



Quality

As the COVID 19 Health Crisis evolves Centene will continue to monitor CMS guidance and Member Care Best Practices to adjust the time frame as applicable.

WellCare Health Plans Taking Additional Steps to Protect Members' Health Amid COVID-19 Outbreak

As we continue to learn more and address the novel coronavirus and its resulting illness COVID-19, we want to update you on important coverage information around its testing, treatment and care.

WellCare will be extending coverage for COVID-19. This important step is being taken in partnership with other major insurers and with the support of the White House Coronavirus Task Force.

We intend to cover COVID-19 testing and screening services for Medicaid, Medicare and Marketplace members and are waiving all associated member cost share amounts for COVID-19 testing and screening. To ensure that our members receive the care they need as quickly as possible, WellCare will not require prior authorization, prior certification, prior notification or step therapy protocols for these services.

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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.



WellCare Taking Additional Steps to Protect Members' Health Amid COVID-19 Outbreak *(Continued)*

This coverage extension follows the Centers for Medicare & Medicaid Services' (CMS) guidance that coronavirus tests will be fully covered without cost-sharing for Medicare and Medicaid plans, a decision that WellCare fully supports for our members covered under these programs. We also support the administration's guidance to provide more flexibility to Medicare Advantage and Part D plans.

The specific guidance includes:

- ✓ Waiving cost-sharing for COVID-19 tests
- ✓ Waiving cost-sharing for COVID-19 treatments in doctor's offices or emergency rooms and services delivered via telehealth
- ✓ Removing prior authorizations requirements
- ✓ Waiving prescription refill limits
- ✓ Relaxing restrictions on home or mail delivery of prescription drugs
- ✓ Expanding access to certain telehealth services



WellCare has been working in close partnership with state, local and federal authorities to serve and protect patients during the COVID-19 outbreak, including ensuring that its members and providers have the most up-to-date information to protect themselves and their families from the virus. We remain committed to protecting our communities during the outbreak.



To ensure you are keeping your environment safe from the coronavirus, please refer to the CDC guidelines here:

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>

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.

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 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.



Medication Adherence and RxEffect™

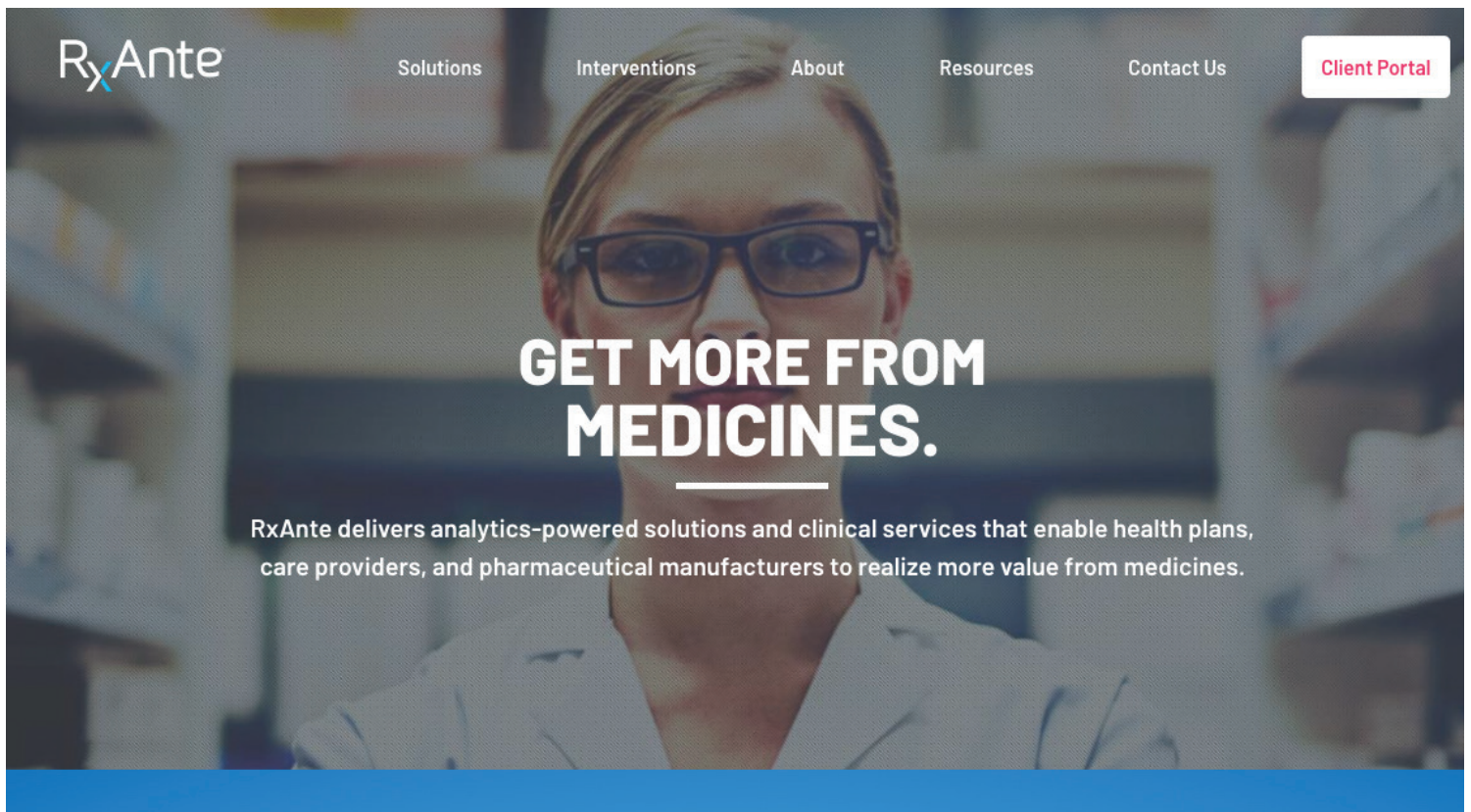
To help with medication adherence, WellCare engages our members with refill reminder phone calls, off-therapy (missed dose) phone calls and letters as well as utilizing our network pharmacies to help counsel our members. However, there is nothing as powerful as a reminder from the member's primary care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



RxEffect Provider Tool

RxAnte offers an innovative quality platform called RxEffect. The platform is free to WellCare Provider groups and offers targeted patient lists, daily claim updates, and strong workflow support for your practice to support improved medication adherence for your WellCare members. Active use of the RxEffect tool has been shown to improve quality measure outcomes and help streamline effective member outreaches to support adherence.

Be on the lookout for some exciting new RxEffect Enhancements being released in 2020, including:

- New PCP Attribution - allowing more groups to engage more effectively in RxEffect
- Saving Filters Modification - improving workflow efficiency by allowing practice-users to save more filters
- Polypharmacy Measures – added to improve a provider’s ability to manage medication adherence and outreach members



Check out the RxEffect Video here: <https://www.youtube.com/watch?v=loEKIM7veZQ>

For more information on RxEffect, visit the website at www.rxante.com and speak with your WellCare Provider Relations and Quality Representative.

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

Clinical Practice Guidelines

Clinical Practice Guidelines are best practice recommendations based on available clinical outcomes and scientific evidence. WellCare Clinical Practice Guidelines reference evidence-based standards to ensure that the guidelines contain the highest level of research and scientific content. Clinical Practice Guidelines are also used in efforts to improve the quality of care in our membership. The Clinical Practice Guidelines listed below are available on the WellCare Provider Resources website: <https://www.wellcare.com/Provider/CPGs>



Autoimmune

- Rheumatoid Arthritis



Behavioral Health CPG's

- ADHD
- Anxiety Disorders
- Autism Spectrum Disorder
- Behavioral Health Conditions and Substance Use in High Risk Pregnancy
- Behavioral Health Screening in Primary Care Settings
- Bipolar Disorder
- Child and Adolescent Behavioral Health
- Depressive Disorders in Children and Adolescents
- Eating Disorders
- Gender Reassignment, Transgender Issues
- Opioid Use Disorder and Treatment
- Persons with Serious Mental Illness and Medical Comorbidities
- Post-Traumatic Stress Disorder
- Schizophrenia
- Substance Use Disorders
- Suicidal Behavior



Cardiology

- Cardiovascular Disease
- Cholesterol Management
- Congestive Heart Failure
- Hypertension



Children and Adolescent

- Congenital Disorders
- Congenital Metabolic Disorders
- Neonatal and Infant Health
- Special Healthcare Needs for Children and Adolescents



Dental

- Dental and Oral Health



Endocrine

- Diabetes in Adults
- Diabetes in Children
- Obesity in Children and Adults



Hematology and Oncology

- Cancer
- Hemophilia
- Palliative Care
- Sickle Cell Disease



Infectious Disease

- Hepatitis
- HIV Screening and Antiretroviral Treatment
- Managing Infections
- Pneumonia



Neurology

- Epilepsy
- Neurodegenerative Disease
- Pain Management
- Traumatic Brain Injury (TBI)



Preventive

- Adolescent Preventive Health
- Adult Preventive Health
- Fall Risk Assessment
- Frailty and Special Populations
- Older Adult Preventive Health
- Pediatric Preventive Health



Pulmonary

- Asthma
- COPD
- Tobacco Cessation



Renal

- Acute and Chronic Kidney Disease



Women's Health

- Osteoporosis
- Preconception and Inter-Pregnancy
- Pregnancy and Post-Partum Care



Clinical Policy Guiding Documents (CPGDs)

- CPG Hierarchy
- Health Equity, Literacy, and Cultural Competency
- Long Term Services and Support (LTSS)
- Quality Improvement

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.

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:

- 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.



Provider Formulary Updates

Medicaid:

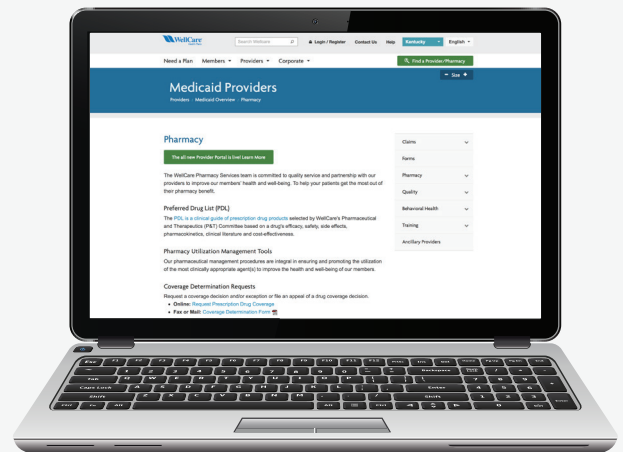
The WellCare Medicaid Preferred Drug List (PDL) has been updated. Visit www.wellcare.com/Kentucky/Providers/Medicaid/Pharmacy to view the current PDL and any pharmacy updates.

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.



Community Connections HELP Line

1-866-775-2192

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



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
5th Floor, 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, 2nd 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, 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.