

WHOLE you



2023 Winter Bulletin

Foster Parent Resources

Thank you for being a caregiver in the foster care program. Your decision is no small act. You are taking action to make a difference in a child's life. And we recognize you are also making a difference in the community.

We know this commitment comes with challenges. We are happy to share that Nebraska Total Care is here to be your partner when taking care of your foster child's healthcare needs. Health insurance can be confusing. We are here to support you.

Below are resources that may be helpful to you. The [Member Handbook](#) will also give you information you need about benefits and services available to your foster child. There is also other helpful information throughout our [website](#). If you have any questions or need assistance arranging care, please call us at 1-844-385-2192 (TTY 711).

Resources for foster parents

- [Darby Boingg Helps a Friend on a Foster Care Journey \(PDF\)](#): This is a book for children about the foster care experience produced by Nebraska Total Care. If you would like a copy of this book, please call us at 1-844-385-2192 (TTY 711).
- [Foster Care Closet & Hope Chest](#): The Foster Care Closet is an ongoing service dedicated to helping youth in the foster care system by meeting their clothing needs for the duration of foster placement. The Hope Chest is a collaborative between four non-profit organizations to

provide long-term necessities to young adults recently aged out of foster care.

- [Nebraska DHHS Foster Care](#): Foster parents provide care for children who cannot safely remain in their own home. What is required to become a foster parent in Nebraska?
- [Nebraska Family Helpline](#): 24 hours a day, seven days a week trained Helpline operators help with immediate safety needs and make recommendations or referrals to appropriate resources. 1-888-866-8660
- [Nebraska Friends of Foster Children](#): NFFC is the only organization in the state that raises private funds to provide grants for children in the foster care system, directly.
- [Nebraska Foster and Adoptive Parent Association](#): To empower, support, and advocate for Nebraska families by promoting safety, permanency, and well-being of our children.
- [Regional Behavioral Health Authorities](#): The Division of Behavioral Health provides behavioral health treatment services to children, and families. Nebraska is split into six regions.
- [Families Forever](#): Whether your family was formed through adoption or guardianship, there are educational resources and support groups to help you strengthen your family relationships.

New Medical Treatments

Options for medical care may change over time. New medicines, tests and surgeries come out every year. Nebraska Total Care watches for the latest in medical care. We also make sure new treatments are safe. Nebraska Total Care has a team of doctors that reviews new medical care for people with certain illnesses. The team checks information from other doctors and scientific groups. New medical care that is covered by Medicaid is then shared with our doctors. This allows Nebraska Total Care doctors to give you the most fitting and current types of care.

Not all care is covered for every patient. Some patients may benefit more from certain treatments. We cover care that is medically necessary. Questions? Call Member Services at 1-844-385-2192 (TTY 711).



Checkups for Teens

Teens do not need checkups as often as young kids do. But they should still see a primary care doctor at least once a year. Regular visits will keep teenagers up to date on vaccines. The doctor can also talk to teens about:

- Safe sex
- Drug and alcohol use
- Depression

As teens get older, they should stop seeing a pediatrician and start seeing an adult primary care provider. This is particularly important for teens with chronic health issues. If a teen has a condition such as diabetes, he or she should not miss any visits. Growing up also means teens will need to start managing their own care. They will need to make their own appointments. They will need to talk to doctors about their care.

Nebraska Total Care can help teens find an adult care provider. Call Member Services at 1-844-385-2192 (TTY 711).

Non-Emergency Transportation

You may be able to get transportation for your non-emergency medical appointments. If you are eligible, rides are free. Nebraska Total Care works with MTM, Inc. to provide transportation.

There are three ways to arrange transportation.

- Call Member Services. The phone number is 1-844-385-2192 (TTY 711). You can choose the transportation option. This will connect you to MTM.
- Use the [MTM member portal](#). This is different from the Nebraska Total Care member portal.
- Download the [MTM Link](#) Member app on your mobile device.

Please schedule your ride at least 2 working days before your appointment. You can schedule a ride up to 60 days before your appointment. Sometimes urgent medical trips can be requested with less than 2 days' notice. MTM may check with your provider to make sure the appointment is urgent.

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



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.

What is Hepatitis in Children?

Hepatitis is an inflammation of the liver. It can damage and destroy liver cells. Hearing about severe liver disease in children can be concerning. If you have any questions about your child's health, call your child's healthcare provider.

Hepatitis in children can be caused by many things. Your child can get hepatitis by being exposed to a virus that causes it.

There are 5 main types of the hepatitis virus: A, B, C, D, and E. The most common symptoms of hepatitis include a yellowish color to the skin and whites of the eyes (jaundice) and flu-like symptoms.

Be aware of the symptoms of liver inflammation, which include:

- fever
- fatigue
- loss of appetite
- nausea
- vomiting
- abdominal pain
- dark urine
- light-colored stools (poop)
- joint pain
- jaundice (yellowing of the skin)

Some children do not have any symptoms. Keep children up to date on all their vaccinations. Having good hygiene can prevent hepatitis.

Are you a new member?

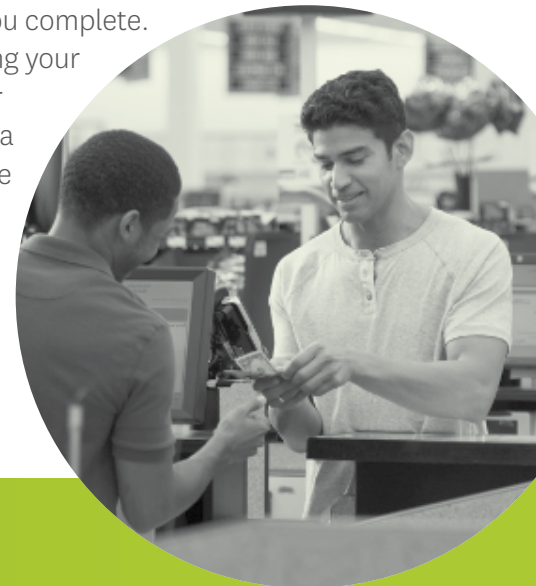
Do you have questions about your current plan and benefits? Visit NebraskaTotalCare.com to locate the member handbook. It has many details about your health plan.

2023 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.

- \$15 - Having an Annual Adult Checkup with a Primary Care Doctor.
- \$15 - Infant Well Visit: 1 per visit, Ages 0-15 months. (Per visit, up to \$60).
- \$15 - Annual Child Well Visit with a Primary Care Doctor. Ages 2-21.
- \$10 - Annual Flu Vaccine, ages 6 months and older. September-April. One per flu season.
- \$15 - HPV Vaccine. Receiving two does within a 12-month period. Ages 9-12. (Per enrollment).
- \$15 - Colorectal Cancer screening. One per year. Ages 45 -75.
- \$15 - Breast Cancer Screening. One every two years.

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.



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 (TTY 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.

WHOLE you

Value-Added Services Help Members Be Well

Nebraska Total Care covers all medical services that are included in the Heritage Health plan. In addition to those, we offer some additional services to help members be well. These are called Value-Added Services.

Some of these services are available to all Nebraska Total Care members. Others are offered to members that meet certain health criteria. Listed below are some of the additional services that we offer.

Breast Pump

Breast feeding has many healthy benefits for babies. Nebraska Total Care wants to help members who are breast feeding. We will give a free electric **breast pump** to any new mother in our plan. We will give:

- One electronic breast pump per member. For multiples (twins, triplets, etc.) only one pump will be provided.
- Breast pump kit

You can ask for your breast pump during pregnancy, until 1 year after your baby is born. Your doctor will need to write a prescription for a breast pump. Eligible members can get one breast pump every two years.

My Route to Health

My Route to Health is available to anyone interested in

learning more about health. Parents, teachers, caregivers and students can access books, videos and activities about different health topics. Current topics include hygiene, dental health, fitness, digital safety and more.

Weight Watchers

Nebraska Total Care provides eligible members vouchers for online Weight Watchers participation. To be eligible, members need to be age 18+ and have a BMI of 30 or higher.

To get the Weight Watchers vouchers your doctor needs to confirm your BMI. They need to have checked you within the last month. The doctor's office can call or fax us with your information.

Extensions can be approved if you decrease your BMI by 1 point. Go to your doctor and get a note showing the decrease in your BMI. You will also have to be involved with our Care Management team. To talk to Care Management staff, call Member Services. The number is 1-844-385-2192 (TTY 711). Choose the option to talk to Care Management.

When you meet these requirements, we will send you another set of vouchers. We will stop giving extensions when your BMI makes you not eligible for the program. If you stop participating in Care Management, we will not give more extensions.

Boys & Girls Club

An annual membership can be covered for age-appropriate members.



RSV Infection in Kids

RSV (respiratory syncytial virus) is a common cause of respiratory infections. RSV occurs more often in the winter and early spring.

Most babies and children with RSV have the same symptoms as a cold or flu. These include a stuffy or runny nose, a cough, headache, and a low-grade fever. Some may develop bronchiolitis. This condition is when the small airways in the lungs (bronchioles) become inflamed. It causes wheezing, shortness of breath, fast breathing, and increased cough.

How RSV spreads

RSV spreads easily when a person with the infection coughs or sneezes. It spreads by direct contact with an infected person. For example, kissing a child with RSV spreads the virus. And the virus can live on hard surfaces. A person can get RSV by touching something with the virus on it. These can include crib rails and doorknobs. It spreads quickly in group settings, such as daycare and schools.

Treating RSV

RSV most often goes away on its own. There is no treatment for RSV in most cases. To ease symptoms:

- If your child is old enough, give them fluids, such as water and juice.
- Treat a stuffy nose. For babies and young children, remove mucus from their nose with a rubber bulb suction device.
- Clean your hands before and after holding or touching your child.
- Use a digital thermometer to check your child's temperature. Do not use a mercury thermometer.



- Manage fever. Ask your healthcare provider or nurse about lowering you or your child's fever.

When to call the healthcare provider

Call your provider right away if you or your child have any of these symptoms:

- Fever. Your child's healthcare provider can give you numbers based on your child's age. You can also call the Nurse Advice Line for fever guidelines.
- A seizure with a high fever
- A cough that's getting worse or with colored mucus or blood
- Wheezing, breathing faster than normal, or trouble breathing
- Flaring the nostrils or straining the chest or stomach while breathing (most commonly in young children)
- Skin around the mouth or fingers that turns a blue color
- Trouble eating, drinking, or swallowing
- Shortness of breath
- Confusion
- Dizziness

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 (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](#).

