



## Keep Up to Date on Pharmacy Coverage

Nebraska Total Care is committed to providing appropriate and cost effective drug therapy to its members. Nebraska Total Care covers prescription medications and certain over-the-counter medications with a written order from a Nebraska Total Care provider. The pharmacy program does not cover all medications. Some medications may require prior authorization and some may have limitations. Other medically necessary pharmacy services may be covered as well.

Nebraska Total Care uses a [preferred drug list \(PDL\)](#) and updates it monthly. The PDL includes the procedure for prior authorization and other guidelines, such as step therapy, quantity limits and exclusions. Nebraska Total Care members may get up to a [90-day prescription fill](#) on maintenance medications. Maintenance medications are used to treat chronic, long-term conditions or illnesses.

You can access [pharmacy policies](#), the preferred drug list (PDL) and the list of 90-day maintenance drugs online at [NebraskaTotalCare.com](#). If you have questions about our pharmacy procedures or would like a printed copy of the PDL or 90-Day Maintenance Drugs, please call 1-844-385-2192, Nebraska Relay Service 711.

## Guidelines for Care

Nebraska Total Care adopts preventive and clinical practice guidelines based on the health needs of our membership and on opportunities for improvement identified as part of the quality improvement (QI) program.

When possible, we adopt [preventive and clinical practice guidelines](#) formulated by nationally recognized organizations, government institutions, statewide initiatives or a consensus of healthcare professionals in the applicable field.

Guidelines are available for preventive services, as well as for the management of chronic diseases, to assist in developing treatment plans for members and to help them make healthcare decisions. Nebraska Total Care evaluates providers' adherence to the guidelines at least annually, primarily through monitoring of relevant HEDIS measures.

The guidelines:

- Consider the needs of the members
- Are adopted in consultation with network providers
- Are reviewed and updated periodically, as appropriate
- Are intended to augment, not replace, sound clinical judgment

Preventive and chronic disease guidelines and recommendations include:

- Adult, adolescent and pediatric preventive care guidelines
- Guidelines for diagnosis and treatment of ADHD, asthma, depression, diabetes, hypertension and other diseases and disorders

For the most up-to-date [preventive and clinical practice guidelines](#) or to review our [clinical and payment policies](#), go to [NebraskaTotalCare.com](#) or call 1-844-385-2192, Nebraska Relay Service 711.

# Report Fraud, Waste and Abuse

Nebraska Total Care takes the detection, investigation, and prosecution of fraud, waste, and abuse very seriously, and has a Fraud, Waste, and Abuse (FWA) program that complies with Nebraska and federal laws.

Nebraska Total Care, in conjunction with its management company, Centene, successfully operates a Special Investigations Unit (SIU). Nebraska Total Care performs front and back end audits to ensure compliance with billing regulations. Our sophisticated code editing software performs systematic audits during the claims payment process. To better understand this system please review the [Provider Billing Guide](#) found in the Provider Resources section of our website, [NebraskaTotalCare.com](#). We also include FWA training in our Provider Orientation packets.

Nebraska Total Care performs retrospective audits, which in some cases may result in taking actions against those providers who, individually or as a practice, commit fraud, waste, and/or abuse. These actions include but are not limited to:

- Remedial education and training to prevent the billing irregularity
- More stringent utilization review
- Recoupment of previously paid monies
- Termination of provider agreement or other contractual arrangement
- Civil and/or criminal prosecution
- Any other remedies available to rectify

Nebraska Total Care requires all its contractors and subcontractors to report violations and suspected violations on the part of its employees, associates, persons or entities providing care or services to all Nebraska Total Care members.

Examples of such violations include bribery, false claims, conspiracy to commit fraud, theft or embezzlement, false statements, mail fraud, health care fraud, obstruction of a state and/or federal health care fraud investigation, money laundering, failure to provide medically necessary services, marketing schemes, prescription forging or altering, physician illegal remuneration schemes, compensation for prescription drug switching, prescribing drugs that are not medically necessary, theft of the prescriber's DEA number or prescription pad, identity theft or members' medication fraud.

Potential Fraud, Waste or Abuse should be reported to Nebraska Total Care's anonymous and **confidential hotline** at **1-866-685-8664** or by contacting the Compliance Officer at 1-844-385-2192, Nebraska Relay Service 711. You may also send an email to [NTC-Compliance@NebraskaTotalCare.com](mailto:NTC-Compliance@NebraskaTotalCare.com).



## Our auditors review cases for common FWA practices:

- Unbundling of codes
- Up-coding services
- Add-on codes billed without primary CPT
- Diagnosis and/or procedure code not consistent with the member's age/gender
- Use of exclusion codes
- Excessive use of units
- Misuse of Benefits
- Claims for services not rendered

# Quality Assessment & Performance Improvement

The Quality Assessment and Performance Improvement (QAPI) program is comprehensive and addresses both the quality and safety of clinical care and quality of services provided to Nebraska Total Care's members including medical, behavioral health, and vision care. We incorporate all demographic groups, care settings, and services in QI activities, including preventive care, emergency care, primary care, specialty care, acute care, short-term care, and ancillary services.

You can obtain a copy of our QAPI Program Description and quarterly Health Plan Report Cards upon request. If you are interested in learning more about the QI Program or serving on a committee, please contact Nebraska Total Care at 1-844-385-2192, Nebraska Relay Service 711.

## CAHPS®

One way to assess the quality of the health plan and its provider network is through the Consumer Assessment of Healthcare Providers and Systems, or CAHPS®. Nebraska Total Care participates in surveys annually for both the adult and child members served. The [CAHPS survey results](#) provide data that allows the opportunity to identify strengths and opportunities for improvement in the care our members receive from network physicians, specialists, and behavioral health providers.

The CAHPS® survey focuses on the patient experience with their healthcare and the areas that they are best qualified to evaluate. Below are some results of the 2019 Adult satisfaction survey:

- Getting Care Quickly **88.35%** said Always/Usually
- Shared Decision Making **80.77%** said Yes
- How Well Doctors Communicate **95.18%** said Always/Usually
- Getting Needed Care **86.94%** said Always/Usually
- Rating of Health Care **77.00%** rated 8, 9, or 10
- Rating of Personal Doctor **84.33%** rated 8, 9, or 10
- Rating of Specialist **84.21%** rated 8, 9, or 10

Annually, results of Nebraska Total Care's member satisfaction survey can be found online in the [Quality Improvement Evaluation](#). As a healthcare provider, you should know about CAHPS and what this survey is asking your patients about physician communication.

We do a CAHPS® survey every year. The areas we are trying to improve the most are:

- **Coordination of Care:** How well the doctor is informed and up-to-date about the care received from other health providers and doctors.
- **Customer Service:** Members get the help they need. They are treated with courtesy and respect.

## HEDIS® Measures Performance

The Healthcare Effectiveness Data and Information Set (HEDIS) is a set of performance measures updated annually by the National Committee for Quality Assurance (NCQA).

Most health plans use HEDIS to measure performance on important aspects of care and service. Through HEDIS, NCQA holds Nebraska Total Care accountable for the timeliness and quality of healthcare services (including acute, preventive, mental health and other services). We also review HEDIS data to identify opportunities to improve rates and ensure our members are receiving appropriate care. Please familiarize yourself with the HEDIS topic below.

Nebraska Total Care's HEDIS scores can be found online in the [Quality Improvement Evaluation](#).

### ADHD Medication HEDIS® measures

#### Follow-Up Care for Children Prescribed ADHD Medication (ADD)

Attention-deficit/hyperactivity disorder (ADHD) is one of the most common mental disorders affecting children. 11% of American children have been diagnosed with ADHD. Of these children, 6.1% are taking ADHD medication. To ensure that medication is prescribed and managed correctly, it is important that children be monitored by a pediatrician with prescribing authority.

The American Academy of Pediatrics Clinical Guidelines for the Diagnosis, Evaluation and Treatment of Attention-Deficit Disorder in Children and Adolescents ([Pediatrics, Oct 2019](#)) reviews the importance of face-to-face follow-up visits during the first year of medication initiation and ongoing. These visits should include evaluation of medication adherence, potential side effects, along with monitoring the height, weight, heart rate, blood pressure, symptoms, and mood.

#### HEDIS® measure

**definition:** The two rates of this measure assess follow-up care for children prescribed an ADHD medication:

**Initiation Phase:** Assesses children between 6 and 12 years of age who were diagnosed with ADHD and had one follow-up visit with a practitioner with prescribing authority within 30 days of their first prescription of ADHD medication.

**Continuation and Maintenance Phase:** Assesses children between 6 and 12 years of age who had a prescription for ADHD medication and remained on the medication for at least 210 days, and had at least two follow-up visits with a practitioner in the 9 months after the Initiation Phase.

Learn more: [ncqa.org/hedis/measures/follow-up-care-for-children-prescribed-adhd-medication/](https://www.ncqa.org/hedis/measures/follow-up-care-for-children-prescribed-adhd-medication/)



# Training and Education

Our clinical trainings offer FREE continuing education (CE) hours for certain behavioral health and nursing licenses. We offer many courses to support providers, enhance integrated care, and expand use of best practices. Participants can receive continuing education credits for some classes, and receive certificates of attendance related to certain licensing requirements. Due to the ever changing rules of licensing boards, it is always the responsibility of the attendee to verify with their boards if they accept the continuing education being offered.

Course participants come from all aspects of healthcare. They include behavioral healthcare providers, primary care physicians, long-term services and supports providers, specialty therapy and rehabilitative service providers, and providers/stakeholders involved in the child welfare system. Their reasons for attending our workshops are as varied as the topics and range from the practical — such as “authorizations” — to the profound — such as “culture of poverty” or “childhood traumatic grief.”

## Case Management Services



This microlearning series provides an overview of the case management services that Nebraska Total Care offers.

- Identify the types of case management services offered
- Identify who makes up the case management teams
- Review how to refer a member to case management
- Clarify frequently asked questions about case management services

Multiple training topics explore ways for physical and behavioral health providers to coordinate services, such as integrated care, cultural competency, treating substance use disorders, positive psychology, strengths based treatment model and motivational interviewing.

Our trainers have extensive knowledge in a variety of health topics, including behavioral health; speech, respiratory, occupational and physical therapy; nursing; exercise physiology; nutrition; diabetes; smoking cessation; case and utilization management; care coordination; data systems; organizational development; long-term services and supports; and child welfare.

We value your time and strive to offer convenient solutions to your needs. Our training team is equipped to deliver training sessions in a variety of modalities, including online, interactive sessions; recorded webinars; and self-paced e-learning modules. We offer several convenient ways to register for existing programs and to request additional training sessions.



## Course Information

- Behavioral Health 101
  - Behavioral Health 101: Anxiety
  - Behavioral Health 101: Bipolar Disorder
  - Behavioral Health 101: Depression
  - Behavioral Health 101: Post Traumatic Stress Disorder (PTSD)
  - Behavioral Health 101: Schizophrenia
  - Behavioral Health 101: Substance Use Disorder
  - De-escalation Techniques
  - DSM 5 Module 1
  - DSM 5 Module 2
  - Ethics for Mental Health Providers
  - ICD-10 Overview for Mental Health Providers: Module 1
  - Integrated Healthcare
  - Motivational Interviewing (MI): Level 1
  - Outpatient Treatment Request (OTR) Authorization
  - Positive Psychology: Clinical Tools for Behavioral Health Providers
  - Poverty Competency
  - Providing Independence for Clients: A Provider's Guide to Successful Client Outcomes and Titrating Services
  - Psychotropic Medications
  - Recovery Principles
  - Screening Brief Intervention and Referral to Treatment (SBIRT)
  - SMART Goals
  - Social Determinants of Health and Mental Health
  - Stages of Change
  - Strengths-Based Treatment
  - Stress Alleviation for Caregivers
  - Substance-Related and Addictive Disorders Module 1: DSM-5 Criteria and Diagnostic Information Overview
  - Substance-Related and Addictive Disorders Module 11: Non-Substance-Related Disorders
  - Suicide Risk - A Clinical Perspective Module 1: Suicide Risk Overview
  - Trauma Informed Care: The Impact of Trauma
- \*Please defer to your licensing board to ensure courses taken meet your licensure requirements.

Please visit the [Provider Training](#) at NebraskaTotalCare.com, where you can view program information and register for available sessions. If you have further questions, please contact us at [NEProviderRelations@NebraskaTotalCare.com](mailto:NEProviderRelations@NebraskaTotalCare.com).



Provider Services: 1-844-385-2192, Nebraska Relay Service 711  
Provider Relations: [NEProviderRelations@NebraskaTotalCare.com](mailto:NEProviderRelations@NebraskaTotalCare.com)  
Contracting: [NetworkManagement@NebraskaTotalCare.com](mailto:NetworkManagement@NebraskaTotalCare.com)

**Mailing Address:**  
Nebraska Total Care  
Attn: Provider Relations  
2525 N 117th Ave, Suite 100  
Omaha, NE 68164-9988

**Claims Address:**  
Nebraska Total Care  
Attn: Claims  
PO Box 5060  
Farmington, MO 63640-5060