

WHOLE you



2022 Spring Bulletin

Well-Child Checkups



Doctor visits when your child is well helps make sure they are growing, healthy, and safe. Checkups are key to ensuring that children and young adults receive preventive, dental, mental health, developmental, and specialty services.

Well-child checkups are important for your child's health. Your child can look and feel well but still have a health problem. During your child's appointment, their PCP will check:

- Growth
- Development
- Learning
- Ears and eyes
- Diet
- Immunizations
- Test records

Earn Rewards
\$10 - Infant Well visits,
1 per visit,
ages 0-15 months
(up to \$60)

Set up well-child visits when your child is:

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

IMMUNIZATIONS

Immunizations are one of the best ways to protect against diseases. Immunization-preventable diseases can be very serious, may require hospitalization, or even be deadly. They are extremely important for all children, babies through adolescence. See the [routine childhood vaccine schedule](#).

LEAD SCREENING

All children should be tested for lead poisoning with a blood test before they are two years old. You or your children may look healthy. But you can still have high levels of lead in your blood. The only way to know for sure is to have a blood test done by a healthcare provider.

SPORTS PHYSICALS

Nebraska Total Care covers required sports physicals for members ages 4-18. Contact the youth's PCP to receive services.

DENTAL CARE

Dental care is also important for children. Children on Nebraska Medicaid have dental coverage. It is not covered by Nebraska Total Care.

The dental plan for Nebraska Medicaid is MCNA Dental. To get information about your dental benefit you can call them. The phone number is 1-844-351-6262, TTY 1-800-833-7352. You can call Monday to Friday, 7 a.m. to 7 p.m.



Start Smart

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

Start Smart for Your Baby®

We want to help you and your baby grow healthy and stay healthy. **Start Smart for Your Baby®** is our program for pregnant women and new moms. It is designed to customize the support and care you need for a healthy pregnancy and baby. It will not cost you a thing.

NOTICE OF PREGNANCY

Schedule a visit with your doctor as soon as you think you are pregnant. Once your doctor confirms that you are pregnant, let Nebraska Total Care know about your pregnancy by filling out our **Notice of Pregnancy (NOP) form (PDF)**.

There are three easy ways to fill out our form:

- Mail in the printed form: Nebraska Total Care, ATTN: SSYB Care Management, 2525 N 117th Ave, Suite 100, Omaha, NE 68164
- Call Member Services at the number on the back of your Nebraska Total Care ID card.
- Log in to your online **member portal** account.

CARE MANAGEMENT

This is for pregnant women who need extra support. Nebraska Total Care wants to make sure you get the care you need to have a healthy pregnancy and a healthy baby.

Nebraska Total Care's Care Managers are registered nurses, therapists, and licensed social workers who will work with you to answer your questions. As your Care Manager, we can help schedule appointments, give transportation assistance and find support that will help you get well and stay well. We can also help with other behavioral and social services. To reach your Care Management team directly, call 1-844-385-2192 (TTY 711).

TDAP VACCINE

All pregnant women should get a Tdap vaccine between 6 to 8 months of the pregnancy. It is recommended that you get a **Tdap vaccine** during each pregnancy. The Tdap vaccine is a safe way to protect you and your baby from serious illnesses. As a Nebraska Total Care member, there is no cost to you for this vaccine.

PRENATAL 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 (Every four weeks)
- From weeks 32-36 (Every two to three weeks)
- From week 36 until delivery (Once per week)

BREASTFEEDING

Breastfeeding has many health benefits for babies. We will give a **free electric breast pump** to any new mother in our plan. You can ask for your breast pump at the start of your 37th week of pregnancy, until 45 days after your baby is born. Call Nebraska Total Care at 1-844-385-2192, Relay 711.

POSTPARTUM VISIT

Be sure to set up an appointment for your postpartum visit. It should take place within 10 weeks after you deliver. During this visit, your doctor will check on how your body is healing.

Start Smart for Your Baby

WHOLE you

Know Where to Go for Care



You want to take good care of yourself and your family. Part of this is knowing where to go when one of you is hurt or sick. Read on to learn more about the treatment you need for different issues. This way, you can get the right care at the right place and the right time.

24/7 Nurse Advice Line

Medical experts can answer your health questions and help set up doctor visits. Use this option if you need help caring for a sick child or to know if you should see your PCP.

Primary Care Provider (PCP)

Your PCP is your main doctor. If you don't need medical care right away, you can call the office and schedule your visit. This kind of care is for when you need a vaccine, a yearly checkup or help with colds or the flu. You may also visit for health issues like asthma or diabetes.

In-Network Urgent Care Center

Go here if your doctor's office is closed and you need care for a health issue that is noncritical. This includes flu

symptoms with vomiting, ear infections, high fevers and sprains.

Emergency Room (ER)

Consider all of your options before you go to the ER. This care option is for issues that are life-threatening. This includes:

- broken bones
- bleeding that will not stop
- labor pains or other bleeding (if pregnant)
- drug overdose
- ingesting poison
- bad burns
- convulsions or seizures
- trouble breathing
- sudden inability to see, move or speak
- chest pains or heart attack symptoms
- gun or knife wounds

Need a ride to your appointments?
Request a ride with the [MTM Link](#) mobile app.

Care Management

Care Management can be helpful if you have a condition that needs special care. Nebraska Total Care offers one-on-one assistance to members who need extra help to be as healthy as possible.

Care Management could be helpful to you if you:

- Have a life long illness like asthma or diabetes
- Are at risk for a serious condition like Sickle Cell Anemia or HIV/AIDS
- Have a behavioral health need
- Have a child with special needs
- Have a developmental or physical disability
- Have some other special healthcare need

Call Member Services at 1-844-385-2192 (TTY 711).

Community Health Services

The Community Health team is trained to help you get your health needs met. Community Health workers can guide you to better health. We help members:

- Find doctors, specialists, or other providers
- Complete health information forms
- Provide health coaching
- Find community supports
- Arrange needed services

[Take the Social Needs Self-Assessment](#)



Measuring Quality of Care

We want to improve the health of all our members. 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.

We do a member survey every year. The survey is called Consumer Assessment of Healthcare Providers and Systems (CAHPS®). The results show us how members feel about Nebraska Total Care. It shows us how they feel about providers. We use the results to help improve care. The areas we are trying to improve the most are:

- **Doctor Showed Respect and Explained Things:**

They are treated with courtesy and respect.
Explaining health issues in an easy way.

- **Smoking Advice:** Advising smokers/tobacco users on how to quit. Discussing medications and plans that would help.

There is a tool that sets goals for health plans. The tool is called the Healthcare Effectiveness Data and Information

Set, or HEDIS®. Every year, Nebraska Total Care will be measured on [HEDIS goals](#). This will tell us where to do better. Nebraska Total Care reviews the services members got. We will use this information to set goals to improve healthcare for our members.

Below are the projects for improvement:

- **Diabetes Screening for People with Schizophrenia or Bipolar Disorder** Who Are Using Antipsychotic Medications

- **Assisting members after a hospitalization** to follow the discharge and follow up plan

One group that looks at our plan is called National Committee for Quality Assurance Accreditation (NCQA®). They check to see if we meet their rules. If we do, they say we have “accreditation.” Nebraska Total Care received 4 out of 5 overall in NCQA’s [Medicaid Health Plan Ratings 2021](#).

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



Need Legal Help?

[Nebraska Free Legal Answers](#) is an online legal advice clinic. You can post a civil (not criminal) legal question to be answered by volunteer attorneys. You can ask legal questions on topics like Family, Divorce, Custody, Housing, Eviction, Homelessness, Consumer Rights, Financial, Employment, Unemployment, and Education.

[Nebraska Online Legal Self-Help Center](#) has information and links to legal resources to help you represent yourself in Nebraska Courts.

What You Need to Know Before Going to Court

- Dress as you would for an important event.
- Do not wear T-shirts or clothing with messages.
- Be polite, no matter what is said in court.
- Be on time for court.

WHOLE you

Cancer Screenings: Cervical, Breast, Colon

When you hear the word self-care, what do you think of? For some, self-care means getting a full night's sleep. For others, it means taking time to exercise regularly. One thing we can all agree on is that cancer screenings are an important part of self-care.

Cervical Cancer

Cervical cancer happens when cells in the body change and grow out of control. These cells can form lumps called tumors. Cancer that starts in cells of the cervix is called cervical cancer. The cervix is the lower end of the uterus.

Cervical cancer is usually found during a screening Pap test. During a Pap test, cells are taken from a woman's cervix and checked for changes that may be a sign of dysplasia or cancer. This can help find cervical cancer early, when it's easiest to treat. Get a Pap test as often as your healthcare provider suggests.

Breast Cancer

Your entire body is made of living tissue. This tissue is made up of tiny cells. You cannot see these cells with the

naked eye. Normal cells grow and divide (reproduce) in a controlled way. They grow when your body needs them, and die when your body does not need them anymore. When you have **breast cancer**, some cells change or become abnormal. These cells divide quickly, do not die when they should, and can spread into other parts of the body. Breast cancer can start in different tissues in the breast.

Colorectal Cancer

Colorectal cancer starts in cells in the colon or rectum. It is 1 of the main causes of cancer deaths in the U.S. But when it is found and treated early, the chances of a full recovery are very good. It needs to be found when it is still small and has not spread. This cancer rarely causes symptoms in its early stages. Because of this, screening for it is important.

These screenings are available to Nebraska Total Care members at no cost. Take time to care for yourself by talking to your doctor about which types of cancer screenings are right for you.

Screening	Who	When
Cervical cancer	Women ages 21-65	Pap test every 3-5 years
Breast cancer	Women ages 50-74	Mammogram every 2 years
Colon cancer	Women ages 50-75, Men age 50 or older	Stool DNA test (every 1 to 3 years) Colonoscopy (every 10 years)

YOUNG WOMEN:
Chlamydia is the most common sexually transmitted infection in the U.S. Experts advise a yearly screening for sexually active females younger than age 25.

Medication Safety

Take all medications correctly. Read the label on your medicine bottle and follow the instructions carefully.

- Do not take prescriptions meant for others.
- Do not share your prescriptions with anyone else.
- Do not mix with alcohol, sleep-aids, or anti-anxiety medication.
- Do not store medicine where children, pets, or others can get it.



Get rid of old medicine safely. Throw away unused medicine when your treatment is done.

- National Prescription Drug Take Back Day happens in April and October. It provides a safe way to get rid of prescription drugs. Visit TakeBackDay.dea.gov for details.
- You can safely leave unused medication at collection sites. Pharmacies, hospitals, or police stations may have drop boxes or mail-back programs. Call the Drug Enforcement Administration (DEA) at 1-800-882-9539 to find a location.

Nutrition Education Program

The **Nutrition Education Program** (NEP) in Nebraska helps families on a limited budget make healthier food choices. Choose physically active lifestyles by acquiring the knowledge, skills, attitudes, and behavior changes necessary to improve your health. NEP offers classes to both adult and youth individuals.

NEP offers adult classes that are taught in a series such as meal planning, grocery shopping, physical activity, MyPlate and food safety. Youth classes learn about healthy snacks, MyPlate, breakfast, hand washing, physical activity, etc. Classes are taught in a variety of community sites or virtually.

Please visit the **NEP website** to learn more and get ideas for your next meal!



Know your benefits

Do you know your benefits? You can find out more about your benefits in the member handbook. If you don't have a copy, we can send you one. Just call us at Nebraska Total Care.

You can also call us with questions about your benefits. We can help you file a complaint. We can also tell you how to appeal a decision.

We offer free interpreter services to members. An interpreter can help you find out more about your benefits. An interpreter can also help you during medical appointments. Call Nebraska Total Care Member Services at 1-844-385-2192 (TTY 711).

2022 Healthy Rewards Program

Earn rewards when you **complete healthy activities** like a yearly wellness exam, annual screenings, tests, and other ways to protect your health.



- \$10 - Adults: Annual flu vaccine, ages 19 and older
- \$10 - Adults: Annual checkup with your PCP
- \$15 - Women: Breast cancer screening (one every two years)
- \$15 - Women: Annual cervical cancer screening
- \$10 - Infants: Well visits, 1 per visit, ages 0-15 months, up to \$60
- \$10 - Children: Annual well-child visit, ages 2-21
- \$15 - Adolescents: HPV vaccine for adolescents, for two doses within 12 months, before age 13
- \$15 - Notification of pregnancy in 1st trimester (per pregnancy)
- \$10 - Notification of pregnancy in 2nd trimester (per pregnancy)

Your My Health Pays® reward dollars are added to your rewards card after we process the claim for each activity you complete. If you are earning your first reward, your My Health Pays Visa Prepaid Card will be mailed to you.

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 (TTY 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**.

