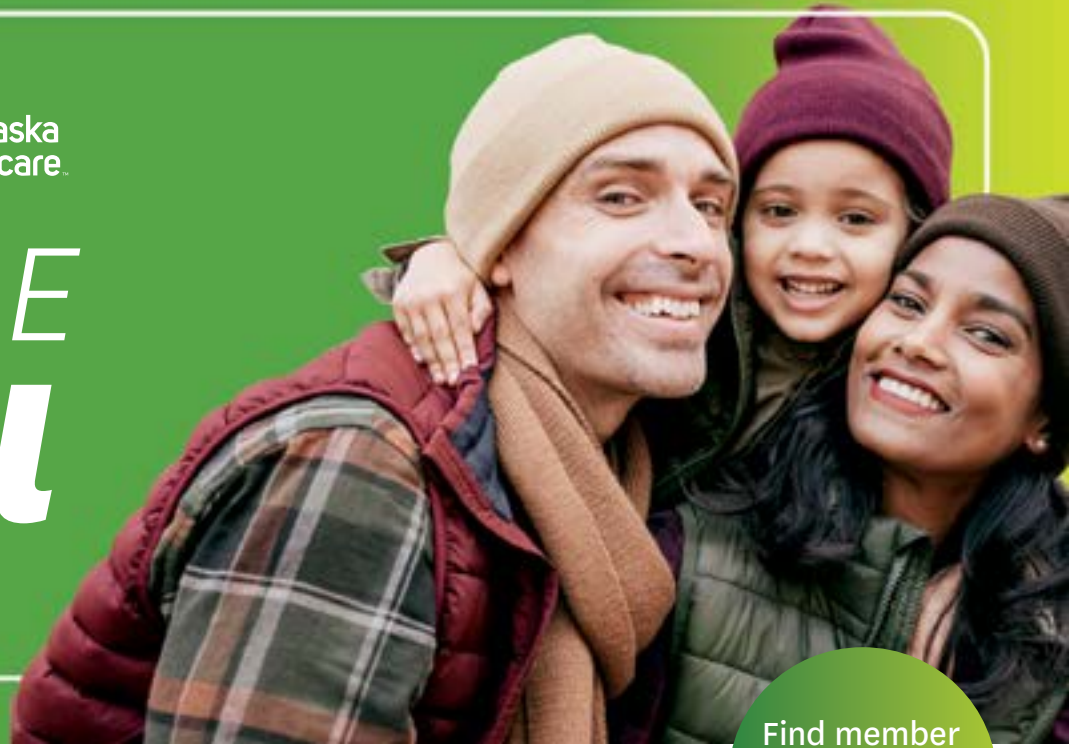


WHOLE you

2025 | Q1 BULLETIN



Find member handbooks and forms online

Quit smoking for good

Deciding to quit smoking or using tobacco is the first step! Quitting smoking greatly reduces your risk for disease and early death. It can also make you look and feel better. Many others have done it and you can too!

How to Quit Smoking

- Develop your quit plan.
- Set a date to quit.
- Choose your reasons for quitting and develop a strategy to deal with cravings.
- Learn your triggers for smoking. These are the things you do throughout your day that make you want to smoke. Triggers can be things like driving, drinking coffee, or finishing a meal. Develop a plan to deal with the triggers.
- Get help. Talk to your friends and family about your plan and ask for their support.
- Try a nicotine replacement therapy. There are several over-the-counter and prescription medications. Talk to your doctor about which one is best for you.

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.

To be eligible for Medicaid to cover the medication you must:

- Be at least 18 years of age.
- Visit your provider:
 - You must be checked to make sure side effects from the medications will not put you at risk.
 - You will need a prescription for the medications.
 - You can talk to your provider about this during another office visit. Or, you can schedule a visit just to talk about smoking cessation.

Contact Nebraska Total Care for additional information. Our phone number is 1-844-385-2192 (TTY 711).

NAVIGATING THE HEALTH CARE SYSTEM

This is a free health literacy course designed for older teens and young adults. Learn the basic knowledge and skills to manage your own health and health care

as you transition to adulthood. Contact Penny.A.Warford@NebraskaTotalCare.com for the current class schedule.

Use All Your Health Plan Benefits

Are you a new member?
Do you have questions about your current plan and benefits? Visit NebraskaTotalCare.com to locate the member handbook. It has many details about your health plan.

Do you know about all the benefits your coverage provides? They go beyond medical care. Get the most from your health plan with additional member benefits, like:

MY HEALTH PAYS® REWARDS PROGRAM

Earn rewards when you do healthy things like getting your annual checkup. And you can spend your rewards at places like Walmart. Check out our video on the [My Health Pays program](#). This card may not be used to buy alcohol, tobacco, or firearms products.

GED TESTING MATERIALS

Nebraska Total Care offers GED testing materials. Contact Member Services for additional information.

WEIGHT WATCHERS MEMBERSHIP

Nebraska Total Care provides eligible members vouchers for online Weight Watchers participation. To be eligible, members need to be age 18+ and have a BMI of 30 or higher.

BOYS & GIRLS CLUB MEMBERSHIP

Having social skills is important for kids. So is having confidence. Get a membership for children ages 6 to 18 to your local Boys & Girls Club.

TRANSPORTATION SERVICES

If you need a ride to your doctor, we can help! Do not miss

another appointment. We will help you get to your health-related visits.

CALL CLUB

Call Club is a social calling program created with the aim of improving the health and well-being of our community. You would be matched with a friendly person based on interests. They would call you around 1-2 times per week. You can chat for however long or short you want. It is completely up to you. You would be able to talk about whatever you like. This is an opportunity for a new friend. There is no cost to you. This is a benefit offered by Nebraska Total Care. If you would like to join the Call Club, please contact Member services at 1-844-385-2192 (TTY 711).

NICU SUPPORTS

New parents whose infant has been admitted to the NICU (Neonatal Intensive Care Unit) receive additional supplies and supports from Nebraska Total Care. Services are delivered by Community Health Workers.

PACKING HEALTHY LUNCHES

Whether it is packing lunches for school or work or preparing for activities that involve bringing your own lunch, it is essential to be prepared.

What should you pack to ensure it stays fresh until lunchtime and offers a nutritious variety that your family will enjoy? Here are helpful tips for creating healthy and safe lunches.

Keep it clean: Remember to wash your hands before making lunches. After handling each food item, wash cutting boards, dishes, utensils and counters with hot soapy water. It is also important to clean lunchboxes and containers after every use.

Keep it cold: Only pack fresh foods if can be consumed at lunchtime to avoid issues with storage or leftovers. Use insulated, soft-sided lunch boxes or bags to maintain food freshness. Include at least two frozen ice packs or frozen juice boxes to keep lunches cold.

Some foods are safe without a cold pack. These are foods like whole fruits and vegetables, hard cheese, canned meat and fish, bread, crackers, peanut butter, mustard and pickles.



Keep it healthy: Use [MyPlate](#) to help you pack a healthy lunch. Involve your kids in picking items from four or five food groups. Foods like yogurt, fresh fruit, and granola are easy choices for your lunch pack.

Scheduling doctor visits

Scheduling a doctor's visit might sound difficult or overwhelming. Knowing the best times to call the office and how far in advance to schedule a visit will speed up the process of making your visit. Ask how long you will be with the doctor, so you are not surprised at how much time the visit will take. Do not be afraid to ask these questions when you call. Below are a few tips that will help you make an appointment all by yourself.

Tips for scheduling an appointment:

- Pick out some dates for your visit that would work for you and request them when asked.
- Have personal information ready (e.g., Social Security Number (SSN), insurance card) in case the doctor's office needs it.
- Describe any symptoms or signs that will help the receptionist understand your condition so they know how quickly you need to be seen.
- Try NOT to call during busy hours (e.g., just after opening, just before closing or during lunch time).
- Make sure to write down your visit date and time so you do not forget.



Should You Be in Care Management?

Some members have unique needs. Nebraska Total Care offers one-on-one help for members with a specific health concern. Care Management gives support to members who need extra help to be as healthy as possible.

We can help with health needs or life circumstances that are hard to manage. Sometimes this is called “medically complex.” Do your [Health Risk Screening \(HRS\)](#). The screening helps us know if Care Management can help you.

A Care Manager is a personal wellness coach. They work closely with you to plan your health goals. They help you figure out the steps to achieve your goals.

Your Care Manager will work with you and your providers to help you get the care you need. Together, you will develop your individualized plan of care. Sometimes they can arrange treatment that is not typical for most people. They may work with our Medical Director to authorize additional care.

We offer a Care Management program specifically designed for children in foster care. Our staff are dedicated to helping caregivers navigate the complicated health care and child welfare systems.

Nebraska Total Care also has a digital Care Management tool. This is a free app for your phone. If you would like to use this app please call Member Services. The number is 1-844-385-2192 (TTY 711).

Notice of Pregnancy Reward

If you complete the Notice of Pregnancy (NOP), 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



Complete a [Notice of Pregnancy \(NOP\)](#) form as soon as you learn you are pregnant. You can do this in the [Secure Member Portal](#). Or you can call Member Services. The number is 1-844-385-2192 (TTY 711).

7 Tips for Preventing Tooth Decay in Little Ones

Diapers, feeding, sleep times. There is a lot to keep track of with babies and young children. Do not forget to pay attention to oral health. Follow these seven practices to protect your little one.

- 1. Wipe gums.** After each feeding, grab a piece of gauze or a wet washcloth and clean your child's gums to remove bacteria buildup. Be gentle!
- 2. Do not dip.** Never coat children's pacifiers with honey or sugar to get them to use it. Protect gums and teeth by using only freshly washed pacifiers.
- 3. Begin brushing.** Once the first tooth emerges, start with a child-size soft toothbrush and use a tiny amount of kid-friendly toothpaste. (The size of a grain of rice. At age 3, you can use a bit more—the size of a pea.) Do not forget to use fluoride toothpaste.
- 4. See a dentist.** Schedule the first dentist appointment when the first tooth comes in but no later than the first birthday.
- 5. Limit snacking.** When your child is able to eat solid food, get in the habit of choosing snacks that are sugar-free or unsweetened. Healthier, teeth-friendly snack choices are fruits and vegetables, low-fat cheese and water.



- 6. Use water.** Be sure to rinse or brush your child's teeth after they have high-sugar food or drink. When possible, give your child water instead of juice.
- 7. Schedule checkups.** It is hard to spot tooth decay in infants without a full dental exam. Small, white spots can appear on their gums above the upper front teeth but they may not be visible to you. If you suspect your child has these symptoms, contact a pediatric dentist.

CALL 1-844-385-2192 (TTY 711) TO LEARN MORE ABOUT YOUR DENTAL BENEFITS!

RESOURCES FOR FAMILIES OF CHILDREN WHO ARE DEAF OR HARD OF HEARING

These [resources](#) are geared towards families in Nebraska who have children who are deaf or hard of hearing, and the professionals who serve them. The goal is to provide a [summary of services](#) available from statewide agencies and organizations.

FOLLOW-UP AFTER A HOSPITAL VISIT



Follow-up care involves regular medical checkups. A follow-up appointment after a hospital stay allows your provider to check your progress. This visit ensures that you are healing as expected. It helps to find any possible complications or concerns early on. Your follow-up visit may include a physical exam, blood tests, or scans.

Do you qualify for SSI?

Nebraska Total Care wants you to know about a helpful program. You may be able to raise your income each month. Supplemental Security Income (SSI) gives eligible single persons up to [\\$943.00 per month](#) (2024). You may be able to get this income if you or a family member has one of these:

- A physical problem that will last at least a year, or
- A mental health problem that will last at least a year

Nebraska Total Care has asked Centauri Health Solutions to help you. They will see if anyone in your family qualifies for SSI. They will help you with the application. It is easy for you to apply. Centauri Health Solutions helps Nebraska Total Care members at no cost. And you keep the benefits you currently have with Nebraska Total Care.

To learn more about SSI, please:

- Call Centauri Health Solutions toll-free at 866-879-0988 (TTY 711).
- [Submit your information online](#) to Centauri Health Solutions.

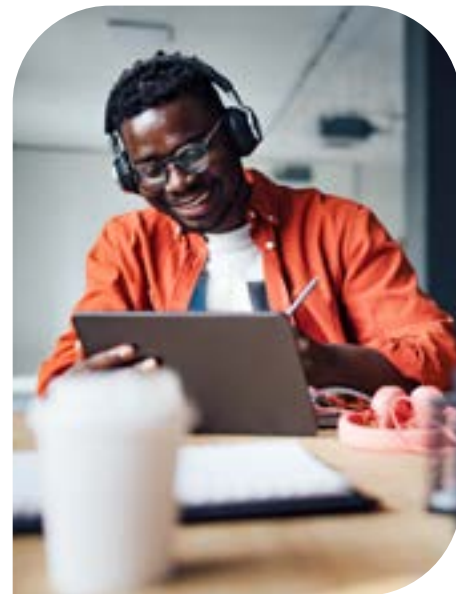


Brightside Health online mental health

You can get mental health care from anywhere. Nebraska Total Care and Brightside Health have partnered to provide you with expert online mental health care. You can video chat with a provider right from your phone. They can help with therapy, medication, or both.

Brightside Health can help adults with:

- Worry
- Fear
- Nervousness
- Sadness
- Panic
- Thoughts of death
- Stress
- Anger
- Parenting
- Relationship conflicts
- Life changes
- Grief or loss
- Trouble sleeping
- Self-esteem



Go to Brightside.com/NEtotalcare to get started. Answer a few questions and book your first appointment. During your first online appointment, your provider will get to know you and go over your treatment plan.

Your provider will help you every step of the way. If medication is part of your treatment, it will be sent to your local pharmacy.

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](#).

