

# CONNECTING WITH NEBRASKA MCOS

## UNITED HEALTHCARE

### United Healthcare Community Plan - Member Services

[UHCommunityPlan.com/NE](http://UHCommunityPlan.com/NE)

Current member plan information:

- Sample member ID cards
- Provider directories
- Dental plans
- Vision plans

**Member Services**

Assists members with social needs by calling **800-641-1902/TTY 711**:

- Food, transportation, housing
- Medical services
- Behavioral health support
- Pharmacy / Medication Assistance
- DME
- Dental care
- Vision needs

Available 7 a.m. - 7 p.m. CT, Monday - Friday

**Members can request to connect with a case manager through Member Services**

### Connect Providers with UHC Support Services for Patients


Clinicians can connect with UHC's support services when a patient is in need via e-mail:

NE\_CM@uhc.com

- Mailbox is checked twice a day
- Needs are immediately assigned and addressed
- Please include member information:
  - Name
  - Medicaid ID
  - DOB
  - Contact number
  - Description of need

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Provider Services Model	
<b>Self-Service</b>	<p>Access the self-service options available 24 hours a day at the Provider Portal - <a href="http://UHCprovider.com">UHCprovider.com</a></p> <p>Use Integrated Voice Response (IVR) telephone system for self-service information at 866-331-2243</p>
<b>Provider Service Representatives</b>	<p>Call Customer Care at 866-331-2243 to speak with a Provider Representative</p>
<b>Access Click to Chat</b>	<p>Chat Now: Support is just a click away at <a href="http://UHCprovider.com/chat">UHCprovider.com/chat</a></p>
Additional Behavioral Health Resources	
<p><b>UnitedHealth Group Partner for Individual Behavioral Health Self-Care tool: AbleTo App</b>  <a href="#">On-Demand help for stress and emotional well-being</a></p> 	
<p><b>Substance Use Disorder (SUD) Helpline</b>            24/7 helpline for providers and patients at 855-780-5955</p>	
Key Contacts at UHC	
<p style="text-align: center;"><b>Barbara Palmer, RN, MHA, CCM</b>            Director Medical Clinical Operations and Health Services, Director of Quality            United Healthcare Community Plan - Nebraska  <a href="mailto:barbara_palmer@uhc.com">barbara_palmer@uhc.com</a>            Office: 402-445-5671            Fax: 507-445-5730</p>	<p style="text-align: center;"><b>Patricia Cartledge, MS, LIMHP, LPC, NCC, CCM</b>            Associate Director Medical Clinical Operations and Health Services            United Healthcare Community Plan - Nebraska  <a href="mailto:patricia_l_cartledge@uhc.com">patricia_l_cartledge@uhc.com</a>            Office: 402-445-5206            Fax: 844-881-8058</p>

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## MOLINA

### Key Contacts at Molina

**Main Nebraska Office** | 1471 W Center Road Suite 104, Omaha, NE 68144  
**Member One Stop Resource Center** | 3301 Harney Street, Omaha, NE 68131  
**Member Services** | 844-781-2018 (TTY: 711)  
**Behavioral Health Crisis Line** | 844-782-2721 (TTY: 711)  
**24-Hour Nurse Line** | 844-782-2721 (TTY: 711)  
**Care and Case Management Referrals** | [ne\\_cm@molinahealthcare.com](mailto:ne_cm@molinahealthcare.com)

### For Members

#### Molina Member Website

Contents of the website allow members to access:

- Important phone numbers
- Member handbook
- Finding a provider
- Value added benefits
- Requesting an ID card
- Pharmacy information
- Resources
- Information on member rights and responsibilities, grievance and appeals, fraud prevention, and quality improvement programs

### For Providers

#### Molina Provider Website

Contents of the website allow providers to access:

- Code look-up tool
- Peer-to-Peer scheduling tool
- Important updates/communications
- Provider materials
- Claims and authorization information
- Health resources
- How to join the network
  - [Welcome to Molina Healthcare, Inc - ePortal](#)

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### MOLINA

Post-Acute Support	
<b>Care Management</b>	For members with lower health care needs, particularly those with Social Determinant of Health (SDOH) needs
<b>Case Management</b>	<p>For members with complex health care and SDOH needs</p> <p>Specialty Support Personnel Offered:</p> <ul style="list-style-type: none"> <li>• Substance Use Disorder (SUD) Navigator</li> <li>• Child Behavioral Health Specialist</li> <li>• Employment Specialist</li> <li>• Housing Specialist</li> <li>• Justice Liason</li> <li>• Home and Community Based Service (HCBS) Waiver Liason</li> <li>• Rural Health Specialist</li> <li>• Dental Coordinator</li> <li>• Community Health Workers located across the state               <ul style="list-style-type: none"> <li>◦ Omaha, Lincoln, Lexington, Inman, Belgrade, Gering, and Hasting</li> </ul> </li> </ul>
<b>Care Connections</b>	<p>Team of Molina Nurse Practitioners and Social Workers to provide wellness and preventive services to members</p> <ul style="list-style-type: none"> <li>• Review documentation and diagnoses - focus on closing gaps in care, including SDOH needs</li> <li>• Offer POC testing with education</li> <li>• Coordinates care with member and PCP</li> <li>• Considered an additional access point for health care needs</li> </ul>
<b>Transitions of Care Model</b>	<p>Targets patients with complex care needs</p> <ul style="list-style-type: none"> <li>• Implemented when a member moves from one health care setting to another</li> <li>• Follows patients for 4 weeks</li> <li>• Interventions conducted by a clinician include:               <ul style="list-style-type: none"> <li>◦ Hospital/SNF pre-discharge intervention</li> <li>◦ One home contact two days after discharge</li> <li>◦ Two (at minimum) additional follow-up home contacts</li> </ul> </li> </ul>

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## NEBRASKA TOTAL CARE

How to Connect	
<b>Website</b>	<a href="http://www.nebraskatotalcare.com">www.nebraskatotalcare.com</a>
<b>Website Information for Members</b>	<ul style="list-style-type: none"> <li>• Find a doctor, hospital, pharmacy or specialist</li> <li>• Access secure member portal</li> <li>• Access your Member Handbook</li> <li>• Discover value-added benefits</li> <li>• Education and resources</li> </ul>
<b>Website Information for Providers</b>	<ul style="list-style-type: none"> <li>• Provider Portal to verify member eligibility, manage authorizations and claims and view your patient list</li> <li>• Code check/Prior authorization check</li> <li>• Provider news and events</li> <li>• Information on contracting and credentialing</li> <li>• Links to pharmacy, quality assessments and performance improvement, practice guidelines for medical and behavioral and more</li> </ul>
<b>Phone</b>	844-386-2192 (TTY 711)
<b>E-mail for Members</b>	Secure Member Portal allows members to email Nebraska Total Care <a href="https://www.nebraskatotalcare.com/login.html">https://www.nebraskatotalcare.com/login.html</a>
<b>Contracting and Credentialing</b>	Email: <a href="mailto:providerrelations@nebraskatotalcare.com">providerrelations@nebraskatotalcare.com</a> Website: <a href="https://www.nebraskatotalcare.com/providers/provider-relations.html">https://www.nebraskatotalcare.com/providers/provider-relations.html</a>
<b>Provider Relations</b>	Email: <a href="mailto:providerrelations@nebraskatotalcare.com">providerrelations@nebraskatotalcare.com</a> Website: <a href="https://www.nebraskatotalcare.com/providers/provider-relations.html">https://www.nebraskatotalcare.com/providers/provider-relations.html</a>
<b>Make a Referral</b>	Make a referral to Care Management by phone: 844-386-2192 (TTY 711) or in the provider portal <a href="https://www.nebraskatotalcare.com/login.html">https://www.nebraskatotalcare.com/login.html</a>

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### NEBRASKA TOTAL CARE

Care Management Services and Supports	
<b>Care Management Team</b>	RNs, Social Workers, Mental Health Therapists, PT/OT/ST, Pharmacy, Program Specialists, Community Health Workers, and Doctors.
<b>Care Plans</b>	Individualized to support members in achieving health goals and assist with care coordination. Care plans are provided to the Primary Care Provider for collaboration.
<b>Care Conferences</b>	Care Conferences available with Care Management Team to facilitate member and provider needs.
<b>Transitions of Care Program</b>	Support members transitioning to lower levels of care (Behavioral Health and Physical Health).
<b>Face to Face Visits</b>	Routine, in-person rounding on members and providers in the hospital, NICUs, Homeless Shelters and in the members home to facilitate care coordination and SDoH needs.
<b>Care Management Delivery</b>	Care Management supports members physical health, behavioral health, social needs, dental, vision and hearing health needs. It is offered in person, telephonically and digitally.
<b>SDoH Support</b>	Care Management team assesses individual member needs. We also use predictive modeling to understand who may be at risk for adverse health outcomes as it relates to SDoH needs. NTC supports members by connecting them to resources and education.
<b>Specialized Teams</b>	Care Management has specialized teams with expertise in: Transition of Care, Foster Care, Housing, Transplants, Pregnancy, Alcohol and Substance Use Disorder, Non-Medical Drivers of Health (SDoH), Sickle Cell, Behavioral Health (including suicide prevention) and Physical Health.

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## NEBRASKA TOTAL CARE

Care Management Services and Supports	
<b>Transportation</b>	Non Emergency Medical Transportation Company MTM Phone: 844-261-7834 NTC Member Services 1-844-385-2192 (TTY 711)
<b>Comprehensive Pharmacy Services</b>	90-day prescription fill on maintenance medications for chronic, long-term conditions or illnesses, medication reviews, vaccination program
<b>Value-Added Benefits</b>	NTC offers many value added benefits to members. A complete list can be found here: <a href="https://www.nebraskatotalcare.com/members/medicaid/benefits-services/value-add-services.html">https://www.nebraskatotalcare.com/members/medicaid/benefits-services/value-add-services.html</a>

