

# MEMBER FOCUS



## OMAHA WELCOME ROOM

“I joined WellCare of Nebraska, Inc., because of the opportunity it provides me to help Heritage Health members through their health journey,” said Lisa Ramel, Office Coordinator of the Welcome Room located in Omaha.

The Welcome Rooms offered only by WellCare of Nebraska are a unique benefit to members within Heritage Health. There are 4 rooms in Nebraska:

Omaha	Kearney	Norfolk	Scottsbluff
2910 K Street Omaha, NE 68107	2714 2nd Ave. Kearney, NE 68845	500 S 13th St. Ste 200 Norfolk, NE 68701	2621 5th Ave. Scottsbluff, NE 69361
402-738-3701	308-698-2501	402-370-1901	308-220-7901

Each of the four Welcome Rooms is staffed Monday–Friday from 9 a.m. to 5 p.m. with personnel that are able to assist WellCare of Nebraska members with questions pertaining to their accounts in a private, personal environment.

No appointment is necessary and computers are available to members who need to access the internet.

These rooms are also available, free of charge to local organizations for community and health education events.

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## NUMBERS TO KNOW

Member Services toll-free:

**1-855-599-3811**

(TTY 1-877-247-6272)

Monday–Friday, 8:00 a.m. to  
5:00 p.m. Central Time

Or visit

[www.wellcare.com/Nebraska](http://www.wellcare.com/Nebraska)

<http://dhhs.ne.gov/heritagehealth>

WellCare of Nebraska  
10040 Regency Circle, Suite 100  
Omaha, NE 68114

Nurse Advice Line toll-free:

**1-800-919-8807**

24 hours a day/7 days a week

Behavioral Crisis Hotline

**1-800-378-8013**

24 hours a day/7 days a week

## **AVOID A RETURN TRIP**

Going back to the hospital after treatment for a serious or chronic illness is probably not on your “to-do” list. So the care you get after you leave can be just as important as what happens while you’re in the hospital.

### **BEFORE YOU GO**

Spend some time with your nurse before you leave the hospital to understand how to take care of yourself. That includes going over each of your new medications and how they’ll help you recover. You’ll want to know how and when to take each one safely. And how they interact with medicines you may already be taking. This is your time and your health on the line, so feel free to stop the nurse and ask questions. You might even want to take notes, or have your caregiver with you to take notes. You probably won’t be feeling 100% yet, so the details can be hard to remember.

### **YOUR PRIMARY CARE PROVIDER (PCP) IS YOUR PARTNER IN HEALTH**

Partnering with your PCP is critical to staying healthy after you return home from the hospital. He or she knows your medical history and understands treatments you’ve had. Your PCP will know the best way to help you reach your personal best health. You’ll want to keep in touch and let your PCP know how you’re doing. Be sure to make an appointment with your PCP within 7 days after leaving the hospital. That way, your PCP can see that you get all the right care at the right time.

### **RELY ON YOUR CAREGIVERS AND LEAN ON US, TOO!**

Any time in the hospital can be tiring and stressful. Don’t forget to rely on the friends and family who want to help you get better. It’s good to have someone help you out with getting back into your daily routine. They can help you do everyday tasks and chores. Your support system can also help you stay on track with your medicines and doctor visits.

At some point, you may want or need to find another doctor. Please let us know. We can help you find a new network provider. Or you may have a doctor, but you could use help getting in for an appointment. We are happy to help you make those phone calls and schedule those visits.

## **OMAHA WELCOME ROOM** *(Continued from Page 1)*

Members are encouraged to come to one of the four locations and see what we have to offer. Stay tuned for important dates on our calendar of events in upcoming issues.

### **UPCOMING WELCOME ROOM EVENTS:**

March 16<sup>th</sup> 1-4pm, Omaha Welcome Room – Community Baby Shower

March 30<sup>th</sup> 5:30-7:30pm, Omaha Welcome Room – Member Advisory Committee

### **MEETING:**

March 19<sup>th</sup> 1-3pm, Kearney Welcome Room – Community Baby Shower

## FOLLOWING UP IS KEY TO TREATING ATTENTION DEFICIT HYPERACTIVITY DISORDER (ADHD)

Do you know a child with ADHD? And is that child taking medicine to treat it? Treating ADHD can help someone you love avoid problems at school, at home, and with their family and friends.

ADHD can make it difficult for a child to study or concentrate. The child may also be easily distracted. ADHD can make it harder to keep a job later in life.

Every child is different. That means different ways to treat ADHD may come into play. Medication can be a big part. Encouraging positive behaviors is also important. Families and health care providers have to work together to see what's best for a child. That's the reason for follow-up care.

Here are some important reminders about follow-up care for children 6–12 years of age:

- Schedule a doctor visit within 30 days of the child starting a new prescription
- Schedule another doctor visit within 7 months of the child taking the new medication
- If the child continues the medication, a second appointment within 9 months of starting the medication is needed

These visits help make sure the treatment plan is on track. They also allow the doctor to check for side effects from the medications.

Sources:

Agency for Healthcare Research and Quality,  
[www.qualitymeasures.ahrq.gov/summaries/summary/49732](http://www.qualitymeasures.ahrq.gov/summaries/summary/49732)

“Attention Deficit Hyperactivity Disorder,” U.S. Library of Medicine,  
[www.ncbi.nlm.nih.gov/pubmedhealth/PMH T0024867](http://www.ncbi.nlm.nih.gov/pubmedhealth/PMH T0024867)

## WHAT'S NEW WITH YOU?

### HAVE YOU MOVED? DO YOU HAVE A NEW TELEPHONE NUMBER?

Has your address or telephone number changed recently? If so, please call us at **1-855-599-3811** (TTY **1-877-247-6272**). You can reach us Monday–Friday, 8:00 a.m. to 5:00 p.m. to let us know how we can contact you. It is important that we have your correct address and phone number so we can keep you up-to-date about your health care coverage.

## CALL US IF YOU GET A BILL FROM YOUR PROVIDER

Sometimes providers bill for charges greater than we've agreed to pay them. Let us know if you get a bill from your provider for something other than your monthly cost-share amount. Just call us toll-free at **1-855-599-3811** if you get a bill that doesn't make sense. We can work with your provider to fix the issue.

When you schedule visits, make sure the services you need will be covered. And be sure to visit in-network doctors.

## WHEN BEHAVIORAL AND SUBSTANCE ISSUES COMBINE

Did you know that people often face two or more health issues at the same time? For instance, behavioral health problems and drug use often appear together.

People with multiple health issues can have a difficult time coping with them.

### HELP IS AVAILABLE

Your provider can help you get the care you need. He or she can refer you to specialists if needed. We can help you find a provider in your area. Just call Member Services at the number on the front page of this newsletter.

Also, we have a Care Management program to make sure that members with several issues can get the help they need. Our Care Management team works with members who face depression, diabetes, coronary heart disease, asthma and more. Call Member Services to find out more. Ask for the Care Management department.

*Source: National Institute on Drug Abuse, [www.drugabuse.gov/publications/drugfacts/comorbidity-addiction-other-mental-disorders](http://www.drugabuse.gov/publications/drugfacts/comorbidity-addiction-other-mental-disorders)*

## ALWAYS TALK WITH YOUR DOCTOR

Always talk with your doctor(s) about the care that is right for you. This material does not replace your doctor's advice. It is based on third party sources.

We are presenting it for your information only. It does not imply that these are benefits covered by WellCare of Nebraska. Also, WellCare of Nebraska does not guarantee any health results.

You should review your plan or call Member Services to find out if a service is covered.

Call **911** or your doctor right away in a health emergency.

## ACCESS TO STAFF

WellCare's Utilization Management (UM) Program decision making is based only on appropriateness of care, service and existence of coverage. We do not reward anyone for denials of coverage.

Do you have questions about the UM program or coverage decisions? Do you need language assistance? Please call us at **1-855-599-3811**. TTY users call **1-877-247-6272**.

You may also review the UM Program section of your Member Handbook. You may call to ask for materials in a different format. This includes other languages, large print and audio tapes. There is no charge for this.

## CLICK OR CALL FOR THE LATEST DRUG COVERAGE UPDATES

Want to find the latest about the drugs we cover? Stop by our website, [www.wellcare.com/Nebraska](http://www.wellcare.com/Nebraska). You'll find the Nebraska Preferred Drug List (PDL) and WellCare of Nebraska's Supplemental Drug List. You can learn about drugs added or removed. You'll also find changes to any drug requirements or coverage limits. You can also call us for these same updates.

## THE CARE YOU NEED WHILE YOU'RE PREGNANT

Moms-to-be need special care. Prenatal care is the health care you get while you're pregnant. See your provider as soon as you think you're pregnant. Most experts suggest you see your health care provider:

- Once each month for the first 6 months
- Every two weeks in the 7th and 8th months
- Every week in the 9th month

Then be sure to follow your provider's advice. He or she may need to see you more often.

### WHAT WILL HAPPEN AT PRENATAL VISITS?

Your provider will check to see how you and your baby are doing. Each visit may be different, but your provider may do the following:

- Ask about your health history
- Answer your questions
- Give you a complete physical exam
- Check your baby's growth

### DON'T FORGET TO FOLLOW UP AFTER YOUR BABY IS BORN

Your postpartum visit – sometime before your baby is 6 weeks old – is very important. This is a good time to ask any questions you may have. Your provider can share tips about things like:

- Any breastfeeding concerns
- Parenting issues
- Crying or feeling down
- Family planning
- Sleeping
- Exercise and sexual activity

WellCare of Nebraska's got you covered! We have a network of providers to give you the care you need. And we cover maternity services such as:

- prenatal care and testing
- prenatal vitamins
- postpartum care and more

To learn more, see your Member Handbook. Or call Member Services at the number on the cover of this newsletter.

Source: U.S. Department of Health and Human Services,  
[www.womenshealth.gov/publications/our-publications/fact-sheet/prenatal-care.html](http://www.womenshealth.gov/publications/our-publications/fact-sheet/prenatal-care.html)

## TRANSITION OF CARE

Getting the care you need is very important to us. That's why we'll work with you to make sure you get your care when:

- You're leaving another health plan and just starting with us
- One of your providers leaves our network
- You leave our health plan to go to another one
- You're transitioning to adulthood and need help choosing an adult primary care practitioner

We want to be sure you continue to see your doctors and get your medications. Please call or have your provider call. We can be reached at **1-855-599-3811**.

## 2017 EXPANDED BENEFITS

When you join WellCare of Nebraska, you will see that we put you and your family first. We make sure you get what you need to stay healthy. Our expanded benefits ensure you have the support you need. The benefits below will help you live healthy and use services in your community. Call Member Services toll-free at 1-855-599-3811.

Benefits	Description
Mail Order Pharmacy	You can have your medications shipped right to your home. This is an important consideration for members who live in rural areas or have difficulty leaving their homes.
Supplemental Transportation	<p>We want to make sure our members can get to their health care appointments. That's why we offer non-emergency transportation. We cover the costs of families and friends who take members to their doctor appointments. For eligibility, you must have one of the following reasons for needing transportation:</p> <ul style="list-style-type: none"> <li>• Transportation through the State is unavailable or inaccessible</li> <li>• Your request is urgent (care is needed within 48 hours)</li> </ul>
Telcare Diabetic Management System	Connects diabetes patients to the health plan, providers and family through a device that works like a cell phone. It lets you measure your blood glucose and sends data to a WellCare of Nebraska nurse, their provider or caregiver. This makes managing diabetes easier.
Foster Care	<p>WellCare of Nebraska's child welfare coordinators help members in foster care get the most from their benefits with services like these:</p> <ul style="list-style-type: none"> <li>• Health literacy coaching</li> <li>• Doula services for pregnant teens</li> <li>• Wellness plans, including preventive care services</li> </ul>
COBALT	WellCare of Nebraska provides free, confidential online behavioral therapy through the Web-based COBALT Program. This program has helped people with depression, anxiety, insomnia and substance use.
ER Diversion	This program helps members get care that can address issues before they require an emergency room visit.
OTC Benefits	With our OTC benefit, member households get \$10 a month for over-the-counter (OTC) items such as diapers, pain relievers and vitamins.
Tobacco Cessation Programs	Educational materials, gum, patches, lozenges, and counseling for qualified members
Healthy Rewards Program	<p>Earn rewards for taking steps that help you live a healthy life (completing annual wellness visits) – Rewards include:</p> <ul style="list-style-type: none"> <li>• Reloadable debit card</li> <li>• FREE diapers</li> </ul> <p>Members may also receive a discount card for completing certain behaviors. The discount card can be used to purchase everyday items such as milk, bread, detergent, and over-the-counter pharmacy items.</p>

Benefits	Description
Prenatal Care Management Program	For moms-to-be, this program can help members get care for a healthy pregnancy – both before and after delivery.
Breast Pump	For qualified maternity members, receive an electric breast pump if you have delivered a baby in the past 30 days. Or who have delivered an NICU baby in the last 90 days. Prior authorization is required.
Hypoallergenic Bedding	Qualified members can get up to \$100 in free hypoallergenic bedding to avoid asthma triggers.
Weight Watchers®	<p>Free Weight Watchers membership for qualified members age 13 and over, which includes:</p> <ul style="list-style-type: none"> <li>• Simple ways to make healthier food choices</li> <li>• A weight loss plan based on the latest nutritional science</li> <li>• This program is offered at no cost for six months.</li> <li>• To be successful, attend weekly Weight Watchers meetings and reach the goals given to you by your WellCare of Nebraska Health Coach</li> </ul>
Community Room/Concierge	<p>Provides support for medical and non-medical needs, including:</p> <ul style="list-style-type: none"> <li>• Help with applications</li> <li>• Transportation assistance</li> <li>• Community support</li> </ul> <p>To contact the Concierge, you can call <b>866-775-2192</b> ( 9 a.m. to 6 p.m. Central time).</p>
24-Hour Behavioral Crisis Hotline	In a behavioral health emergency, members can call the crisis line 24 hours a day, 7 days a week – <b>1-800-378-8013</b>
Community Baby Showers	Free community baby showers for new and expectant mothers. These events offer mothers health information and parenting tips.
Doula Services for Pregnant Youth	Doula services offer coaching for members who live in a group home or in-home placement. These services can improve the health of mother and baby.
MyWellCare Mobile App	Provides members with easy access to the member ID card, Find-a-Provider tool, and quick care (urgent care and hospital services locator). The app also lets members get reminders when they are due for wellness services.
Health Fairs	Resources and education on a variety of health topics
WellCare Days	On-site events to educate members on health plan resources and health information
HealthConnections Activities	<ul style="list-style-type: none"> <li>• Community-based health and wellness events</li> <li>• HealthConnections Councils supporting the social safety network</li> </ul> <p>CommUnity Assistance Line to connect members to social services</p>
Comprehensive Peer Support	Support and coaching for members, particularly when it comes to medication
Family Support Specialists	A partnership with Nebraska Family Support Network helps families understand and cope with a member's condition.
Discount Card	Monthly discounts for needed items such as milk, bread and detergent



WellCare of Nebraska  
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WellCare of Nebraska, Inc. complies with all applicable federal civil rights laws. We do not exclude or treat people in a different way based on race, color, national origin, disability, age, religious belief, gender, sexual orientation, ethnicity, or language needs.

If English is not your first language, we can translate for you. We can also give you info in other formats. That includes Braille, audio and large print. Just give us a call toll-free. You can reach us at **1-855-599-3811**. For TTY, call **1-877-247-6272**.

Si el español es su lengua materna, podemos brindarle servicios de traducción. También podemos proporcionarle esta información en otros formatos. Estos incluye Braille, audio o letra de imprenta grande. Simplemente, llámenos sin cargo al **1-855-599-3811**. Para TTY llame al **1-877-247-6272**.

如果中文是您的母語，我們可以為您翻譯。我們也可以用其它格式為您提供資訊。這些格式包括布萊葉文、音頻及大字體。僅需撥打我們的免費電話。您可以撥打 **1-855-599-3811** 聯絡我們。TTY 用戶請撥打 **1-877-247-6272**。



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