



nebraska
total care™

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IMPACT REPORT

Transforming the health of the community, one person at a time.

Adam Proctor Appointed President and CEO

Proctor brings more than 20 years of healthcare industry experience and proven leadership to Nebraska Total Care

“I am excited to continue my journey – in my five years here, working in collaboration with local providers and community partners, we have made tremendous progress to improve the health of our members. With the continued support of the leadership team and our mission-driven employees, I am excited about the future and committed to ensuring that our members statewide continue to have access to and benefit from high-quality, comprehensive healthcare.”

Nebraska Total Care announced that Adam Proctor has been appointed as Plan President and Chief Executive Officer, effective November 19, 2023. Proctor replaces Heath Phillips, who was appointed to President and CEO overseeing Centene’s Medicaid, Medicare and Marketplace offerings in Tennessee including Rhythm Health, Wellcare of Tennessee and Ambetter of Tennessee.

Proctor brings more than 20 years of healthcare leadership experience, both in managed care and provider roles. He has held leadership roles with Nebraska Total Care since 2018, most recently as the Chief Operations Officer. Under his leadership, Proctor has fostered collaborative relationships with state partners, overseen efforts to increase provider satisfaction and increased operational efficiencies across multiple products, including Medicare, Marketplace, and Medicaid Heritage Health Adult.



Adam Proctor
CEO and Plan President

“Adam’s appointment marks an exciting opportunity for Nebraska Total Care and the members we proudly serve statewide. Adam’s success in the company and strong ties in Nebraska made him the clear choice to lead the plan moving forward. His leadership will continue to be instrumental as we deliver on our mission to help transform the health of the communities we serve.” ~ Bill Jones, Senior Vice President of Markets, Centene

MEMBER IMPACT

Pregnancy and newborn care, anytime and anywhere

Nebraska Total Care has partnered with Pomelo Care to provide virtual pregnancy and newborn support for our members. Pomelo Care is designed to supplement the care provided by the medical practitioner, and provide additional support between in-person appointments. They work in collaboration with the our Care Management team to create individualized and inclusive care plans.

Through a mobile app, members have access to 24/7 personalized care via text, phone, and video from professionals such as nurses, midwives, mental health providers, dietitians, doulas, and lactation consultants. Members also have the option to participate in support groups with peers at similar stages of pregnancy and early parenting.

In the first two months of service, we have seen strong engagement with members. **Members are engaged on an average of 3-4 days per month, with satisfaction reports of 5/5.**

Pomelo Care Engagement and Experience

Experience metric	September 2023	October 2023
Engaged members	180 members	116 members
% Engagement members enrolled	62%	59%
Average member satisfaction	5/5 (13 reviews)	5/5 (18 reviews)
Members enrolled in groups	98 members	118 members

MEMBER EXPERIENCE

- A member was diagnosed with pre-eclampsia. The Pomelo Care nurse meet with her daily to monitor her blood pressure.
- A member reported to Pomelo Care that she was being evicted from her home the next day. Nebraska Total Care connected with the member immediately to find both short- and long-term housing solutions.
- A member identified that she was experiencing domestic violence. Our Care Management team helped her move to a safe location and continues to help her plan for her safety and the needs of her baby.
- A member had questions about aftercare following a Caesarean. She send photos of her incision to a Pomelo Care nurse and received immediate answers to her questions.



“Pomelo is so helpful. I love that I can text my nurse anytime of the day or night. The group classes have been awesome. I really enjoy connecting with other moms and I am learning so much. IT TAKES AWAY MY WORRIES.”

~Nebraska Total Care member

DENTAL COVERAGE IMPLEMENTATION

Effective on January 1, 2024, Nebraska Medicaid and Long Term Care will integrate dental management into the coverage provided by the Managed Care Organizations. Integration allows members to use one Managed Care Organization for all services, including dental, medical, behavioral, vision, and pharmacy care. Additionally, it empowers Nebraska Total Care to provide comprehensive and holistic care to members.

Nebraska Total Care has worked diligently to ensure that members and providers will experience a smooth transition on January 1.

DENTAL EXPERTISE

Dr. Holly Randone, DDS, MS has joined Nebraska Total Care as the Dental Director. Dr. Randone has a passion for working with children and medically compromised patients. The Beatrice, Nebraska, native earned her Bachelor of Science from Hastings College and her Master of Science from Ohio State University. She earned a Doctorate of Dental Surgery from the University of Nebraska Medical Center – College of Dentistry, where she graduated with distinction, and also holds a certificate in Pediatric Dentistry.

Dr. Randone has been in private practice in central Nebraska since 2010, and received her board certification by the American Board of Pediatric Dentistry in 2011. She also serves as an adjunct Faculty member of Pediatric Dentistry at the University of Nebraska - College of Dentistry.



Dr. Holly Randone, DDS,MS
Dental Director



Implementation activities ensured that members could receive services on January 1, 2024 without interruption.

- Nebraska Total Care built a comprehensive dental network to provide access to care for our members. Electronic processes and Provider Services are in place to support providers through service delivery.
- In collaboration with the other Medicaid Managed Care Organizations, we have coordinated the dental services requiring prior authorization. Dental providers will have similar requirements for all Medicaid members regardless of their plan.
- Provider webinars have been offered throughout December and January to ensure providers have the training to provide services.
- All members received new ID Cards prior to January 1, which included the name and phone number of their Primary Dentist.
- Member outreach includes educational information on preventive care and treatment for oral health.
- Our website includes dental resources for members and providers.

COMMUNITY IMPACT

We are never alone in our work toward a healthy Nebraska. Local engagement and partnerships are foundational to our mission. These are just some of our recent engagement activities.



Our Chief Medical Director, Dr. Chris Elliott, presented at the NCQA Health Innovations Summit. Shared learning with other experts guides our practices to provide the best possible care.



With Siena Francis House in Omaha and Community Action Partnership in North Platte, we provided our mobile dental clinic to offer free dental care. Collaboration with Community-Based Organizations facilitate whole-person care for our members, and allow our efforts to reach more individuals.



Our Ambetter van and representatives were present at a Nebraska football game to provide education about our Qualified Marketplace Health Plan, reaching thousands of individuals. Visibility creates awareness that encourages Nebraskans to focus on their health.



On our second Project Houseworks Brush Up day, our staff painted two houses for low-income seniors. Volunteerism connects our employees to our mission and our communities, helping to ensure we never lose sight of the “why” behind every task.



We hosted a wellness event for members with diabetes, offering screenings, tours of the YMCA, and education on our diabetic services. In-person interactions connect members to our benefits, allowing them to access the full scope of services to improve their health.