



Spring 2024 Listening Tour

Frequently Asked Questions

Throughout April and May 2024, Nebraska Medicaid and Long-Term Care (MLTC) held a series of listening sessions throughout the state to gather feedback from providers, members, and advocates in navigating changes and progress to the Medicaid program in 2024. MLTC Listening Tour sessions offer an opportunity for those in attendance to speak directly with the leadership from Nebraska's Medicaid program and the managed care organizations (MCOs). Through collaboration, we can make the improvements needed to find solutions and improve the overall health of the community that we serve. We want to thank every Nebraskan who took the time to come meet with us and share their perspective.

Over thirteen meetings in eleven cities throughout Nebraska, along with two virtual sessions, we heard from key representatives, providers, and members of the Medicaid program. Nebraska Medicaid is committed to collaborating with our key stakeholders to address concerns and find new ways to improve the program.

Q: How and when will the 2024 dental changes affect providers, and what can they expect?

A: Over a longer period of time, providers can expect as we continue work with member education to relieve provider stress, reduce no-shows, and promote providers accepting Medicaid members. A large focus of these efforts is meeting social needs.

Q: What options are available for finding a dental provider when access is limited?

A: Members should contact their MCO case management and provider relations teams to help connect with providers, schedule appointments, and facilitate transportation services. Reaching out to their health plan can help schedule these appointments. Each health plans case management and provider relations contact information is on page 2 of this document.

Q: Will the extended postpartum coverage extend to undocumented mothers on Medicaid?

A: No, under [599 CHIP](#), only the child is covered, and the mother is only covered during the birthing process.

Q: Will FQHC dental rates be increased along with general dental rates?

A: FQHC rates are based on cost, so unless costs shift, their rates are not expected to change.

Q: How will the dental reimbursement increase be communicated to providers?

A: Providers will be notified through provider bulletins and collaborative communications efforts with the Nebraska Dental Association and American Dental Association. Additional information on Medicaid dental care can be found here: <https://dhhs.ne.gov/Pages/Medicaid-Dental-Care.aspx>.

Q: How do the Medicare/Medicaid reimbursement changes affect behavioral health providers?

A: The reimbursement will match Medicare rates from July 1, 2024, through the coordination of benefits, LIMHPs, and MFTs will need to enroll with Medicare and bill Medicare first, when the member is dual eligible.

Q: Will the medical respite care facilities be limited to Lincoln and Omaha? Can other areas throughout the state use the Lincoln & Omaha respite care facilities to transport patients and use those facilities?

A: Yes, currently only Omaha is operational, with Lincoln's facility still being determined and in development, however there are hopes for future expansion throughout the entire state. Transportation from surrounding areas will continue to be considered during the operation of the two current respite care facilities.

Q: What is being done to address transportation barriers, especially for hospital discharges?

A: Coordination with MCOs and case management contacts is recommended to address and improve transportation issues. Each health plans case management and provider relations contact information can be found below.

Resources

Managed Care Organizations (MCOs) Care and Case Management Contacts

Molina Healthcare

- Tamara Mostek | Tamara.Mostek@molinahealthcare.com | 531-205-2934

Nebraska Total Care

- Nancy Laughlin-Wagner | Nancy.LaughlinWagner@NebraskaTotalCare.com
- Paula Stapleton | Paula.Stapleton@NebraskaTotalCare.com

UnitedHealthcare

- Patricia Cartledge | patricia_l_cartledge@uhc.com | 402-445-5206

Resources to contact your health plan provider:

Molina Healthcare

Online: Molinahealthcare.com
Phone: 844-782-2018 (TTY 711)

Nebraska Total Care

Online: Nebraskatotalcare.com
Phone: 844-385-2192 (TTY 711)

UnitedHealthcare

Online: Myuhc.com
Phone: 800-641-1902 (TTY 711)

To stay updated and learn more about the Spring 2024 and future Medicaid listening tours, please visit <https://dhhs.ne.gov/Pages/MLTC-Listening-Tour.aspx>.

