

WHOLE you

2023 Summer Bulletin

Culturally Responsive Care

It is important to Nebraska Total Care that we give services that are culturally responsive. It is important to us that our providers are also culturally responsive. We want you to receive services that are respectful of your social and cultural needs.

- Nebraska Total Care staff are trained to respect and celebrate what makes each person unique. We know that your culture is important to your health.
- Members can always get help with interpretation. This includes many languages, sign language, and TDD/TTY services. There is no cost for these services.
- We try to collect race and language information from members and providers. This helps members choose a provider who understands their culture.

We do person-centered care. This means that all parts of a person and their life are important to their health. This helps members make informed decision about their care.

Health Equity

Health equity means that everyone can reach their full potential for health and well-being. Nebraska Total Care is committed to health equity.

Some groups of people have worse health outcomes. This happens even when they have the same benefits, so should be able to get the same care. This happens because unfair systems have made it difficult for them

to get good care for long periods of time. Things like race, language, location, and income can cause these inequities.

We want to remove these inequities. We use data to figure out where health outcomes are worse. This helps us know where we need to do more to help communities. We work with organizations in those communities. Together we add services that can help the whole community be healthier.

This is an ongoing process. We are always looking at new data and new ideas. We are always working to build equitable opportunities for the health of all of our communities.





Pain Management

Long-term pain can have lasting effects on physical and mental health. There are strategies to help manage pain.

- Talk to your doctor. There may be a reason for your pain.
- Relax. Pain increases during times of stress.
- Exercise. Unused muscles feel more pain than flexible muscles.
- Get support. Connect with family and friends. Behavioral Health support may be helpful.
- Call Nebraska Total Care. Our Care Management team can get you the help you need.

The American Chronic Pain Association has tools to help you talk to your doctor, be involved in your care, and manage your pain.

What are other ways to treat pain?

Research has shown that things like yoga, meditation, relaxation techniques, acupuncture, and massage have been useful in treating pain. These can help conditions like fibromyalgia, back/neck pain, rheumatoid arthritis and headaches.

Opioid Medication

What is an opioid?

Opioids are narcotics commonly known as “painkillers.” Also included are drugs like codeine, morphine, fentanyl and others.

Why are opioids used?

Opioid meds can be a useful short-term tool to control pain. When used properly they can help with pain after surgery and pain from serious illness like advanced stage cancer. However, they also have serious risks. Opioids are one of the country’s biggest addictions. It is important that opioid use be managed carefully with a doctor’s supervision.

If I am prescribed an opioid, how long should I take it?

Nebraska law limits all short-acting opioid prescriptions. Also, anyone under the age of 18 can only have a maximum

of a 7-day supply. Research has found that following surgery, patients often do not need an opioid med for longer than seven days. You should always take these painkillers for the shortest amount of time possible. Use these only when other pain management methods do not work.

What are some side effects of using opioids?

Short term or long-term opioid use can cause drowsiness, confusion, constipation and upset stomach. This happens more the longer you take opioids, or the higher the dose. Long-term use can lead to dependence.

What meds should I avoid taking if I am prescribed opioids?

Avoid combining opioids with other drugs like Benzodiazepines, also known as “Benzos”. Drugs like Ativan can have dangerous outcomes. These drugs should not be combined.

How can I prevent addiction to opioids?

Before using an opioid to manage your pain, be sure you and your doctor have tried all other methods of pain management first. Be open to using alternative methods to treat your pain. If you need opioids, it is best to limit your use of opioids to no more than seven days. Using these drugs for more than 30 days can lead to addiction and dependence. You should use the low and slow rule. This means you start with the lowest dose and use as infrequently as possible. Taking these steps will prevent addiction to opioid meds.

Opioid Misuse

Prescription drug misuse is taking meds in a manner other than prescribed or for a different condition than for which the meds were prescribed.

If you think you may be misusing opioids there is help available. Call Nebraska Total Care at 1-844-385-2192 (TTY 711). If you are in crisis, press * for immediate help from a licensed professional.

Keeping Kids Healthy



Child Wellness Visits

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 [\\$15 rewards](#) for these visits!

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.

Findhelp: 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? [Findhelp](#) 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 (TTY 711).



WHOLE you

Community Health Services: Helping Members Meet Needs

Did you know that Nebraska Total Care has its own community health staff? They offer a number of services. They can come to your home to provide them. 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 (TTY 711) to learn more.



Vision Services

Nebraska Total Care covers services for your eyes. This can be exams and treatment. This includes:

- Regular eye exams
- Treatment of eye conditions
- Regular glasses when they meet the strength requirements
- Specialty eyewear when medically necessary (with prior authorization)
- Contact lenses are only covered if they are the only way to restore vision (with prior authorization)
- Other services that are medically necessary

Earn Your GED

Have you been thinking about your own education? Additional training can help you find a new job or a job you always wanted. You can also get your GED (general education degree). Adults who earn a high school diploma or GED earn \$10,000 more per year than those without. Nebraska Total Care offers [GED testing materials](#). Contact Member Services for additional information. Call 1-844-385-2192 (TTY 711).

Sources: National Center for Families Learning (NCFL); U.S. Department of Education, Office for Civil Rights

Citation: Bennett, Colette; National Center for Education Statistics; Coalition on Adult Basic Education

Mental Illness and Substance Use

Behavioral Health refers to mental health and substance use (alcohol and drug) treatment. Sometimes talking to friends or family members can help you work out a problem. When that is not enough, call your doctor's office or Nebraska Total Care. We can give you support. We can talk to your providers/doctors. We can help you find mental health and substance use specialists to help you.

Behavioral Health services include crisis stabilization, inpatient psychiatric hospitalization, outpatient assessment and treatment services, peer support, residential treatment facilities and rehabilitation services.



24/7 Mental Health and Substance Use Crisis Line

If you have a mental illness or addiction crisis, do not wait to get help. Call us any time at 1-844-385-2192 (TTY 711). Press * to talk to a licensed professional. They can help with depression, substance use and other behavioral health needs.



Crisis Text Line

The volunteer Crisis Text Line serves anyone in any crisis. They provide access to free, 24/7 support. Text HOME to 741741 to connect with a Crisis Counselor.



988 Suicide and Crisis Lifeline

The Lifeline provides 24/7, free and confidential support for people in distress, prevention and crisis resources for you or your loved ones.



Regional Behavioral Health Authorities

The Division of Behavioral Health provides behavioral health treatment services to children, and families.



Primary Care Provider (PCP)

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

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)**. 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](#).

