Welcome to Nebraska Total Care

Better Health Outcomes, Lower Costs.™
Presentation Outline

- Company Overview
- Contracting and Credentialing
- Provider Relations
- Website and Secure Portal Tools
- Medical Management
- Utilization Management
- Questions
Overview of Nebraska Total Care

Better Health Outcomes, Lower Costs.™
Overview of Nebraska Total Care

- Nebraska Total Care is a Managed Care Organization (MCO) that provides health insurance to Nebraska residents enrolled in the TANF, CHIP, ABD (duals & non-duals).
- Local presence is backed by a nationally recognized MCO: Centene Corporation.
- Expertise in serving low-income populations.
- Providing benefit coverage in all 93 counties.
- Will have over 200 employees located in Omaha, Lincoln, and Scottsbluff.
Overview of Nebraska Total Care

Nebraska Total Care covers, at a minimum, those core benefits and services specified in our Agreement with Nebraska DHHS and defined in the, administrative rules, and Department policies and procedure handbook.

All services are subject to benefit coverage, limitations, and exclusions as described in applicable plan coverage guidelines.

All Out of Network (Non-Par) services require prior authorization, excluding family planning, emergency room, and table top x-ray.

Use the Pre-Auth Required? Tool at NebraskaTotalCare.com to quickly determine if a specific service requires authorization.
Our Approach and Goals

Our overarching goal is to help each and every Nebraska Total Care member achieve the highest possible levels of wellness, functioning, and quality of life, while demonstrating positive clinical results.

Integrated care
– Strong support for the integration of both physical and behavioral health services
– Assisting members in achieving optimum health, functional capability, and quality of life

Coordination of Care
– Assist members with locating a Provider
– Coordinate requests for out-of-network providers by determining need/access issues involved

Continuity of Care
– Continuity of personal relationships, recognizing that an ongoing relationship between patients and providers is the foundation that connects care over time and bridges discontinuous events
– Continuity of clinical management
Contracting and Credentialing

Better Health Outcomes, Lower Costs.™
Contracting

Contents of Provider Contracting Packet:

• Welcome letter
• Participating Provider Agreement
• Marketing pieces
• Provider Data Form
• Disclosure of Ownership Form
Contracting

Any willing provider – robust network and best possible access

Components of agreement:
- Standard language
- State-mandated language
- Rate exhibit(s)
- Delegated credentialing agreement (DCA)
Contracting

CAQH – Council on Affordable Quality Healthcare

CAQH, a non-profit alliance, creating shared initiatives to streamline the business of healthcare providers.

E-mail: providerhelp@ProView.CAQH.org
Phone: (888) 599-1771
Contracting

CAQH is accepted by NTC, but attestation must have been completed by provider within the last 6 months:

- All provider information current
- All current documents uploaded
Credentialing

Typical Credentialing Elements for a Practitioner

- Application
- Attestation
- Hospital Privileges
- Work History
- Licensure
- Board Certification
- Education
- Sanctions Checking
- Malpractice Settlements
- Liability Coverage
- DEA Certificate
- CLIA Certificate
Credentialing

Typical Credentialing Elements for an Organization

• Application
• Attestation
• Proof of Accreditation or CMS Audit
• Liability Coverage
• Sanctions Checking
• Licensure
• CLIA Certificate
• DEA/CSR Certificate
Contracting and Credentialing
Contact Information

Phone: 1-855-688-6589

Email: networkmanagement@nebraskatotalcare.com

Fax at 1-844-536-2997
Provider Relations

Better Health Outcomes, Lower Costs.™
Nebraska Total Care’s Member/Provider Services department includes trained Provider Relations staff who are available to respond quickly and efficiently to all provider inquiries or requests including, but not limited to:

- Credentialing/Network Status
- Claims
- Request for adding/deleting physicians to an existing group

By calling Nebraska Total Care’s Member/Provider Services number at 1-844-385-2192*, providers will be able to access real-time assistance for all their service needs.

*This number is not yet functional but will be active when the plan goes live. In the meantime, providers can call 1-855-688-6589 with any questions about Contracting and Credentialing.
Each provider will have a Nebraska Total Care’s Provider Network Specialists assigned to them. This team serves as the primary liaison between the Plan and our provider network and is responsible for:

- Provider Education
- HEDIS/Care Gap Reviews
- Financial Analysis
- Assisting Providers with EHR Utilization
- Demographic Information Update
- Initiate credentialing of a new practitioner
- Facilitate to inquiries related to administrative policies, procedures, and operational issues
- Monitor performance patterns
- Contract clarification
- Membership/Provider roster questions
- Assist in Provider Portal registration and Payspan
Website and Secure Portal Tools

Introducing Nebraska Total Care—your partner for success

Established to deliver quality healthcare in the state of Nebraska through local, regional and community-based resources, Nebraska Total Care is a Managed Care Organization and subsidiary of Centene Corporation (Centene). Nebraska Total Care exists to improve the health of its beneficiaries through focused, compassionate and coordinated care. Our approach is based on the core belief that quality healthcare is best delivered locally.
Web-Based Tools

• Public site at www.nebraskatotalcare.com
  – Provider Information for Medical Services
  – Prior Authorization Code Checker
  – Operational forms such as Prior Authorization Forms, Notification of Pregnancy forms etc...
  – Clinical Practice Guidelines
  – Provider Newsletters and Announcements
  – Plan News
  – Find a Provider

• Nebraska Total Care is committed to enhancing our web-based tools and technology; Provider suggestions are always welcome.

• Contact Provider Services at 1-844-385-2192*

*This number is not yet functional but will be active when the plan goes live. In the meantime, providers can call 1-855-688-6589 with any questions about Contracting and Credentialing.
Secure Provider Portal

- **Secure Provider Portal:**
  - Member Eligibility & Patient Listings
  - Health Records & Care Gaps
  - Authorizations
  - Claims Submissions & Status
  - Corrected Claims & Adjustments
  - Payments History
  - Monthly PCP Cost Reports

Registration is free and easy, contact your Provider Network Specialist to get started!!!
Secure Provider Portal

• Provider reports available on Nebraska Total Care’s secure provider web portal are generated on a monthly basis and can be exported into a PDF or Excel format.

**Provider Reports include:**

• Patient List with HEDIS Care Gaps

• Emergency Room Utilization

• Rx Claims Report

• High Cost Claims
Medical Management

Better Health Outcomes, Lower Costs.
Medical Management

• Utilization Management
  – Prior Authorizations
  – Concurrent Review
• Member Connections
• Quality
• Member Education
Utilization Management

Better Health Outcomes, Lower Costs.™
Utilization Management

Prior Authorization Requests

- Telephonic
- Fax
- Provider Portal
Questions/Comments?

Contracting/Credentialing Phone Number:
Phone: 1-855-688-6589

Thank You!