




Nebraska Total Care

Care Management Program

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Who is Nebraska Total Care?  

- The Centene Corporation is a healthcare insurance leader and a Fortune 500 company, ranked #51. Our goal is to transform the health of the community, one person at a time.
- Today we are in over 32 states and growing.
- NebraskaTotalCare.com



Medicaid
(27 States)

Marketplace
(20 States)

Medicare
(20 States)

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Who is Nebraska Total Care?  

We are a Managed Care Organization (MCO) that provides health insurance to Nebraska residents enrolled in Nebraska Medicaid.

- This includes physical health, behavioral health and pharmacy benefits
- Nebraska Total Care has an integrated provider network that includes but is not limited to:
 - FQHC, Federally Qualified Health Centers
 - Rural Health Centers
 - Indian –Tribal- Urban
 - Hospitals & clinics
 - Licensed Behavioral Health Facilities and Clinicians

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What is Case/Care Management?



Care Management has different definitions depending on business/system of care. They are not all the same.

- Nebraska Total Care adheres to the Case Management Society of America's (CMSA) definition of case management: "a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet an individual's and family's comprehensive health needs through communication and available resources to promote quality cost effective outcomes".
- Nebraska Total Care is NCQA accredited to ensure quality care for our members.
- CM staff include Nebraska licensed clinicians that are located here in Nebraska

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Why Care Management?



- Creates equity with health care services by addressing social determinants of health
- Improves care coordination for members
- Improves medical adherence and self-management skills
- Interventions are effective & measureable
- Reduces non urgent emergency department utilization
- Removes barriers for member accessing health care

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Levels of Support

- **Community Health Workers** - Specially trained lay people, who provide in person assistance with locating high risk members, provide diabetic education, ED Diversion, Healthy Home Assessment, connection to community resources, and facilitation of community Baby Showers and Keep It Moving for Children (exercise program).
- **Program Specialists** (Social Workers) - Address members social determinant issues, engage in social services/resources and support members with coordinating their healthcare. Support for CM.
- **Intensive Complex Care Managers** - Licensed clinicians with diverse backgrounds, (RN's/LIMHP's/LADC's) support members and the providers care plan by coordinating treatment interventions, promoting self management and addressing barriers.

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Nebraska Total Care, Care Management



- Care Management staff will:
 - Set health goals with the members experiencing acute situations
 - Create interventions to accomplish the goals
 - Provide education and support to engage in healthy behaviors
 - Establish a routine schedule to call or meet with members to work on care plan or address issues that arise
 - Provide resources to meet members' needs not covered by Nebraska Total Care
 - Coordination of care with outside entities supporting members and/or those providing services. Could be Home Health Agency, physicians, behavioral health providers or other systems such as Juvenile Justice professionals and Child Welfare.

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Nebraska Total Care Expert Contributors:

- Foster Care Liaison
 - Supports coordination of care efforts for foster care youth and serves as a liaison between Nebraska Total Care and the Child Welfare system
- Community & Disability Liaison
 - Provides consultation to Nebraska Total Care staff on waiver issues, disability issues, serves as liaison with state disability system, and provides training on various state resource topics.

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Nebraska Total Care, Care Management supports providers:



- Provides education and support to members to follow their provider's prescribed treatment plan
- Assists members with obtaining services not available through Medicaid
- Coordinates care amongst the various providers serving the member (Physicians, Therapist, Home Health Agencies & Service Coordinators)
- Assist members with obtaining assistive technology to increase independence
- Create an over arching plan of care that incorporates the members holistic needs and shares with providers.

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Frequently Asked Questions...



- Can the staff physically go out to meet with the member? – Yes!
- What is the frequency of communication between the Case Manager and the member? – Based on member needs and preference
- Will Providers get a copy of the care plan? – Yes! CM will notify the PCP if the member is in the CM program, and provide a copy of the care plan, so the MD can review and collaborate
- Is Care Management voluntary? – Yes, we don't want to be intrusive. Motivational interviewing techniques are utilized to promote the benefits of participating in the program

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Referrals




Lets make a difference together!

- Members, Providers, and/or Guardians can call Nebraska Total Care and ask to be enrolled in the Care Management program
- Providers & members may complete a referral in the secure online portal
- While communicating with the Utilization Management team about an authorization you may ask them to create a referral for you
- Nebraska Total Care looks for high risk members via various reports and does outreach
- Providers can pass on member information to their Provider Relations representative and they can forward to the Care Management team
- Reach out to us directly any time. We appreciate your partnership!

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In closing, this is why we are here:

- [Member Success Story: Meet Sharon](#)

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Contacts



- Provider Service Line: 1-844-385-2192
 - NebraskaTotalCare.com for Provider Resources and map for delegated representative
- Care Management:
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Questions?

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