



Kentucky

# Provider Newsletter



2019 • Issue III

## Quality



### JUST LAUNCHED – Our New Program Combatting Opioid Misuse

WellCare’s new program for opioid misuse is designed to partner with you to offer your patients stigma-free education, benefits, services and support. The goal is to help them choose a “confident and better you,” from prevention all the way through recovery.

The cornerstone of this new program is our comprehensive, specialized care management. We’ll help our members, their families and caregivers navigate through all the information, options, support and services on the path to achieving and maintaining sobriety. And, we’ll support you and your practice by keeping you up-to-date on evidence-based treatment options and make it easy for you to ensure your patients get the comprehensive treatments they need.



We are excited to partner with you in providing quality care to your patients – our members. Look for detailed information coming soon!

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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.





## Your Role in Flu Prevention

It is important for you to talk to your patients about the flu vaccine. Again, last year, many WellCare members did not get their flu vaccine. Prevention and keeping your patients healthy is part of our quality focus at WellCare. As we enter the 2019-2020 flu season, here are some reminders from the Centers for Disease Control and 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. You can also obtain 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.*

## 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 representative 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



## Health Outcomes Survey (HOS) for Medicare Members

Thank you for your continued commitment to your patients. Your daily dedication is a key to keeping patients healthier, happier and more engaged in improving their health outcomes. In planning for your patients' annual wellness visits, here are some topics to consider that impact HOS measures and scores:

### **Balance problems, falls, difficulty walking and other risk factors for falls.**

- Suggest the use of a cane or a walker
- Check blood pressure with patient standing, sitting and reclining
- Suggest an exercise or physical therapy program
- Suggest a vision or hearing test
- Perform a bone density screening, especially for high-risk members
- Screen for UTIs and review medications for interactions that increase fall risk

### **The need for physical activity and ways to increase physical activity.**

- Talk to the patient about the importance of exercise and physical activity
- Discuss with the patient how to start, increase or maintain activity

### **Bladder control and treatments for issues that may arise as the patient ages.**

- Ask the patient if bladder control is a problem
- If so, ask if it interferes with sleep or daily activities
- Talk to the patient about treatment options

### **Physical and mental health.**

- Ask the patient about physical and mental health compared to two years ago
- Discuss ways to improve status of both mental and physical health
- Suggest patient begins exercise programs or physical therapy, if warranted



## Assessing for Suicide Risk Prior to Initiating Antidepressants

According to the **Centers for Disease Control and Prevention**, mental illnesses are the third-leading cause of hospitalizations in the United States among patients between 18-44 years old. Suicide can be associated with untreated mental illnesses, such as depression, and is the second leading cause of death among patients 15-34 years of age. The **American Psychiatric Association** recommends assessing your patients' risk of suicide before initiating pharmacotherapy. For your convenience, below are some factors to consider when assessing suicide risk prior to initiating an antidepressant medication.

Factors to Consider When Assessing Suicide Risk
Presence of suicidal or homicidal ideation, intent, or plans
History and seriousness of previous attempts
Access to means for suicide and the lethality of those means
Recent psychiatric hospitalization
Presence of severe anxiety, panic attacks, agitation, and/or impulsivity
Presence of psychotic symptoms, such as command hallucinations or poor reality testing
Presence of alcohol or other substance use
Family history of or recent exposure to suicide
Absence of protective factors

We value everything you do to deliver quality care to our members – your patients. We recognize that you are best qualified to determine the potential risks versus benefits in choosing the most appropriate medications for your patients.

### Reference:

- Centers for Disease Control and Prevention, "Learn About Mental Health," Available from: <https://www.cdc.gov/mentalhealth/learn/index.htm>
- Gelenberg AJ, Freeman MP, Markowitz JC, Rosenbaum JF, Thase ME, Trivedi MH, Van Rhoads RS. Practice Guideline for Treatment of Patients with Major Depressive Disorder. November 2010. Available from: [http://psychiatryonline.org/pb/assets/raw/sitewide/practice\\_guidelines/guidelines/mdd.pdf](http://psychiatryonline.org/pb/assets/raw/sitewide/practice_guidelines/guidelines/mdd.pdf)

## REMINDER of Current Policy

*We value your partnership and work to ensure that every WellCare member receives quality healthcare.*

### Admission Notifications and Prior Authorizations



#### Notification when a WellCare member is admitted to a facility:

As a reminder, WellCare requires notification by the next business day when a member is admitted to a facility. This includes all admissions. Notification is necessary for WellCare to obtain clinical information to perform case management and ensure coordination of services. Failure to notify WellCare of admissions may result in denial of the claim.



#### Prior authorization for outpatient services:

WellCare has enhanced and standardized the provider portal authorization look-up tool with respect to place of service and clinical appropriateness. To reflect industry best practices and reduce the administrative burden on providers, the number of procedures requiring prior authorization has been reduced. Please remember to consult the authorization look-up tool on the provider portal and obtain appropriate prior authorization. Failure to obtain prior authorization where required may result in denial of the claim.



## 2019 WellCare Provider Manual Update

WellCare's 2019 Kentucky Medicaid Provider Manual has been updated, effective July 12, 2019. The manual can be viewed online at <https://www.wellcare.com/en/Kentucky/Providers/Medicaid>. If you have any questions, please contact your Provider Relations representative or call Provider Services at 1-877-389-9457.



## 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 provided to our membership. CPGs on a variety of topics are published to the Provider website.

Clinical Policy Guiding Documents (CPGDs) are also available on the CPG page. These are companion documents to the CPGs. The following CPGD was updated and will also be published:

- Inpatient Level of Care

To access CPGDs and CPGs related to Behavioral, Chronic, and Preventive Health, visit [www.wellcare.com/Kentucky/Providers/](https://www.wellcare.com/Kentucky/Providers/).



## Provider Formulary Updates

### Medicaid:

The WellCare Medicaid Preferred Drug List (PDL) has been updated. Visit [www.wellcare.com/Kentucky/Providers/Medicaid/Pharmacy](http://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](http://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](http://www.wellcare.com/Kentucky/Providers/Medicare/Pharmacy).

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

## 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](mailto:KY_ProviderCorrection@wellcare.com). Please include contact information if we need to follow up with you.

#### Medicare



Call: 1-855-538-0454

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

## 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](http://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.



## Community Connections HELP Line

**1-866-775-2192**

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



Beyond Healthcare. A Better You.

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

## WellCare Office Locations



[www.wellcare.com/Kentucky/Providers](http://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  
5<sup>th</sup> Floor, Suite 501  
Ashland, KY 41101-7613  
Main Office Number: 1-606-327-6200

### Bowling Green

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

### Hazard

450 Village Lane  
2<sup>nd</sup> Floor  
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.kymmisis.com](http://www.kymmisis.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.