



WHOLE you



2024 Winter Bulletin

2024 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 - Having an Annual Adult Checkup with a Primary Care Doctor.
- \$10 - Infant Well Visit: 1 per visit, Ages 0-15 months. (Per visit, up to \$60).
- \$10 - Annual Child Well Visit with a Primary Care Doctor. Ages 2-21.
- \$5 - Annual Flu Vaccine, ages 6 months and older. September-April. One per flu season.
- \$10 - HPV Vaccine. Receiving two does within a 12-month period. Ages 9-12. (Per enrollment).



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.

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.



HOW TO GET THE MOST FROM YOUR COVERAGE: PHARMACY BENEFITS

As our valued member, you have a number of services available to you. Be sure you get the most from your plan by knowing about your [pharmacy benefits](#).

To learn more about your Nebraska Total Care pharmacy benefits, visit our website or call 1-844-385-2192 (TTY 711).



WHOLE you

5 Truths About Mental Health



Your mental health, also known as behavioral health, is part of the whole you. It is just as important as your physical health! Incorrect ideas about behavioral health issues may prevent people from getting support they need. Read on to learn five truths about mental health.

Mental health issues have nothing to do with your strength of character.

The idea that mental health issues are a sign of weakness is harmful and untrue. These are medical disorders. Factors shaping mental health include genes and brain chemistry, injuries and diseases, trauma, high-stress jobs and home life, and family history. You cannot (and should not) “power through” mental health issues by pushing down symptoms. These things have a way of coming out, sometimes showing up as physical problems.

Many people have mental health issues but do not know it.

In a given year, nearly 1 in 5 American adults will have a diagnosable mental health condition. And, at some point their lives, 46 percent of Americans will meet the criteria for a diagnosable mental health condition; half of those people will develop conditions by the age of 14. That is a lot! But, because of mental health stigma and lack of awareness, many people do not realize why they are suffering.

Mental health issues can worsen if left untreated.

Conditions often get worse with time. This is why it is so important to seek help early—and sometimes even when you are not sure you need it! Signs that you or someone you know may have a mental illness include:

- Feeling sad or depressed
- Trouble concentrating
- Extreme feelings (including fear, guilt, sadness, or anger)
- Withdrawal from friends or activities
- Extreme mood changes
- Alcohol or drug abuse
- Unexplained hostility or violence
- Inability to cope with stress or your feelings
- Delusions, paranoia or hallucinations (such as hearing voices)
- Thinking about hurting yourself or others

You can improve your mental health (often without medications).

Not all treatments involve medications. This is a common myth about seeking mental health support. Psychotherapy (“talk therapy”) can be an effective tool for change for many mental health issues. This often involves CBT, or cognitive behavioral therapy. CBT makes use of our brain’s neuroplasticity. Neuroplasticity means we can actually rewire our own brains through changes in behavior. If you choose to try therapy, it is important to find a therapist who understands your culture and makes you feel supported. Trusting your therapist is a big part of success.

But there is nothing wrong with needing medications.

Sometimes lifestyle changes and talk therapy are not enough to address mental health issues. In these cases, medication can play a role in treating mental disorders and conditions. This treatment may be ongoing or temporary. It should always be done under a mental health professional’s care.

Learn more on the next page.

MYSTRENGTH

We all have our struggles. You can use [MyStrength](#) web and mobile tools as a safe space to practice healthy coping skills and strengthen your mind to be resilient, just like a muscle! Try it out today through your online member account.

MENTAL HEALTH: ASK YOUR DOCTOR

Here are some questions to ask your doctor if you are worried about your mental health:

I have some of these symptoms. Could I have a mental illness?

What is the treatment?

Do I need to see a psychiatrist?

Do I need therapy?

Can you recommend a counselor or therapist I could see?

Is this a temporary problem or is it permanent?

Will I need treatment for the rest of my life?

What can I do at home to help me recover?

How can I explain to other people the mental problem that I am having?



have a diagnosable mental health condition

46% AMERICANS will meet the criteria for a **diagnosable mental health condition**

Preventive Well Check Visits

Well Child Visits

It is important to keep your child's health and growth on track. Children need a well child visit, even when they are not sick. These visits can help uncover problems before they become serious. Staying up to date on your child's vaccines is just as important. Your child should get vaccines during a well child checkup. View the [CDC Vaccine Schedule](#) to see which vaccines your child needs. Learn more at [NebraskaTotalCare.com](#).

Well Woman Visits

Health screenings for women are some of the best things you can do to care for yourself. This visit may include screenings for cervical cancer and breast cancer. These are completely covered by Nebraska Total Care. Make an appointment to get your screenings today.

Well Adult Visits

Kids are not the only ones who need well visits. Regular screenings and checkups should be a priority for adults too! Visit [NebraskaTotalCare.com](#) for more information.



STAY CONNECTED AND MORE!

Your online member account is a great way to stay up to date with important plan information and manage your insurance!

Look at everything you can do:

- Get news about your coverage and benefits.
- Manage your My Health Pays® rewards.
- Find or change your doctor.
- View claims status and more!

Visit [NebraskaTotalCare.com/Login](#) to sign up today!



Start 2024 Smoke-Free

Quitting smoking is hard. But it is one of the most important decisions you can make for your health and the health of those you love. You can find support for your quit journey with the [Nebraska Tobacco-Free QuitNow® Program](#).

You will learn how to work through challenges that arise. You will have tools to help you deal with the challenges. Use the counseling services or get quit aid prescriptions covered, such as nicotine gum, lozenges and patches. Coverage and limits vary by product. Enroll today by phone at 1-800-QUIT-NOW.

Some services are covered by Medicaid. You can have up to two tobacco cessation sessions in 12 months. Each session is 90 days of medication and four tobacco cessation counseling visits. You can use the Quitline as much as you need to. There is no limit. You can call the line directly or get a referral from your medical provider.



Pursuit of Health Equity



Equity is the absence of unfair, avoidable, or remediable differences among groups of people. This can happen socially, economically, demographically, geographically or by other measures of inequality. Health Equity is higher when everyone can meet their full potential for health and well-being.

Despite consistent health benefits, groups of people do not experience the same health outcomes. Race and ethnicity, living conditions, and limited access to education and income all create health disparities. These things lead to differences in length of life, quality of life, disabilities, and severity of illness.

We recognize the importance of racial and ethnic identity, culture, language, and experiences of your community. Respecting and understanding these differences guides how we provide care and form partnerships in communities.

Programs that lower health disparities put gaining full health potential in reach for us all. Through these programs, we can create health equity in Nebraska.

The challenge is large, but we know health equity is possible. Through proper leadership, a culture of listening, thoughtful education, and meaningful innovation, Nebraska Total Care will continue its mission. We will increase opportunities for everyone to live their healthiest, most fulfilling life possible.



Want your voice heard? Join our [Member Advisory Council](#).

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, 8 a.m. to 5 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](#).

