



Care Coordination and the Increased Importance in Achieving P4Pl

Care Coordination is essential to providing high quality care and ensuring patient safety in transitions of care.

Here are more tips to provide the necessary care to your patients:



Review medications with your patients



Schedule specialist and lab appointments while your patients are in the office



Remind your patients about annual flu shots and other immunizations



Make sure that your patients know you are also working with specialists regarding their care.

Ensure you receive notes from specialists about the patient's care and reach out to specialists if you have not gotten consultation notes. Tell your patient the results of all test and procedures. Share decision-making with patients to help them manage care, and please follow up on all authorizations requested for your patients.












Call or contact your patients to remind them when it's time for preventive care services, such as annual wellness exams, recommended cancer screenings, and follow-up care for ongoing conditions, such as hypertension and diabetes.






Internet Citation: Care Coordination. Content last reviewed August 2018. Agency for Healthcare Research and Quality, Rockville, MD. www.ahrq.gov

In This Issue

Quality

-  Care Coordination
-  Cancer Screening
-  Immunizations & Well-Child
-  Antibiotic Awareness
-  Healthy Rewards
-  Statins Therapy
-  Medicaid Member Benefits
-  CAHPS® Survey
-  Communicating Effectively
-  Community Connections
-  Therapy for Patients with Diabetes

Operational

-  Updating Provider Directory
-  Electronic Funds Transfer
-  Pharmacy Authorization Updates
-  WellCare Office Locations
-  Contact Information



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.





Breast Cancer and Cervical Cancer Screening Awareness

OCTOBER IS BREAST CANCER AWARENESS MONTH.

Encourage women to get all of their preventive health exams completed during October if they have not already done so this year.

WellCare of Kentucky, Inc., covers all regular preventive tests and screenings for women without requiring a referral or prior approval. Help us ensure that our members stay healthy by recommending appropriate preventive tests and screenings.

Please continue to encourage annual mammography for breast cancer screening and a Pap smear for cervical cancer screening, applicable to recommended age ranges and physician input.



According to the Centers for Disease Control and Prevention (CDC), many deaths from breast and cervical cancer could be avoided by increasing cancer screening rates. The CDC reports that deaths from these diseases occur disproportionately among those who rely on public health programs like Medicaid or are uninsured.



Immunizations and Well-Child Checkups

Providers play a key role in establishing and maintaining a practice-wide commitment to communicating effectively about vaccines and maintaining high vaccination rates – from providing educational materials, to being available to answer questions.

Confused parents may delay or refuse immunizations for their child due to misperceptions of disease risk and vaccine safety. A successful discussion about vaccines involves a two-way conversation, with both parties sharing information and asking questions. These communication principles can help you connect with patients and their caretakers by encouraging open, honest, and productive dialogue.



Help educate parents on the prevention and spread of disease.

Remind parents of the value of comprehensive well-child checkups and staying on schedule with immunizations. Remember, you may complete a comprehensive well-child checkup during a sick child visit or sports physical if the member is due for a checkup.



Antibiotic Awareness Week

DID YOU KNOW THAT ANTIBIOTICS AWARENESS WEEK IS NOVEMBER 18-24, 2022?

Antibiotic Awareness Week is set aside to promote the appropriate use of antibiotics to counter the threat of antibiotic resistance.

According to the Centers for Disease Control and Prevention (CDC), more than 2.8 million antibiotic-resistant infections occur in the U.S. each year, with more than 35,000 individuals dying as a result of these infections. The CDC is raising awareness of this growing problem and encouraging healthcare professionals to prescribe antibiotics only when appropriate to prevent antibiotic resistance and the spread of “superbugs;” and to follow clinical guidelines on evaluation and treatment of infections.



According to the Centers for Disease Control and Prevention (CDC), more than 2.8 million antibiotic-resistant infections occur in the U.S. each year, with more than 35,000 individuals dying as a result of these infections. The CDC is raising awareness of this growing problem and encouraging healthcare professionals to prescribe antibiotics only when appropriate to prevent antibiotic resistance and the spread of “superbugs;” and to follow clinical guidelines on evaluation and treatment of infections.

Help your patients understand when an antibiotic is appropriate, with these CDC guidelines:

- ✓ Explain to your patients why they do not need an antibiotic for a viral infection and include other things they can do to feel better.
- ✓ Include in your discussion signs and symptoms of worsening infection and sepsis, as well as when to seek care if symptoms worsen.
- ✓ Do a strep test prior to prescribing an antibiotic.

For additional information, please check out the “Be Antibiotics Aware Partner Toolkit” located at www.cdc.gov.

Together, we can help prevent antibiotic resistance and ensure enrollees receive appropriate, clinically based care.



Healthy Rewards Program

THE HEALTHY REWARDS PROGRAM REWARDS MEMBERS FOR TAKING SMALL STEPS THAT WILL HELP THEM LIVE HEALTHIER 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 use these cards at a variety of locations to purchase healthy items that 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.



Statins Therapy for Patients with Diabetes and Cardiovascular Disease

Statin therapy should be considered for most patients with diabetes and or cardiovascular disease for primary or secondary prevention to reduce the risk of atherosclerotic cardiovascular disease (ASCVD). For your convenience, we have listed the American College of Cardiology (ACC)/American Heart Association's (AHA) evidence-based recommendations to assist you in helping you choose the most appropriate statin-intensity for your patient.

2018 AHA/ACC Cholesterol Guideline: Primary Prevention

Patient Risk Category	ACC/AHA Recommendation
Patients ages 20-75 years and LDL-C \geq 190 mg/dl	A high intensity statin
T2DM and age 40-75 years	Moderate-intensity statin and risk estimate to consider high-intensity statins
Age >75 years	Clinical assessment and risk discussion
Age 40-75 years and LDL-C \geq 70 mg/dl and <190 mg/dl without diabetes <ul style="list-style-type: none"> • Risk 5% to <7.5% (borderline risk) • Risk \geq7.5-20% (intermediate risk) • Risk \geq20% (high risk) 	Risk Estimator <ul style="list-style-type: none"> • Moderate-intensity statin • Moderate-intensity statins and increase to high-intensity with risk enhancers • High-intensity statin

Commonly Prescribed Statins

High-Intensity	Moderate-Intensity
<ul style="list-style-type: none"> • atorvastatin 40, 80 mg • rosuvastatin 20, 40 mg 	<ul style="list-style-type: none"> • lovastatin 40, 80 mg • atorvastatin 10, 20 mg • Pitavastatin 1, 4 mg • pravastatin 40, 80 mg • Fluvastatin 80 mg • simvastatin 20, 40 mg • rosuvastatin 5, 10 mg















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: 2019 ACC/AHA Guideline on the Primary Prevention of Cardiovascular Disease: A Report of the American College of Cardiology/American Heart Association Task Force on Clinical Practice Guidelines. *J Am Coll Cardiol.* 2019; March 17. Accessed 6/23/2022; www.acc.org.

Stone NJ, Robinson J, Lichtenstein AH, Bairey Merz CN, Blum CB, Eckel RH, Goldberg AC, Gordon D, Levy D, Lloyd-Jones DM, McBride P, Schwartz JS, Shero ST, Smith SC Jr, Watson K, Wilson PWF. 2013 ACC/AHA guideline on the treatment of blood cholesterol to reduce atherosclerotic cardiovascular risk in adults: a report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines. *Circulation.* 2013;00:000–000. Accessed 1/28/2018. www.circ.ahajournals.org.



Medicaid Member Benefits

 <p>Sports Physicals</p> <p>Free yearly physical provided by a PCP for members ages 6-18</p>	 <p>Text4Baby®</p> <p>Get free mobile health tips on pregnancy and baby's first year</p>	 <p>YMCA Family Membership</p> <p>Stay active with a free membership for the whole family</p>
 <p>Extras for Moms and Moms-To-Be</p> <p>Choice of a free stroller, portable playpen, car seat or six packs of diapers</p>	 <p>24-hour Nurse Advice Line</p> <p>Call toll-free at 1-800-919-8807 any time day or night to talk to a nurse when you or a family member is sick, hurt or needs medical advice</p>	 <p>Cell Phones</p> <p>Free cell phone (\$250 value) with data, talk, and unlimited text so qualified pregnant members can stay in touch with their care teams</p>
 <p>Tutoring</p> <p>12 free one-hour tutoring sessions for enrollees ages 8-18</p> <p>Sessions available in-person or virtual</p>	 <p>GED® Program</p> <p>Free GED testing for members 16 and older</p> <p>Members can request one voucher to take all four tests, or request one at a time</p>	 <p>Scholarships</p> <p>\$1,000 scholarships awarded to 50 members</p> <p>Ages 18+ and attending a trade school, college, or university</p>
 <p>Weight Watchers® memberships</p> <p>Free six-month Weight Watchers® membership</p> <p>Children ages 13-17 with BMI ranked in 85 percentile or higher</p> <p>Adults ages 18+ with a BMI equal to or greater than 25</p>	 <p>Girl Scouts® and Boy Scouts of America®</p> <p>Free annual membership fee for members in grades K-12</p> <p>Free membership for parents and guardians too</p> <p>\$25 towards the cost of the uniform</p>	 <p>Enjoy premium rewards by completing qualifying healthy activities</p> <p>\$75 Nike gift cards (members 6-18 must complete and annual check-up and dental exam)</p> <p>Amazon Prime Memberships</p> <p>\$25 Walmart gift cards</p> <p>FitBit devices</p>

Here is the summary of the benefits:

Better Vision

Health and Wellness Items

New Healthy Rewards

Weight Watchers®
and Good Measures®

Healthy Mom and Baby Program

Activities for Children and Families

Life and Career Goals



Annual CAHPS® Survey – What Matters Most to Your Patients

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an annual survey mailed to an anonymous select sample of our health plan members. The purpose is to assess member experience with their providers and health plan to improve the quality of care provided. This survey focuses on asking your patients whether or how often they experienced critical aspects of health care, including communication with their doctors, understanding how to take their medications, and the coordination of their healthcare needs. **We hope you will encourage your patients to participate if selected.**

The factors below are important, whether we interact directly with members or not. It is important for our members (your patients) to take their medications on time but also to ensure adherence of their medication regimen(s). Please ensure that items are addressed in the annual CAHPS survey:

- ✓ Assist members in understanding and accessing their pharmacy benefits (i.e. what medications are/are not covered),
- ✓ Identify (and mitigate) barriers to members obtaining and taking their medications.
- ✓ Ensuring appropriate communications with providers and health plans occur to complete the processing of timely authorizations



We value and appreciate the excellent care you provide to our members and look forward to partnering with you.



Communicating Effectively for Continuity of Care

WellCare Health Plans Inc. encourages all providers — medical and behavioral — to initiate communication that facilitates and enhances continuity of care, relapse prevention, member safety and member satisfaction. Few would challenge the hypothesis that effective integration and collaboration between primary care physicians (PCPs) and mental health specialists, including psychiatrists, social workers, and Advanced Registered Nurse Practitioners (ARNPs), is essential for consumer well-being. Yet it's not uncommon to hear medical providers and behavioral health providers complaining they do not receive information from the opposite discipline. Barriers often cited for the dearth of provider communication are time and resource limitations. However, when one considers the potential impact on optimal member care, communication is clearly a critical necessity.

What you can do as the individual practitioner

- ✓ **Get to know** your fellow physicians, PCPs and psychiatrists. Go to meetings whenever possible where you can get to know one another.
- ✓ **Pick up the phone.** Colleagues will appreciate the time and effort taken for communication.
- ✓ **Request copies of records** from physicians who have cared for the patient before your involvement.
- ✓ **Set up systems** in your office and hospital units that enhance and automate patient communication and permit transition of care in a safe and effective way.
- ✓ **Include the PCP** on admission and discharge reports, letting your colleague know about discharge appointments, medications and any specialty consultations required post-hospitalization.
- ✓ **Utilize health plan Care Manager resources** to assist you in making appointments and arranging follow-up care. Our staff can also work with the member to make sure that they make their appointments.



If you have questions or feedback about physician communication or quality-related topics, please contact your local Quality Practice Advisor or Provider Relations representative.



Community Connections for WellCare Members, Non-Members, and Caregivers!



Homeless Shelters



Child Care Assistance



Volunteer Opportunities



Meal and Nutrition Assistance



Legal Services



Educational Services



Financial Aid



Support Groups



Disability Services



And More!



Call the Community Connections Help Line at (866) 775-2192.



Therapy for Patients with Diabetes

The American Diabetes Association's (ADA) annual *Standards of Medical Care in Diabetes* has released a 2022 updated version of guidelines that includes new and updated guidance for managing patients with diabetes and prediabetes based on scientific evidence and clinical trials.

For your convenience we have provided **a summary of notable changes** from the Standards of Care document.

ADA STANDARDS OF MEDICAL CARE IN DIABETES GUIDELINE — 2022

Notable 2022 Updates

- ✓ Guidance on first-line therapy determined by co-morbidities and includes goal to prevent complications of diabetes (such as heart or kidney disease), cost, access to care, and individual management needs.
- ✓ Prediabetes and type 2 screening should start at age 35.
- ✓ SGLT-2 inhibitors are now recommended to treat heart failure and can be started at the time of diagnosis.
- ✓ Changes to gestational diabetes mellitus (GDM) recommendations regarding when to test and in whom testing should be done.

Medication Adherence:

Please use the updated guidelines information for recommendations on the diagnosis and treatment of youth and adults with type 1, type 2, or gestational diabetes. It also includes strategies for the prevention or delay of type 2 diabetes, and recommends therapeutic approaches that can reduce complications and improve health outcomes.

Reference: American Diabetes Association; *Standards of Medical Care in Diabetes—2022 Abridged for Primary Care Providers*. *Clin Diabetes* 1 January 2022; 40 (1): 10–38. <https://doi.org/10.2337/cd22-as01>



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:

Send an email on your letterhead with the updated information to **KY_ProviderCorrection@wellcare.com**. Please include contact information if we need to follow up with you.

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:

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

Setup is easy and takes about five minutes to complete. Please visit <https://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.



Pharmacy Authorization Updates

ALL PRIOR AUTHORIZATIONS WILL BE MANAGED BY MEDIMPACT.

Please call **1-844-336-2676** or fax all pharmacy PA requests to **1-858-357-2612**. You may also submit your request online through Cover My Meds, Surescripts, or CenterX ePA portals. For all medically billed drug (Jcode) PA requests, please continue to send those directly to WellCare for review.

MedImpact has created an automated PA process at the pharmacy point of sale for many commonly prescribed drugs, including:

- ✓ Anxiolytics
- ✓ Antipsychotics
- ✓ Stimulants

Manual PA requests may be avoided if prescribers write the member's diagnosis code (ICD-10-CM format) on the face of the prescription.

Please note prescriptions for drugs excluded from Kentucky Medicaid's Pharmacy Benefit will reject at the point of sale and prior authorization requests will be denied.

These drugs include, but are not limited to:

- ✓ Anorexiant (including phentermine)
- ✓ Blood and blood plasma products
- ✓ Cosmetic treatments
- ✓ Mifeprex
- ✓ Palladone
- ✓ Treatments for sexual or erectile dysfunction



To identify covered drugs, please see the Over-The-Counter (OTC) Drug List, the Preferred Drug List, and the Formulary Search tool online at <https://kyportal.medimpact.com>



Injectable drugs not covered under pharmacy benefit may be submitted to medical benefit for review for medical necessity.



WellCare Office Locations

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

Louisville

13551 Triton Park Boulevard

Suite 1200

Louisville, KY 40223-4198

Main Office Number: **1-502-253-5100**



www.wellcare.com/Kentucky/Providers



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.kymmis.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.



Contact Information (WellCare-Medical)



WellCare Medical PA Fax: **1-877-831-2045**



WellCare Medical PA Phone: **1-877-389-9457**



WellCare Medical PA Site: <https://www.wellcareky.com/providers/medicaid/authorizations.html>