



Quality

Your Role in Flu Prevention

It is important for you to talk to your patients about the flu vaccine. The 2017-2018 flu season was among the most active in recent history. Prevention and keeping your patients healthy is part of our quality focus at WellCare. As we enter the 2018-2019 flu season, here are some reminders from the Centers for Disease and Control Prevention (CDC) on how you can help to keep your patients safe from the flu.

1. All patients age 6 months and older should be immunized against the flu every year
2. Encourage your patients to get the flu vaccine at your practice or at their local pharmacy as soon as it becomes available
3. Discuss with your patients any concerns and barriers that may prevent them from getting the vaccine
4. Remind patients the flu vaccine can protect them from getting the flu and spreading it to their family and friends

We encourage you to visit the CDC website for the most up-to-date information and patient education materials about the upcoming flu season.

Reference: Centers for Disease and Control and Prevention. Influenza ACIP Vaccine Recommendations. Available at: <https://www.cdc.gov/vaccines/hcp/acip-recs/vacc-specific/flu.html>. Accessed April 27, 2018.

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Join the Conversation on Social Media

Join our digital and social communities for up-to-date information on how we're working with you and others to help our members live better, healthier lives.





Medication Adherence and RxEffect™

To help with medication adherence, WellCare engages our members with refill reminder phone calls, off-therapy (missed dose) phone calls and letters as well as utilizing our network pharmacies to help counsel our members. However, there is nothing as powerful as a reminder from the member's primary care provider about the importance of medication adherence.

RxEffect™ is an online platform available to WellCare Medicare provider groups to help improve members' medication use.

Talk to your WellCare associate today to get users from your office access to the RxEffect™ portal.

This web portal:

- ✓ Is sponsored by WellCare – so there is no cost to our provider partners
- ✓ Uses predictive modeling to target the patients who need it most
- ✓ Uses real-time monitoring of pharmacy claims and is updated daily
- ✓ Includes opportunity flags for 30-day conversions, diabetic patients not on statins, Appointment Agendas and high-risk medications



Fall Prevention Tips

Every year, 1 in 3 adults age 64 or older falls. Half of all falls occur in a person's home. Falls are the main reason older adults go to the emergency room. But simple home modifications and exercises that improve strength and balance can help reduce the risk of falling. Below is a list of tips you can provide to your patients:

- ✓ Improve balance and strength with exercise programs
- ✓ Reduce tripping hazards – keep cords, shoes, papers, plants and boxes out of walkways
- ✓ Add grab bars in and beside the tub/shower and next to the toilet
- ✓ Use a nonslip mat or appliques in the tub/shower
- ✓ Install railings on both sides of stairways
- ✓ Improve lighting and use nightlights
- ✓ Avoid throw rugs or use nonskid mats or tape
- ✓ Have eyes checked by an eye doctor at least once a year
- ✓ Have medications reviewed to identify those that may cause dizziness or drowsiness

Speaking to your patients about fall prevention is important. A lot of older adults don't recognize that falls can change their independent lifestyles in the blink of an eye. Some older adults also associate installation of safety equipment, such as grab rails in the bathroom, with becoming frail and dependent. So talking to them sooner can make transitioning easier to accept.

Source:

<https://www.cdc.gov/homeandrecreationalafety/falls/adultfalls.html>

Medicaid

Emphasizing Good Oral Health to Members

Primary Care Physicians – Help your patients to achieve better oral health by instructing them on the following:

- Brush teeth and floss twice daily
- Use fluoride toothpaste
- Rinse mouth after meals
- Importance of routine dental care
- Balanced diet (avoiding sugary foods/snacks)
- Use of mouthguards for contact activities

Children:

- Avoid thumb sucking
- Avoid pacifiers
- Don't overuse the bottle
- Importance of dental visit by 12 months of age or first tooth eruption, whichever comes first
- Fluoride Varnish Application available at Physician's office, CPT99188 ICD-10 code Z41.8.





Member Rights & Responsibilities

Our members, your patients, have the following rights and responsibilities:

Rights

- ✓ To receive information about the organization, its services, its practitioners and providers and member rights and responsibilities
- ✓ To be treated with respect and dignity
- ✓ To have their privacy protected
- ✓ To participate with practitioners in making decisions about their health care
- ✓ To a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost and benefit coverage
- ✓ To voice complaints or appeals about the plan or the care it provides
- ✓ To make recommendations regarding the plan's member rights and responsibilities policy

Responsibilities

- ✓ To supply information that the plan and its doctors and providers need to provide care
- ✓ To follow plans and instructions for care that have been agreed on with their doctor
- ✓ To understand their health problems
- ✓ To help set treatment goals that their doctor agree to



Additional rights & responsibilities are located in the Provider Manual and Member Handbook.



Healthy Rewards Program

The Healthy Rewards Program rewards members for taking small steps that will help them live healthy lives. For simple tasks like completing prenatal visits, preventive dental visits and certain health checkups, members can earn rewards that are placed on prepaid debit cards. Members can also select a retailer card from Target, Amazon and Walmart. Members can use these cards at a variety of locations to purchase healthy items they use every day. The more services members complete, the more they can earn.

Now is a good time to remind your patients to take advantage of this program and their dental benefits by scheduling a dental visit. Providers can also encourage their patients to participate in the Healthy Rewards Program by signing and including their provider ID on applicable activity reports.

For more information on WellCare's Healthy Rewards Program, please contact your Provider Relations representative or call one of the Provider Services phone numbers at the end of this newsletter.

Affirmative Statement

WellCare's Utilization Management Program decision-making is based only on appropriateness of care, service and existence of coverage. WellCare does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.

If you have questions about this program, please call Provider Services at the number at the end of this newsletter.



Community Connections Line

CAL NUMBER VIDEO RELAY
1-866-775-2192 1-855-628-7552

We offer non-benefit resources such as help with food, rent and utilities.





Independent External Review

In accordance with 907 KAR 17:035, if you receive an adverse final decision of a denial, in whole or in part, of a health service or claim for reimbursement related to this service, you may request an external independent third-party review. You may only do so after first completing an internal appeal process with WellCare of Kentucky. **Provider requests for external review will be considered only for dates of service on or after Dec. 1, 2016.**

You must submit your request for external independent third-party review within 60 days from the date of receipt of the notice. You may submit your request to WellCare of Kentucky via one of the following methods:

- 1 Email: kyexternalreview@wellcare.com
- 2 Fax: **1-800-509-8203**
- 3 Mail: WellCare Health Plans
Attention: External Independent Third-Party Review
13551 Triton Park Blvd., Suite 1800
Louisville, KY 40223

WellCare will confirm receipt of your request for external third-party review within five business days of receiving your request.

As required by 907 KAR 17:035, if you request an external third-party review, WellCare will forward to the Department for Medicaid Services all documentation submitted by you during the appeal/dispute process within 15 business days of receiving your request. **No additional documentation will be allowed for consideration by the external independent third-party review.**



Additionally, if WellCare's decision is upheld by the external independent third-party review, you have the right to request an administrative hearing in accordance with 907 KAR 17:040 within 30 calendar days of the Department's written notice. You must submit your request for administrative hearing to:

**Cabinet for Health and Family Services
Department for Medicaid Services
Division of Program Quality and Outcomes
275 East Main Street, 6C-C
Frankfort, KY 40621**

Phone: (502) 564-5497/(800) 372-2973

Fax: (502) 564-9523

<https://chfs.ky.gov/Pages/contact.aspx>



Updated Clinical Practice Guidelines

Clinical Practice Guidelines (CPGs) are best practice recommendations based on available clinical outcomes and scientific evidence. They also reference evidence-based standards to ensure that the guidelines contain the highest level of research and scientific content. CPGs are also used to guide efforts to improve the quality of care in our membership.

CPGs on the following topics have been updated and published to the Provider website:

- Adolescent Preventive Health
- Adult Preventive Health
- Asthma
- Behavioral Health Conditions and Substance Use in High Risk Pregnancy
- Diabetes in Adults
- Diabetes in Children
- Epilepsy
- Neurodegenerative Disease
- Older Adult Preventive Health
- Opioid Use Disorder and Treatment
- Pain Management
- Pediatric Preventive Health
- Preconception and Inter-pregnancy
- Pregnancy and Post-Partum Care
- Tobacco Cessation

Clinical Policy Guiding Documents (CPGDs) are also available on the CPG page. These are companions to the CPGs on a variety of topics.

Currently there are 4 CPGDs available – the newest titles include:

- Quality Improvement

To access CPGDs and CPGs related to Behavioral, Chronic, and Preventive Health, visit www.wellcare.com/Kentucky/Providers/.

Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

- You control your banking information.
- No waiting in line at the bank.
- No lost, stolen, or stale-dated checks.
- Immediate availability of funds – no bank holds!
- No interrupting your busy schedule to deposit a check.

Setup is easy and takes about five minutes to complete. Please visit www.payspanhealth.com/nps or call your Provider Relations representative or PaySpan at **1-877-331-7154** with any questions.

We will only deposit into your account, **not** take payments out.





Updating Provider Directory Information

We rely on our provider network to advise us of demographic changes so we can keep our information current.

To ensure our members and Provider Relations staff have up-to-date provider information, please give us advance notice of changes you make to your office phone number, office address or panel status (open/closed). Thirty-day advance notice is recommended.

New Phone Number, Office Address or Change in Panel Status:

Medicaid



Send a letter on your letterhead with the updated information to KY_ProviderCorrection@wellcare.com. Please include contact information if we need to follow up with you.
1-877-389-9457

Medicare



Call: 1-855-538-0454

Thank you for helping us maintain up-to-date directory information for your practice.



Provider Formulary Updates

Medicaid:

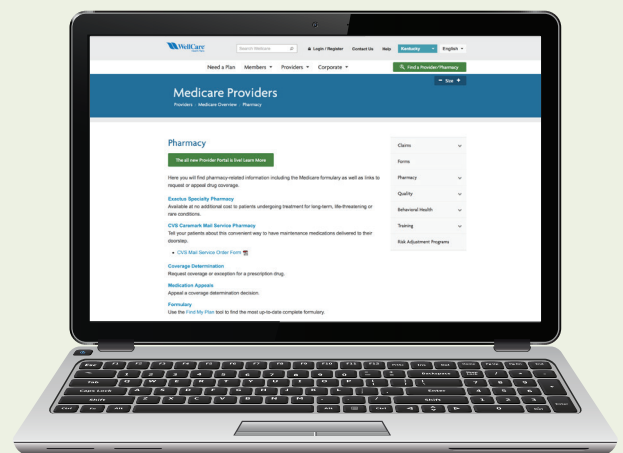
The WellCare Medicaid Preferred Drug List (PDL) has been updated. Visit www.wellcare.com/Kentucky/Providers/Medicaid/Pharmacy to view the current PDL and any pharmacy updates.

You can also refer to the Provider Manual available at www.wellcare.com/Kentucky/Providers/Medicaid to view more information regarding WellCare's pharmacy Utilization Management (UM) policies and procedures.

Medicare:

The Medicare Formulary has been updated. Find the most up-to-date complete formulary at www.wellcare.com/Kentucky/Providers/Medicare/Pharmacy.

You can also refer to the Provider Manual available at www.wellcare.com/Kentucky/Providers/Medicare to view more information regarding WellCare's pharmacy UM policies and procedures.





WellCare of Kentucky, Inc.
13551 Triton Park Blvd.
Suite 1800
Louisville, KY 40223

WellCare Office Locations



www.wellcare.com/Kentucky/Providers

WellCare has various offices throughout Kentucky where you will find your local Provider Relations and Health Services team members.

Ashland

1539 Greenup Avenue
Suite 501
Ashland, KY 41101-7613
Main Office Number: **1-606-327-6200**

Bowling Green

360 East 8th Ave.
Suite 311
Bowling Green, KY 42101-2135
Main Office Number: **1-270-793-7300**

Hazard

450 Village Lane
Hazard, KY 41701-1701
Main Office Number: **1-606-436-1500**

Lexington

2480 Fortune Drive
Suite 200
Lexington, KY 40509-4168
Main Office Number: **1-859-264-5100**

Louisville

13551 Triton Park Boulevard
Suite 1800
Louisville, KY 40223-4198
Main Office Number: **1-502-253-5100**

Owensboro

The Springs, Building C
2200 E. Parrish Ave., Suite 204
Owensboro, KY 42303-1451
Main Office Number: **1-270-688-7000**

Important reminder

You can use the member's Kentucky Medicaid ID number when the WellCare member ID number is not available when billing a claim.

Please remember to use the Kentucky MMIS, www.kymmms.com, as your primary source of Managed Care Organization (MCO) assignment and eligibility for WellCare members. We encourage all providers to use KYMMIS as their primary source as it contains the most updated eligibility and MCO assignment information on each individual member.