

## Frequently Asked Questions (FAQ)

### Nebraska Medicaid Managed Care Program and Aetna Better Health<sup>®</sup> of Nebraska

#### What is Nebraska State Medicaid and the Nebraska Medicaid Managed Care Program?

The Nebraska State Medicaid program covers medically necessary services for certain families, children, the aged, blind and disabled, and others who meet eligibility requirements. The Nebraska Department of Health and Human Services (DHHS) determines who is eligible for the Nebraska State Medicaid Program.

Certain Nebraska State Medicaid program clients are required to participate in the Nebraska Medicaid Managed Care Program. The DHHS contracts with Managed Care Organizations (MCO) to administer physical health benefits for Managed Care Program members. If you are eligible for the Nebraska Medicaid Managed Care Program, then you will need to enroll in a Managed Care Organization (MCO).

#### What happens when you enroll in the Nebraska Medicaid Managed Care Program?

Once you are enrolled with the Nebraska State Medicaid program you will receive a Client Guidebook and a Medicaid ID card from DHHS.

The client guidebook gives you information about the MCO options available to you. The guidebook also gives directions on how to enroll with a MCO by calling the Medicaid Enrollment Center.

Call the Medicaid Enrollment Center at:  
1-888-255-2605  
Lincoln area residents call:  
1-402-477-4600 (TTY: 402-477-4601)

#### If you are an Aetna Better Health member, here is what you need to know.

If you are enrolled with Aetna Better Health, you'll receive a member ID card and a member handbook. Aetna Better Health offers extra wellness benefits at no cost to our members. These benefits include:

#### Healthy Mom, Happy Baby program

- Nurses to help through pregnancy
- Portable crib program
- Postpartum reward gift card program
- Text4Baby mobile health program
- Childbirth and parenting classes
- Breast pump coverage

#### Ted E. Bear, M.D.<sup>SM</sup> Kids Club

- Paid membership to Boy Scouts of America
- Paid membership to Girl Scouts of USA
- Access to KidsHealth
- Birthday postcard during child's birthday month
- Quarterly member newsletter

#### Informed Health<sup>®</sup> Line (24/7 nurse line)

#### Disease management programs

#### Adult flu shots, immunizations and checkups

#### A referral is not needed for in-network specialty provider or specialist

### **Are vision services covered?**

Yes. Aetna Better Health covers your vision care.

### **Are behavioral health and substance use disorders covered?**

Yes, the Nebraska State Medicaid program provides coverage for behavioral health and substance use disorders services by contracting with Magellan Behavioral Health. Magellan coordinates, manages and provides access to mental health and substance use disorder services for Medicaid clients.

### **Magellan Behavioral Health**

1-800-424-0333

[www.magellanofnebraska.com](http://www.magellanofnebraska.com)

Are transportation services covered?

Yes. Transportation is covered, but not through Aetna Better Health. You'll need to contact IntelliRide to arrange for transportation.

### **IntelliRide**

1-844-531-3783

Omaha: 402-401-6999

TTY Line: 402-401-6998

[www.iridenow.com](http://www.iridenow.com)

### **Are dental and pharmacy services covered?**

Yes, dental and pharmacy services are covered, but not through Aetna Better Health. You'll need to contact the Nebraska State Medicaid program for more information.

### **Dental and pharmacy services**

1-877-255-3092

### **Can I choose my own doctor?**

Yes. Your Primary Care Provider (PCP) is the provider who takes care of most of your health care needs. You can choose your own PCP. You'll see your PCP for well care check ups and when you are sick. A PCP will make sure that you get the right medical care when you need it.

### **Does my doctor contract with Aetna Better Health® of Nebraska?**

Most providers in your area participate with Aetna Better Health. Check with your doctor to be sure. You can also visit our website to find the list of providers that contract with Aetna Better Health.

### **I'm pregnant, is my baby eligible for Medicaid?**

If you're pregnant, include your expected due date on your AccessNebraska application. Notify AccessNebraska as soon as your baby is born.

### **I don't have Medicaid, but I think I am eligible. How can I apply?**

Fill out an application online:

[www.ACCESSNebraska.ne.gov](http://www.ACCESSNebraska.ne.gov)

Call ACCESSNebraska

1-855-632-7633 (TTY: 711)

In Lincoln: 402-473-7000

In Omaha: 402-595-1178

Ask the ACCESSNebraska representative to mail you a paper application. Fill the paper out and then mail it back to ACCESSNebraska.

To find out more about our managed care program, just call us at **1-888-784-2693** or visit **[www.aetnabetterhealth.com/nebraska](http://www.aetnabetterhealth.com/nebraska)**.

