



nebraska
total care™

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

Behavioral Health Provider Webinar

7/29/16

Contracting and Credentialing



Contents of Provider Contracting Packet:

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

Contracting and Credentialing



Any willing provider – robust network and best possible access

Components of agreement:

- Standard language
- State-mandated language
- Rate exhibit(s)
- Delegated credentialing agreement (DCA)

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



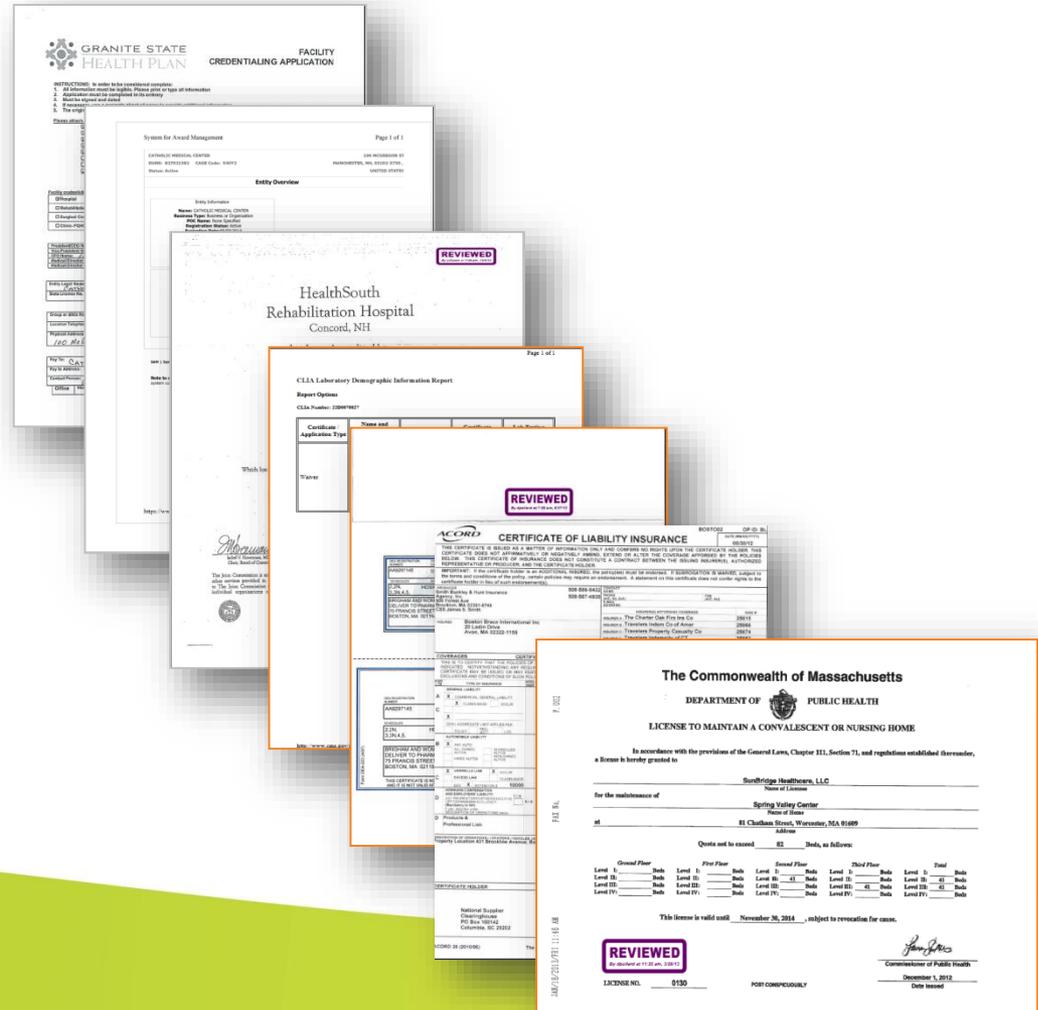
The collage displays several key credentialing documents:

- Provider Application**: A multi-page form for submitting a provider's application.
- KSBHA L Search**: A search result from the Missouri Division of Professional Regulation.
- ABMS® Board Certification Credentials Profile**: A profile for a provider certified by the American Board of Medical Specialists.
- EPLS**: A document related to the Excluded Parties List System.
- Missouri Department of Health and Senior Services**: A document from the state health department.
- Office of Inspector General**: A document from the Missouri Office of Inspector General.
- DataBank**: A document from DataBank, Inc.
- NPPE**: A document from the National Practitioner Performance Evaluation (NPPE) program.

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



Provider Relations



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.

Provider Relations



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



The screenshot shows the website's header with the logo, navigation links for "Home" and "Contact Us", a search bar, and font size controls. Below the header are two green navigation buttons labeled "ABOUT US" and "CONTACT US". The main content area features a large background image of a child on a swing. A green circular graphic on the left contains the text "Nebraska Total Care" and the tagline "Transforming the Health of our Community One Person at a Time". Below this is a sub-header "Introducing Nebraska Total Care—your partner for success" and a paragraph of introductory text.

nebraska total care

Home Contact Us

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ABOUT US CONTACT US

Nebraska Total Care
Transforming the Health of our Community One Person at a Time

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
 - Provider Manual and Billing Manual
 - 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*

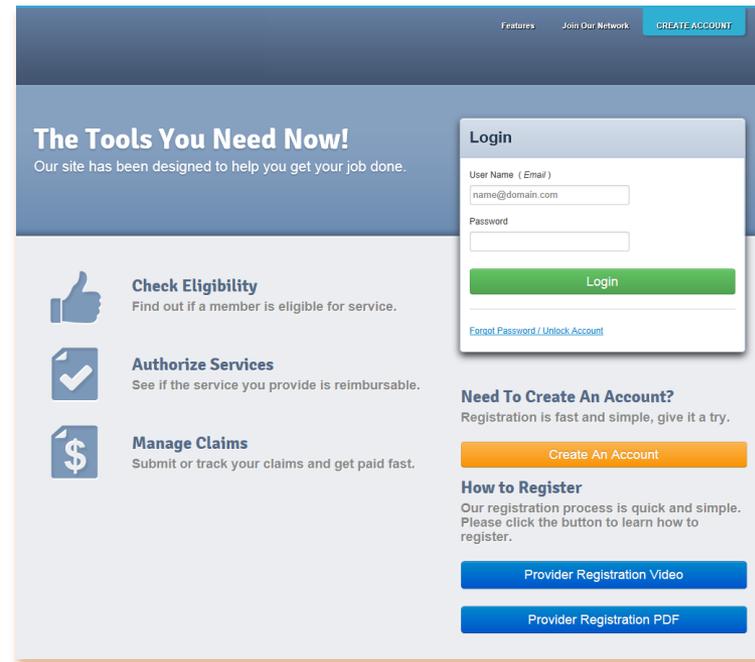
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Secure Provider Portal



- 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 but are not limited to:

- Patient List with HEDIS Care Gaps
- Emergency Room Utilization
- Member Care Plans
- Claims Report
 - Physical
 - Behavioral
 - Pharmacy
- High Cost Claims

Clinical Program Overview



- Utilization Management
 - Prior Authorizations
 - Concurrent Review
- Care Management
- Member Connections
- Quality
- Member Education

Clinical Program Overview



Levels of Care Management

1. Care Coordination
2. Care Management
3. Complex Care Management

Multidisciplinary Care Team made up of clinical and non-clinical staff

Holistic in-depth assessment and care plan development

Clinical Program Overview



Care and Disease Management Programs include but are not limited to:

- ADHD
- Anxiety
- Depression
- Pregnancy/High Risk Pregnancy
- Autism
- Heart Failure/Cardiac Disease
- Chronic Pain
- Hemophilia
- Hepatitis C
- HIV/AIDS
- Asthma
- COPD
- Diabetes

Clinical Program Overview



Proactive member identification

- Predictive modeling software utilized to identify high risk behavioral health members, including the SPMI population

Various additional referral sources

- Member / Family / Caregiver(s) / Guardian
- Provider(s)
- Hospital staff
- Community/State Agency
- Internal staff

Clinical Program Overview



Member Contact based on Priority

Critical / High

- Unstable and/or have a chronic or complex condition with ongoing behavioral health or medical needs.
- Currently hospitalized.
- Symptomatic and at risk for immediate ED visit, admission, or readmission

Moderate

- Generally stable but with multiple or co-morbid conditions.
- Have a current need for routine ongoing physical or behavioral services.

Low

- Stable with multiple or co-morbid conditions but minimal or no care management needs.
- Stable but the screening indicates a possible risk for a potential problem or complication.
- History of illness or injury but currently requires little services or the family or other caregiver is managing the care well.

Clinical Program Overview



Assessments/Screenings completed by Care Management Staff

- Health Risk Screen (HRS)
- Health Risk Assessment (HRA)
- PHQ-2 / PHQ-9
- CAGE-AID
- Edinburg
- OASIS
- Others as applicable

Care Plans created with member/family involvement

Clinical Program Overview



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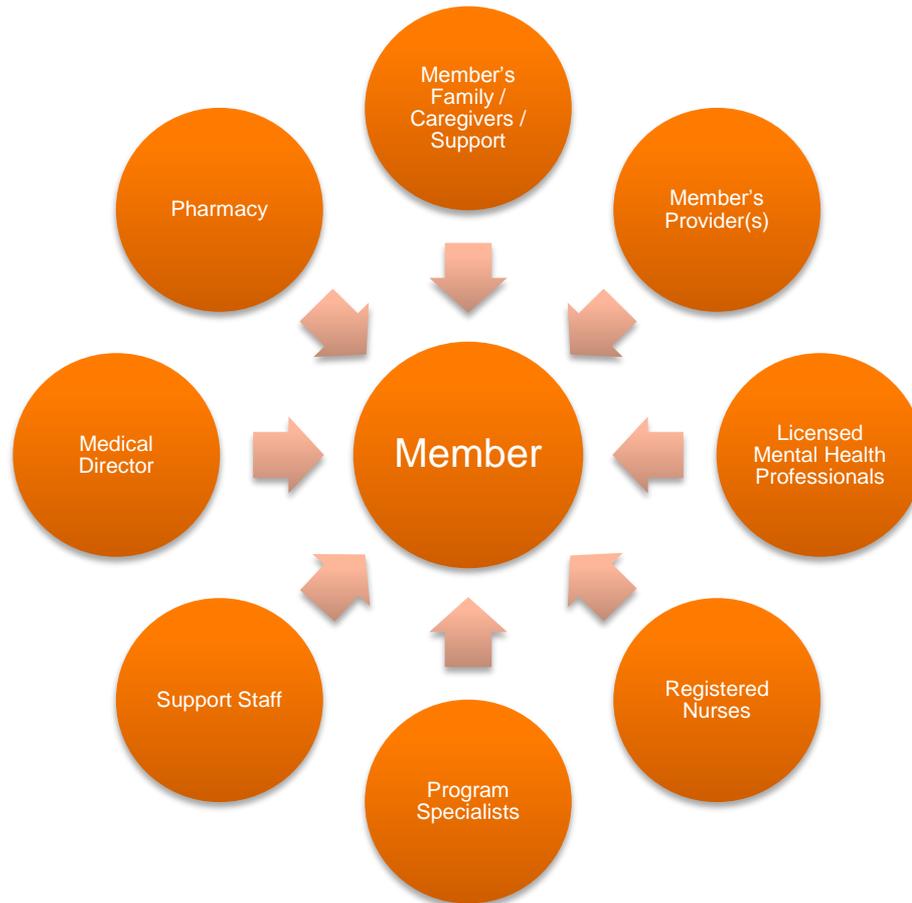
Main vendor for telephonic interpretation

LSA – Language Services Associates

Main vendor for face-to-face meeting interpretation

Members and/or providers may call the NTC call center to set up face-to-face interpretation services. Both vendor prefer a 5-day notification, but will attempt to accommodate all requests.

Clinical Program Overview



Care Team
(CT)

Clinical Program Overview



All staff receive training for managing the SPMI population

Identification of Co-occurring Mental Health and Substance Use

Harm Reduction

Motivational Interviewing

Member Engagement Strategies

Cultural Competencies

Poverty Competency

Recovery and Resiliency Training

Trauma Informed Care Training

Behavioral Health Signs/Symptoms

Physical Health Signs/Symptoms

Crisis Calls

Contact Information



Clinical

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Network Contracting / Credentialing

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QUESTIONS/COMMENTS?

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

Thank You!