

# WHOLE you

2021 Fall Bulletin

## Keeping Kids Healthy

There are many things that you can do to help your kids have a healthy start in life. One of them is taking them to their well-child visits. These are appointments with their doctor to make sure that they are growing, healthy, and safe. Your child also may get immunizations during these visits. They are a chance to talk about any concerns that you may have with your child's doctor.

You should schedule these appointments when your child is:

- 3-5 days old
- 1 month old
- 2 months old
- 4 months old
- 6 months old
- 9 months old
- 12 months old
- 15 months old
- 18 months old
- 24 months old
- 30 months old
- Each year through age 20



Do not forget that you can earn **\$10 rewards** for these visits!

## Handbook and Forms

Nebraska Total Care provides members with our **member handbook** and a variety of other forms. Our member handbook provides details about Nebraska Total Care and Heritage Health services offerings. Your Member Handbook includes:

- Information about your benefits
- Your rights and responsibilities
- Member satisfaction
- How to choose your Primary Care Provider (PCP)
- When to use urgent care instead of the emergency room

Please take time to look over your handbook. Keep it handy in case you need it. You have the option to receive this handbook at least once a year. You can get it in either an electronic or a paper format. You can always see it on our website.

There are also many other **helpful forms** on the website. They include the Notice of Pregnancy form, Health Risk Screening, and others. You can call 1-844-385-2192 (Relay 711) if you need help filling out a form.

### 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.

# Flu Season is Here – Protect Yourself

Flu season is here. There are things that you can do to protect yourself:

- Get your flu shot
  - This is the best way to avoid getting the flu. You need to get a new shot every year. It is a good idea to get it by the end of October, but there is still value in getting it later. Flu season lasts from September through April.
  - Did you know that you could get a **\$10 reward** for getting your flu shot? It pays to be proactive!
- Avoid close contact with people who are sick
  - Try to limit time spent with people who are sick. This will help you to avoid germs.
- Wash your hands frequently
  - Especially be sure to do this before preparing food or eating. If there is not a sink available, you can use an alcohol-based hand sanitizer.

- Avoid touching your eyes, nose, and mouth
  - Germs enter the body easily through these areas. Be sure to wash your hands before touching them.

Having the flu is no fun. It can be serious for some. Start taking steps to reduce your risk today.



## Diabetes: Type 1 and Type 2

You have probably heard of diabetes. You may have heard that there are two types. What are the two types, and how are they different?

**Type 1 diabetes** 5-10% of people who have diabetes have type 1, according to the CDC. It is usually diagnosed in childhood through early adulthood. If you have type 1 diabetes, your body does not make insulin. You will need to take insulin every day. Type 1 diabetes is not preventable, and nothing that a person does causes it.

It is still not clear what causes it. There is no cure, but it can be managed.

**Type 2 diabetes** accounts for 90-95% of diabetes cases. It is most commonly diagnosed in adults. If you have

type 2 diabetes, your body does not use insulin well. This type can be caused by lifestyle factors such as inactivity, being overweight, and eating unhealthily; but it can also run in families. There is no cure, but it can be managed.

Be sure to see your provider to complete these important diabetes screenings:

- HbA1c testing
- Eye exam (retinal)
- Blood pressure check



It is important to work with your doctor to determine how to best manage your diabetes. Remember that you can earn **\$25 in rewards** for completing your annual comprehensive diabetes care if you are 18 or older. Must complete both of the following once in the calendar year: HbA1c test, Retinopathy screening (dilated eye exam)

You can always call Nebraska Total Care if you need help managing your diabetes. We are here to help!

Source: [What Is Diabetes?](#) (2020) - CDC



# WHOLE you

# Members Have Rights and Responsibilities

As a member, you have certain rights. Nebraska Total Care wants to always respect your rights. We expect our providers to respect your rights. As a member, you also have certain responsibilities. Treatment can work better if you do these things. We have listed some of your rights and responsibilities here. You can read them all in your [member handbook](#) or call Member Services if you need a paper copy.

Here are some of your rights as a member:

- Getting all appropriate services that we provide
- Being treated with respect
- Knowing your medical data will be kept private
- Being able to get a copy of your medical record
- Making an [Advance Directive](#)
- To be told that interpretation services are available and how to get them

Some of your responsibilities include:

- Working on [improving your own health](#)
- Asking questions if you do not understand
- Keeping your scheduled appointments
- Treating providers and staff with respect
- Showing your member ID card
- Telling your doctor if you had care in an emergency room



## 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
- Align 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). You can always choose to speak to someone in a different language if needed.

## Appeals and Grievances

We want you to be satisfied with the care that you receive and the services that we provide. If you are not, we want you to let us know. You can do this with an appeal or a grievance.

**Appeals:** Nebraska Total Care may decide you do not need a treatment or service. If we decide to stop or deny a service, you will get a letter. If you disagree with the decision, you can file an appeal. This is a request to change the decision. You can file an appeal by phone, in person or in writing.

**Grievances:** Are you unhappy with care you got, or how you were treated by the plan or a provider? We want to help you with your concerns. You can file a complaint, also called a grievance.

See your [Member Handbook](#) or call Member Services at 1-844-385-2192 (Relay 711) to learn more.

# Spotlight on Member Services

Nebraska Total Care's Member Services team is ready to help you! They are available by phone, mail, fax and the [secure member portal](#).

They can help you:

- Find a doctor or other provider
- Get a new Nebraska Total Care member ID card
- Understand covered and non-covered benefits
- File a grievance or appeal
- Report possible fraud issues by a member or provider
- Change your address and phone number
- Receive new member materials
- Get interpretation help for medical appointments
- Get transportation to your appointments
- Get a paper copy of anything on our website

The phone number is 1-844-385-2192 (Relay 711).



## Join the Member Advisory Committee

You can help Nebraska Total Care improve the way our health plan works. Through our Member Advisory Committee, we give members like you the chance to share your thoughts and ideas with us. The committee shares health education with our members. It discusses ways to focus on preventative health.

The Member Advisory Committee meets four times a year in different parts of the state. There are opportunities to attend without traveling. At these meetings, you can talk about the services you get. You can tell us how we are doing. You may ask questions or share any concerns. If you would like to join, you can fill out a [form](#) online or call Member Services. The phone number is 1-844-385-2192 (Relay 711).



## 24/7 Nurse Advice Line

It is good to know all of your options when it comes to medical care. Also, it is good to know that Nebraska Total Care offers the 24/7 Nurse Advice Line at no cost to you. You can get medical advice without leaving home!

Our free 24/7 Nurse Advice Line allows you to get quick, expert answers to your health questions from registered nurses. These nurses have spent lots of time caring for people. Now they are eager to help you. They answer calls 24 hours a day, every day. Call 1-844-385-2192 (Relay 711) with your health question.

This simple, fast and free benefit is a great place to start if you are unsure of the best care option for you or a loved one. Or, if you just want the comfort of hearing a medical expert on the other end of the line!



# myStrength

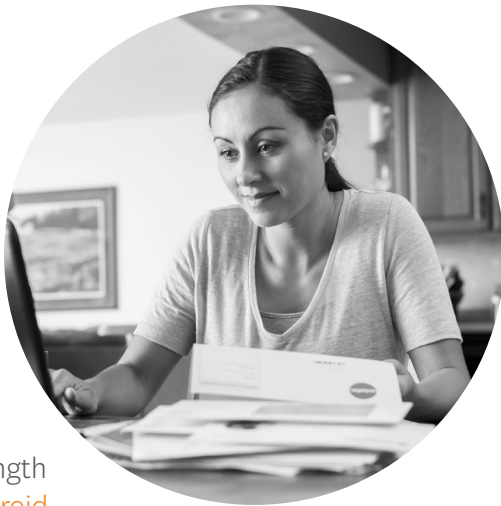
## The Health Club for Your Mind™

We all have struggles. Finding support to focus on your emotional health is important. **myStrength** lets you create a personal account. You add your individual situation and myStrength uses proven techniques to help your well-being. It lets you set goals and adjusts every day to your needs, emotions, and life events. It can help with:

- depression
- stress
- anxiety
- substance use
- pain
- sleep
- daily inspiration
- coping skills
- smoking cessation
- nutrition
- wellness
- trauma
- PTSD recovery
- pregnancy and mood
- parenting tips

myStrength is here for you. It is safe and secure. It has been proven to help. And it is free. **Create your personal account today.** myStrength's proven tools can help strengthen your mind, body and spirit.

Download the myStrength app on **Apple** and **Android** devices.



## Strong Youth Strong Communities



Nebraska Total Care provides growth opportunities and resources to support the healthy development of young people ages 13 – 19 years old through Centene's industry leading, national initiative, **Strong Youth Strong Communities<sup>SM</sup>** (SYSC<sup>SM</sup>). SYSC partners with the Pro Football Hall of Fame and other national youth serving organizations to offer in person and virtual summits covering topics such as:

- Stay Smart: education and career development
- Stay Safe: cyber safety and healthy relationship skills
- Stay Paid: financial literacy
- Stay Ahead: leadership development
- Stay Well: supports for mental and physical health and wellness

These resources and more, including videos of virtual SYSC summits, are now available on the **SYSC website** and mobile apps (available from Apple and Google Play stores – search “Strong Youth Strong Communities”). Check out SYSC today!

## Visit Our Website & Secure Member Portal

Visit **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**.

