

WHOLE you



2023 Spring Bulletin

Caregiving Collaborations

Helping to care for a loved one is a rewarding experience. Sometimes it can also be a little stressful. And we are here to help you. Nebraska Total Care implemented the [Caregiving Collaborations®](#) program to support caregivers. We hope to improve your quality of life and give you the extra support you may need as you assist others with:

- Personal care
- Chores
- Providing emotional support
- Coordinating medical care
- Helping with finances

Through [useful tools and information](#), we can help you care for our members, while continuing to care for yourself. If you are a caregiver and would like to learn more, please contact Nebraska Total Care at 1-844-385-2192 (TTY 711).

Respite


Caregiving can feel like a full-time job, and everyone needs a break at times. This can be helpful for you and your loved one to give you time to connect with others and recharge.

[Respite](#) can range from a 30-minute break to taking a short vacation. Call your loved one's Care Manager to learn more, or explore the options through your local Area Agency on Aging.

My Caregiver Journal

As part of the Caregiving Collaborations® program, we created the [My Caregiver Journal \(PDF\)](#). This guidebook is designed to help you stay organized when it comes to your loved one's care. You can use the journal at doctor visits and to keep track of important information and daily routines such as:

- Medical history
- Medication list
- Contact information for primary care physician and other providers
- Emergency contact information
- Copies of lab and radiology results
- Hospital discharge summaries
- Power of Attorney
- Advance directives
- Allergies
- Doctor visit checklist



Contact your
Care Manager to
get your own
My Caregiver Journal.



Grow your garden plot

We have relationships with many community gardens in the state. Nebraska Total Care will pay for one community garden plot per household.

To find out if your community garden participates in this program contact:

- Penny Parker at 308-201-0455 or Penny.A.Parker@NebraskaTotalCare.com
- Toni Webb at Toni.Webb@NebraskaTotalCare.com

If a community garden is not currently participating, they can learn more by contacting Nebraska Total Care.

The benefits of gardening are generous:

- Physical movement
- Engage with the community
- Spend time with the family, unplugged
- Enjoy the emotional benefits of connecting with nature
- Learn a new skill
- Access a healthy and sustainable source of food
- Develop a hobby that is low-cost
- Set a goal, work toward it, and realize an accomplishment

Member Advisory Council

You can help Nebraska Total Care with the way our health plan works. We have a Member Advisory Council that gives Members like you a chance to share your thoughts and ideas with Nebraska Total Care. The group meets quarterly. You also have a chance to tell us how we are doing. You may ask questions or share any concerns that you have about the delivery of services. Call Member Services at 1-844-385-2192 (TTY 711) if you would like to attend.

Important questions for your providers



Health care works best when patients and doctors work together to make decisions. You know how you feel better than anyone else. You should help decide what might make you feel better.

Unfortunately, most people have a hard time understanding words used in health care. You may have never heard the words before. Or words you know are being used in a new way. This can make it hard to make decisions about your health.

Ask Me 3® is a way to ask questions to help you understand what your provider is telling you. This will help you make decisions about care.

Ask your provider these questions at every appointment.

1. What is my main problem?
2. What do I need to do?
3. Why is it important for me to do this?

Do not be nervous to ask your provider questions. Your provider wants you to understand your healthcare. They want to answer these questions.

There is more information for you from Ask Me 3®. Every time you talk with a health care provider [Ask These 3 Questions \(PDF\)](#). You can take this form to your appointments to help you ask questions.

If you still need help understanding your health, please call Member Services. We have people who can help you. The phone number is 1-844-385-2192 (TTY 711).

Notification of pregnancy reward

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.
- Call Member Services at the number on the back of your Nebraska Total Care ID card.
- Log in to your online member portal account.

Joining the program is easy. Simply call Member Services to get started.

GET REWARDED.

Beginning January 1, 2023, if you complete the Notice of Pregnancy, you can earn a reward. You must complete the form at least 60 days before your baby is due. Once we have the form, a Care Manager will call you. They will arrange for you to receive one of these items that you choose:

- Car seat
- Stroller
- Pack and Play
- Meal delivery of 10 meals



ImmunityConnect vaccination program

Vaccine preventable diseases have not gone away. Vaccines will help keep you healthy.

How it works:

1. Locate a pharmacy. You can use the [Find a Provider](#) page or call Member Services.
2. Call the pharmacy you choose and ask if they have the vaccine you need.
3. Show your Nebraska Medicaid ID card and Nebraska Total Care ID card.
4. Get your vaccination.

No appointment, no copays, no hassle.

Covered vaccines include:

- Seasonal Influenza Vaccine
- Intradermal Influenza Vaccine (Short Needle)
- High-Dose Seasonal Influenza Vaccine (Fluzone)
- Zoster (Zostavax)
- Pneumonia
- Meningococcal
- Human Papillomavirus (HPV)
- Tetanus/Diphtheria/Pertussis
- Covid-19

For more information call Member Services at 1-844-385-2192 (TTY 711).



Are my meds covered?

Nebraska Total Care wants to help members get the medications they need. We cover drugs on the Nebraska Medicaid Preferred Drug List (PDL) and the Value-Add Formulary. 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.

Your doctor or pharmacist can help you find medications that are covered. You can find the PDL and Value-Add Formulary at NebraskaTotalCare.com. You can also call 1-844-385-2192 (TTY 711) to find out if a drug is covered.

90-day maintenance drugs

Nebraska Total Care members are 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. [Nebraska Total Care](#) has a list of 90-Day Maintenance Drugs.



Tools for comparing providers

Hospital Compare was created through the efforts of the Centers for Medicare & Medicaid Services (CMS) in collaboration with organizations representing consumers, hospitals, doctors, employers, accrediting organizations, and other federal agencies. It provides information about the quality of care at over 4,000 Medicare-certified hospitals across the country.

Physician Compare is a Centers for Medicare and Medicaid Services (CMS) website designed to help individuals make informed choices. Information found on Physician Compare will give the address, specialty, ABMS board certification, hospital affiliation, gender, medical school education and residency information for group practices enrolled as Medicare providers.

Healthgrades is an online resource for information about physicians, hospitals and health care providers that includes ratings based clinical and quality outcomes.

Know your benefits

Do you know your benefits? You can find out more about your benefits in the member handbook. If you do not 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).

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.



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)**. Monday-Friday, 7 a.m. to 8 p.m., Central. 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**.

