



# 2026 Provider Summits

April 21, 2026 – Bowling Green

April 23, 2026 – Lexington



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# Welcome & Introductions

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# Agenda

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# 2026 WELLCARE PROVIDER SUMMIT AGENDA

## Main Ballroom

- 8:30am Registration / Breakfast
- 9:00am Welcome
- 9:05am Provider Relations
- 9:15am Ambetter Claims
- 9:35am Federal Updates
- 9:55am Quality
- 10:25am BREAK**
- 10:40am Appeals
- 11:05am Member Experience
- 11:20am Operations – Optum  
Waiver Programs
- 11:50am Provider Data Management
- 12:20pm LUNCH**

## Afternoon Breakouts

### 1:15pm BREAKOUTS

- Breakout 1 – Quality
- Breakout 2 – Billing/Coding – CEUs
- Breakout 3 – Behavioral Health
- Breakout 4 – Pharmacy LAMP

### 2:15pm BREAK

### 2:30pm BREAKOUTS

- Breakout 1 – Hospital
- Breakout 2 – Billing/Coding – CEUs
- Breakout 3 – PCP
- Breakout 4 – Pharmacy LAMP



# New Provider Orientation

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- Updated PowerPoint
- Working with Centene Training to develop an AI generated training
- Registration
- Attendance



# Provider Satisfaction Survey

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- Outreach Reminders to Providers – 04/09/2026
  - Email/Fax Blast
  - Flyer drop-off or mailed flyer
  - Phone outreach
  - Email signature
  - Provider meeting
- Launch Date – April 21
  - Email fielding begins 04/21/2026
  - Mail fielding begins 05/05/2026
  - Phone fielding begins 05/19/2026



# Provider Service Recovery

- GOAL: Provider are more satisfied after a service failure that is handled well than if the failure had never happened at all.
- Trust & Accountability
  - Acknowledgement of the mistake
  - Take ownership
  - Rectify the situation
  - Demonstrate partnership
- Empowerment
  - Provider feels heard and valued
  - Trust is restored



# Provider Service Recovery

- OBJECTIVE: Enhance service recovery notification process for 2026 Annual Provider Satisfaction Survey.
- Near Real-Time email notifications for service recovery opportunities.
- SCOPE: Survey respondents from the PSS that meet criterial for near real-time service recovery
  - Low satisfaction score
  - I don't know who my PR Rep is
  - Consent to contact
  - Email address and/or phone number provided



# Comprehensive Provider Roster



# WellCare Member Moves

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- Medicaid and Medicare
- Members moves across IPAs
- Member moves within IPAs
- Auto-assigned members
- Non-assigned PCP
- No visits with their assigned PCP –
- Inactive provider





# Q&A

**Thank You.**