PCP is your main provider. Call the office to schedule a visit if you do not need immediate medical care.



Make a visit for:

Vaccinations | An annual wellness exam | Help with colds, flus and fevers | Pain | Injury | Illness | General advice about your overall health | Care for ongoing health issues like asthma or diabetes

Go here for:

Broken bones | Bleeding that won't stop | Labor pains or other bleeding (if pregnant) | Shock symptoms (sweat, thirst, dizziness, pale skin) | Drug overdose | Ingested poison | Bad burns | Convulsions or seizures | Trouble breathing | The sudden inability to see, move or speak | Chest pains or heart attack symptoms | Gun or knife wounds

Emergency Room (ER)

Consider all of your options before going to the ER. Visit the ER if you are having a life-threatening injury or illness.



**Where to go
for care**

Prepare for Back-to-School with Asthma

According for the Centers for Disease Control, about 5.5 million children under the age of 18 have asthma. Asthma is something to take seriously, but it does not have to limit activities. Create a plan for you and your child when it is time to go back to school. You both may feel more at ease.

What can you do to prepare for back-to-school? Try these tips:

Schedule a meeting with school staff.

This can include the school nurse, teachers, and other staff. Make sure all of your child's teachers know that he or she has asthma. Talk about the severity of your child's asthma. Discuss the triggers and what to do if your child has an asthma attack. Make sure the school has important phone numbers. These include the person they should call if your child has an asthma attack, and your child's doctor.

Make sure that your child has access to an inhaler and/or other medications while at school.

Give these items to the school staff before the school year begins. Talk with staff about whether your child should carry his or her inhaler. You can always ask your child's

doctor to advocate for his or her needs.

Talk to your child.

Let your child know that you have created a plan with the school staff. Let him or her know that he or she can feel safe going to school and engaging in activities. Make sure your child knows how to use his or her inhaler and/or medication. Also make sure he or she knows when to ask for help. Talk about the importance of having the inhaler and/or medication accessible while participating in other activities too. This includes activities that may take place away from the school site. These may include field trips, sporting events, school dances, and other events.

With everyone on the same page, your child will be more likely to have a safe and successful year ahead. Learn more about [managing asthma at school](#). You can also participate in the Nebraska Total Care Disease Management program for asthma. You can work one-on-one with a Care Manager. Call 1-844-385-2192 (Relay 711).

Source: [Asthma](#) (2020) - Centers for Disease Control
[Treating Asthma at School](#) (2020) - The Staywell Company, LLC

THE RIGHT CARE AT THE RIGHT TIME

Nebraska Total Care wants to make sure you get the care you need, when you need it. What can you expect when you go to the doctor?

- For routine well care, you will be seen within 4 weeks.
- For sick care, you will be seen within 72 hours.
- For urgent care, you will be seen the same day.
- For specialty care, you will be seen within 30 days.
- From the waiting room, you should be taken to the exam room within 45 minutes of your scheduled visit time.

If you are not able to get a visit within these time spans, call Member Services. The number is 1-844-385-2192 (Relay 711). We can help.



Youth Sports – So Many Benefits

Playing sports can be fun. But, there is more to it than that! When children play sports, they experience many benefits. These include:

Improved physical health

Playing sports keeps kids active. This helps them to keep their bodies fit. Staying fit is important for overall health. It strengthens the heart, bones, and muscles. It also helps to prevent obesity and other health problems.

Friendships

Being around others is a big part of sports. When youth spend time with peers, they build relationships that can act as a support system. They feel connected. Having a support system and feeling connected are both important pieces of taking care of our mental health.

Increased self-esteem and confidence

Who does not feel good when they score a point, block a goal, or beat their time? Sports give youth opportunities to succeed. Succeeding makes us feel good. Youth can also practice leadership. There are positive feelings that come with being a leader too.

Structure

Having somewhere to be and something to do is good for us. It can help to keep us from sitting around. It also gives us a sense of purpose. Having structure can result in feelings of security and reduced stress in children.

An understanding of teamwork

Being a part of a team is beneficial. It teaches us discipline, sacrifice, and how to get along with others. It also teaches us to be less selfish by putting the needs of the team before our own.

Goal setting and accomplishment

Setting and working towards goals is an important skill. It is something that we do all throughout our lives. So, it is good for children to practice it early. When we accomplish our goals, we feel proud. When we do not, we learn how to think critically about our behaviors and our objectives. We also learn to problem-solve.

Reduced stress

Exercise reduces stress. So does having fun! Reduced stress can help us sleep better, feel happier, and live longer.

Good habits and skills

Getting into the habit of exercising is always a good thing. Participating in sports also helps youth to learn skills that may become habits. These include time management, planning, responsibility, and emotion management.

There are many sports out there. There is something for everyone! Remember that your child does not have to be the best at a sport. Everyone who plays can have fun and reap the benefits. If you need help getting your child involved, you can always call Nebraska Total Care and ask to speak with a Care Manager. The number is 1-844-385-2192 (Relay 711).

Source: [The National Youth Sports Strategy](#) (2019) - U.S. Department of Health and Human Services



Visit Our Website & Secure Member Portal

Visit [NebraskaTotalCare.com](https://www.NebraskaTotalCare.com) to create a member portal account. You can use it to:

- Complete your Health Risk Screening
- Complete your Notice of Pregnancy form (NOP)
- Change your primary care provider (PCP)
- Update your personal information
- Print a temporary member ID card
- Find pharmacy benefit information
- Send Nebraska Total Care a message
- See claims and authorization approvals
- Check rewards card 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)
- Get a new Nebraska Total Care ID card
- Understand your benefits
- Change your address and phone number
- Get translation help for medical appointments
- Get transportation to your appointments
- Get a paper copy of anything on our website

You can see authorization approvals on our [Secure Member Portal](#).

