

# Provider Newsletter

Kentucky | 2017 | Issue III



## Annual Wellness Visit and Additional Annual Physical

Good news! WellCare has improved the way it pays Annual Wellness Exams and Additional Annual Physicals.

Members no longer have to wait 365 days for these exams and can now get them every calendar year! Don't wait another day to see your patients! If the member has yet to have their additional annual physical already this year, we will cover that NOW to help members get the preventive care they need before the end of the year.

## Register Now! WellCare's New Provider Portal

You wanted a simpler, more efficient way to interact with us. We delivered. The new portal is now live and packed with features to help you care for your patients – our members – to ensure they have a positive health care experience.

Login or register now at <https://provider.wellcare.com>

The portal features improved claims and authorizations tools, a more holistic view of member information and some new tools that offer more convenient ways for you to connect with us. Features such as the My Practice area allow provider administrators to manage their users, permissions and access requests. The Visit Checklist feature will enable you to quickly create, print and submit an appointment agenda.

For information on how to use the new Provider Portal and more, watch this video: [www.wellcare.com/providers/video](http://www.wellcare.com/providers/video)

Or access video training here: <https://www.wellcare.com/Providers/New-Provider-Portal-Overview-Training>

If you have questions, please contact your local Provider Relations representative, or call Provider 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.



We're in this together: *Quality Health Care*



## 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 your privacy protected
- To participate with practitioners in making decisions about your health care
- To a candid discussion of appropriate or medically necessary treatment options for your 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 you have agreed on with your doctor
- To understand your health problems
- To help set treatment goals that you and your doctor agree to

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



## Engaging New Members

When building long-term relationships with our members, first impressions matter. A member enrolls into a plan, and then what? As part of our quality care initiative, our retention team created a New Member Orientation (NMO) Program for members who are in the first 90 days of their enrollment in a WellCare plan.

We invite members invited by postcard or phone to sessions conducted within our markets by WellCare representatives. NMOs provide a face-to-face forum for members to learn about their plan, ask questions and understand WellCare processes. The sessions usually take place at local venues (i.e., public libraries, etc.). The tone is friendly and welcoming, and topics typically include an overview of our provider network, preventive services and more.

Orientation sessions have been linked to improved member use of benefits. Engaging members, giving them tools to understand their benefits and enhancing member retention is our goal.

### 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 located at the end of this newsletter.

### Suggestions to Improve Your Immunization Services

As we wrap up National Immunizations Month, are you looking for clear-cut ways to improve your practice's efficiency in administering vaccines and increase your immunization rates?

Here are the basics:

- Keep staff up-to date-with current recommendations.
- Maintain complete, up-to-date patient records.
- Maintain and protect your vaccine supply.
- Help your patients anticipate their need for vaccinations.
- Avoid "missed opportunities" to vaccinate.
- Maintain administration best practices.
- Improve access to your immunization services.
- Communicate with patients and parents.
- Evaluate and improve your practice's performance

### Quality Member Programs

Our goal is to provide members with direct access to health education and preventive/wellness screenings in their homes and communities at no cost. You can help by telling your members about our programs. We are focusing on giving members the opportunity to receive assistance through the following programs:

- **Telephonic Outreach Campaigns:** Calls are conducted with members to educate them on the importance of visiting their doctor. In addition, assistance is provided with scheduling their physician appointments/health screenings.
- **HealPros® Retinal Exams\*\*:** Digital diabetic retinal exams are conducted through third-party vendor, HealPros, with members in the comfort of their homes. Screening results are provided by WellCare directly to the member's PCP.
- **MedXM® Bone Density Tests:** In-home bone density screenings are completed with targeted members through vendor, MedXM.
- **Quest Diagnostics™ Colorectal Screenings:** InSure® FIT™ collection kits are provided to eligible members for completion of an in-home colorectal cancer screening.
- **CVS HEALTHTAG™ Initiative:** Pharmacy technicians are encouraged to inform and educate members through important reminders when they pick up their prescriptions. Reminders are provided for diabetic management, nephropathy and rectal screenings as well as breast and colon cancer exams.
- **Novu Health & Wellness Program:** Members receive up to \$25 in gift card rewards for completing health care activities. These include breast cancer and colon cancer screenings diabetes screenings, bone density screenings and annual physical exams.

Note: Member selection to participate in our programs is based on a member's care needs, and there is no cost share for the services offered.

\*\*The HealthPros initiative does not apply to California Medicare members; the California market has contracted with Premier Eye Care to conduct mobile eye screenings.



## CommUnity Assistance Line

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

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





## Medicaid

### 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.

### 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.



## Medical Record Requests for Risk Adjustment Review

The Centers for Medicare & Medicaid Services (CMS) pays managed care plans based on the health status of their members. All Medicare Advantage plans obtain health status documentation from diagnoses contained in claims and from information in the member's medical record. On January 1 of each year, members' chronic conditions are resolved in the CMS model. CMS requires us to report the presence of chronic persistent conditions *each year for each member*.

By providing medical record documentation for risk adjustment review, WellCare can avoid unnecessary and costly administrative revisions and premium changes. Coding accuracy also helps WellCare identify patients who may benefit from disease and medical management programs.

### What is being requested?

Records for all dates of service from Jan. 1, 2016 through Dec. 31, 2017, to include the following:

- History and physical progress notes, consultations
- Discharge, consults, diagnostic results, pathology summaries and reports
- Subjective, objective assessments and plan notes
- Surgical procedures, operating room summaries
- Must state patient's name and dates of service on chart for each date of service
- CMS requires all signatures contain provider name, credentials and date signed

### Who will be requesting records?

WellCare Health Plans, Inc., has entered into business agreements with CIOX Health, Altegra Health™ and Centauri Health Solutions® to retrieve charts on our behalf. Compliance with these requests is not a Health Insurance Portability and Accountability Act (HIPAA) violation. The HIPAA Privacy Rule allows providers to release protected health information to health plans and their agents for health care operations and risk management ([www.cms.gov](http://www.cms.gov)).

### How to submit records:

Please refer to the instructions on the medical record request you've received. For questions or concerns, please contact the Risk Adjustment Department at [RapsChartsIntake@wellcare.com](mailto:RapsChartsIntake@wellcare.com).



## EFT

### Reminder: Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

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

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

## Have You Heard about STARCare?

In 2016, we launched our STARCare Program. It consists of a dedicated team of WellCare associates to conduct targeted outreach to our Medicare members.

The goal of the program is to proactively contact members to help improve their health by:

- Ensuring a solid understanding of plan benefit information
- Conducting Health Risk Assessments (HRAs)
- Welcoming new members and completing Transitional Needs Assessments (TNAs)
- Removing barriers and assisting in maintaining continuity of care
- Initiating clinical connections to support the quality of their care management (i.e., primary care physician, etc.)

We advocate for our members and measure our success by their health outcomes. We strive to deliver a positive member experience and improve their quality of care. This isn't possible without our partnership with our dedicated providers.

## Fall Prevention Tips

Every year, one in three 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: [www.cdc.gov/media/matte/2012/07\\_falls.pdf](http://www.cdc.gov/media/matte/2012/07_falls.pdf)

## 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 on the update with you.

#### Medicare

Call 1-855-538-0454

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



### Quality Health Care: We're in this Together

The Centers for Medicare & Medicaid Services (CMS) is closely monitoring patients' experiences with their health care and their overall health outcomes. In recognition of the importance of understanding the patient/member experience, WellCare Health Plans, Inc. launched a mock off-cycle Consumer Assessment of Providers & Healthcare Systems® (CAHPS) survey in August 2016. A total of 140,000 Medicare members were randomly selected to participate, with 50,000 members actually participating.

The survey asked members to provide feedback about their experiences with their personal doctor, access to health care, and with the health plan. The survey offered immediate intervention to members with multiple care gaps and to members with lower than expected satisfaction with their health plan. We shared member feedback with providers and provider groups to help identify opportunities and to recognize exemplary performance.

The CAHPS survey stands apart from other quality improvement evaluation opportunities. It is designed to solicit member experience directly from the patient. Member perception is a critical component of their overall health care experience. Using the results of the 2016 mock off-cycle CAHPS survey, WellCare created the Provider Plaque Quality Award Program to extend special recognition to physicians who were rated a 9 or 10 by members who responded to the mock survey. WellCare recognized 683 providers who were identified by their patients (based on patient satisfaction) to receive the high honor. Congratulations to providers who received Patient Satisfaction Awards for helping our members live better, healthier lives.

WellCare will launch this year's mock CAHPS survey during August and September. We plan to add new questions to about members' experience in their providers' offices. Please encourage your patients to respond to the survey if they are selected to participate. Thank you for partnering with us to give our members – your patients – access to quality health care.





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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  
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: 1-270-793-7301

### Hazard

479 High Street  
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.