



# Provider News

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## Provider Satisfaction Survey

By Lisa Guess



We are excited to share that WellCare of Kentucky is gearing up to launch our **2026 Provider Satisfaction Survey this April.**

Your input is incredibly valuable to us, and we are eager to hear your thoughts and experiences.

**Starting on or around April 21, 2026,** our vendor will be sending out the surveys via email and mail. Approximately 30 days later, they will begin conducting telephone outreach to those who have not yet responded.

Your participation is crucial, and we appreciate your cooperation in advance. The purpose of our provider satisfaction survey is to gain a deeper understanding of your experience partnering with our health plan.

Your voice plays a significant role in shaping how we serve you and our members and your feedback will guide us in making improvements in communications, operations, and collaboration, ultimately helping us reduce administrative burdens and enhance our support for quality care delivery. Together, these insights will enable us to build a more responsive network focused on better outcomes for the communities we serve.

If you receive a survey, we ask that you take a few minutes to complete it. We truly value your partnership.

## No One Eats Alone Day: Creating Connection, One Lunch Table at a Time

By Darren Levitz, Sr. Director of Member Experience

At lunch tables across Kentucky, a simple invitation makes a powerful difference.

Schools in Kentucky partnered with our health plans and the Centene Foundation for **No One Eats Alone Day**<sup>®</sup>, a national program of nonprofit Sandy Hook Promise designed to help students feel seen, included, and connected. The goal is straightforward but meaningful: ensure that no student feels isolated during the school day.

The impact was felt beyond school walls, drawing attention from **local media** and highlighting how small acts of kindness can ripple outward into the community, thanks to events sponsored by WellCare of Kentucky.

In all, 151 schools and 64,000 students participated because of WellCare's efforts to expand the initiative statewide. Cincinnati Bengals great Anthony Muñoz spoke to more than 800 students at an **event at the Academy at Shawnee** in Louisville, encouraging them to reach out to peers.

Elsewhere, schools across **Bowling Green** and **Owensboro** hosted multiple events, reinforcing the same message: inclusion matters, and everyone deserves a seat at the table.

Across county lines, No One Eats Alone Day demonstrated how small, intentional actions create lasting impact. It reminded students that they matter and that true connection doesn't end when the lunch bell rings. It grows when belonging becomes part of everyday life.



Cincinnati Bengals Anthony Muñoz meeting students



From packed cafeterias to one-on-one conversations, No One Eats Alone Day showed how small gestures can create lasting impact.

## Enhancing Member Experience Through Stronger Communication & Care Coordination

By Heather Keeton

As we kick off Q1, we are renewing our commitment to strengthening the member experience across all lines of business. The annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey remains one of the most important tools we have for understanding how well our members feel supported, heard, and cared for throughout their healthcare journey. This quarter, our focus is on communication, care coordination, and timely access, all of which directly influence how members rate their healthcare experience.



### Why Your Role Matters

#### ■ Clear & Compassionate

**Communication:** Members value providers who explain things clearly, listen carefully, and spend enough time with them. Even small improvements can significantly affect CAHPS results and overall satisfaction.

#### ■ Effective Care Coordination:

Many members see multiple providers or navigate complex care needs. Ensuring follow-up occurs after specialist visits, reviewing test results, and discussing medication changes helps members feel supported and confident in their care.

■ **Timely Access to Care:** Offering flexible appointments, maintaining urgent-visit availability, after-hour appointments, and proactively informing members of delays improves overall perception of care.

### Q1 Provider Priorities

- Follow up promptly after hospital discharges, ED visits, and specialist consultations.
- Review and discuss all medications, including changes made by other providers.
- Support members in navigating care, especially when multiple services or specialists are involved.

- Encourage members to schedule preventive visits early in the year.
- Ensure after-hours instructions are clear and easy to access.

Together, we can better understand member needs, reduce barriers to care, and create a more seamless care experience. Every interaction, big or small, shapes how members feel about their health plan and their providers. Thank you for the compassion and dedication you bring to the members we serve every day.

If your practice would like CAHPS talking points, training materials, or additional support, our Quality team and PR team are here to help.



## Getting to Know WellCare's Senior Medical Director Timothy M. Houchin, MD

### **What led you to joining WellCare of Kentucky?**

I've spent most of my career taking care of complex patients and working in systems that don't always work the way they should. At some point, you realize you can either complain about the system or help shape it. I joined WellCare because Medicaid matters in Kentucky, and I wanted to have an impact beyond one patient at a time.

### **What are the key priorities for WellCare of Kentucky in the coming year?**

Access and clarity. Providers need clear expectations and timely decisions. Members need appropriate care without unnecessary delay. We also have to remain compliant with state and federal requirements, but we should do that in a way that makes clinical sense. My goal is steady improvement, not noise.

### **Talk about the importance of the WellCare/ Provider relationship.**

Providers are not adversaries. They are the ones actually seeing patients every day. If we lose sight of that, we've missed the point. The best outcomes happen when there is direct communication and mutual respect. Disagreements are fine. Silence and assumptions are not.

### **If you could share one piece of information with our providers, what would it be?**

Call us early if something does not make sense. Many issues can be resolved quickly with a conversation. We may not always agree, but we will listen, and we will explain our reasoning.

**What do you believe is the most important quality for a successful team?** Honesty. You need people who will say what they actually think, look at the data, and adjust when needed. Healthcare is too complex for ego.

**What was your first job, and what did you learn from it?** Manual labor outdoors. It taught me that work is work, and everyone's job matters. It also gave me perspective. If you've worked in the heat all day, you tend not to complain about small inconveniences.

**What motivates you?** Doing meaningful work. If we can make the system even slightly more rational and improve outcomes for vulnerable patients, that's worth the effort.

**What is your favorite go-to midnight snack?** Greek yogurt and berries. Old habits from years in medicine.

**What TV show are you currently binge-watching?** I tend to watch documentaries or character-driven dramas. I'm interested in how people think and why they make the decisions they do.

**What's the best advice you've ever received?** Do the right thing. Even if it costs you something.

## Provider Best Practices for Timely Follow-up After Abnormal Mammogram Results

By Shantele Gillmann

WellCare of Kentucky is committed to improving breast cancer screening outcomes by reducing delays in follow-up care after abnormal mammogram results. Primary care providers (PCPs) play a crucial role in timely follow-up, improving patient outcomes, and addressing disparities in care.

**Timely follow-up is critical:** delays can compromise prognosis, increase patient anxiety, and reduce the overall effectiveness of breast cancer screening programs.

### Tips for Success

- **Schedule follow-up early:** Arrange diagnostic imaging or biopsy appointments before the patient leaves or during outreach.
- **Use multiple reminders:** Phone calls, text messages, and patient portal notifications help ensure appointments are kept.
- **Assign a care coordinator:** Designate a navigator, or Community Health Worker (CHW) to track completion of follow-up imaging or biopsy.
- **Document follow-up attempts:** Maintain clear records in the EHR to ensure accountability and continuity of care.

### Culturally – Tailored Interventions

- **Adapt materials:** Use culturally appropriate educational resources and provide access to bilingual staff or interpreter services. Guidance for requesting translation services is available in the provider manual.
- **Leverage CHWs:** Engage community health workers who share cultural backgrounds with patients to build trust, address barriers, and provide ongoing support.



- **Family- and community-centered approaches:** Encourage patients to involve family in decision-making and actively advocate for their care.
- **Example:** Providing appointment reminders in the patient's preferred language via text or phone call has been shown to improve follow-up completion in underserved populations.

### Technology and Support Systems Integration

- **Opt-in for text notifications:** Recommend patients sign up for text reminders to prompt follow-up appointments.
- **Understand abnormal results workflow:** Know how abnormal results are flagged and how PCPs are notified to ensure timely action.
- **Clarify roles:** Define PCP responsibilities in follow-up coordination to prevent missed or delayed care.
- **Use EHR alerts:** Track abnormal results and follow-up completion efficiently through electronic health record systems.

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## Best Practices After Abnormal Mammogram Results, *continued*

*Improved PCP: patient communication may help overcome patient-related barriers to follow up in primary care and improve patient outcomes.*

- Provide a clear, simple follow-up plan that includes:

Patient-Centered Health Record Example:	
<b>Explanation</b>	Use plain language to describe the abnormal result
<b>Next steps</b>	Specify recommended procedures (e.g., diagnostic mammogram, ultrasound, biopsy)
<b>Appointments</b>	Include dates, locations, and contact numbers
<b>Materials</b>	Provide written materials in the patient's preferred language
<b>Questions</b>	Encourage patients to prepare questions and bring them to appointments

### *WellCare of Kentucky is here to help with coordination of:*

- Referrals for follow-up for enrollees with abnormal mammography results
- Follow-up with radiologist and/or radiation/oncologist for abnormal results
- Enrollee reminders

If you identify barriers, such as scheduling or transportation, that prevent members from completing screenings, please contact our Kentucky Care Management team for support.



**Medicaid: 1-844-901-3780**

**Medicare: 1-866-635-7045**

**Ambetter: 1-833-705-2175 (TTY 711)**

## Supporting Members with Limited English Proficiency (LEP)



**By: Christine Lewandowski**

WellCare is committed to ensuring all enrollees receive high-quality, equitable care — including those with Limited English Proficiency (LEP). The recently updated bulletin, [Serving WellCare of Kentucky Enrollees Better by Speaking Their Language](#), highlights the critical role providers play in addressing language barriers that can impact safety, understanding, and health outcomes and provides resources on how to request these language services.

When enrollees cannot fully understand their diagnosis, treatment plan, or follow-up instructions, the risk of miscommunication increases. Providing qualified language assistance improves patient comprehension, satisfaction, and overall quality of care — while also supporting compliance with federal civil rights requirements.

### *Available Resources for Providers*

WellCare offers no-cost language support services to assist you, including:

- Telephonic interpreter services
- In-person interpreters (with advance notice)
- American Sign Language (ASL) interpreters
- Written translation of critical enrollee materials

To ensure accuracy and protect patient safety, translations and interpretations should always be provided by certified professionals rather than family members or unverified sources.

### *Your Partnership Matters*

Providers are essential in identifying enrollees who need language assistance and connecting them to these services. Together, we can ensure cultural and language needs are met — creating a more inclusive, respectful, and effective healthcare experience for every enrollee. All providers (Medical, Behavioral, Pharmacy, etc.) can request language services by calling our Provider Customer Contact Center at 1-877-389-9457 (TDD/TTY 711).

## Enhancing Member & Family Engagement in Treatment Planning

By: Heather Keeton

Findings from the 2025 Behavioral Health Enrollee Satisfaction Surveys (YSSF & MHSIP) show opportunities to strengthen shared decisionmaking between providers, members, and families. Both surveys reported declines in how involved parents and adult members felt in choosing services and treatment goals.

### Key Survey Takeaways

- Parents were less likely to report helping choose their child’s services and treatment goals (YSSF).
- Adult members reported reduced involvement in setting their own treatment goals (MHSIP).
- Care plan review and signature rates remain areas needing improvement.

### Why This Matters

Members who actively participate in treatment planning:

- Better understand their care
- Are more likely to follow through
- Experience stronger outcomes

### How Providers Can Support Engagement

- Cocreate goals with members and families.
- Review and update care plans during every visit.
- Explain the importance of reviewing and signing care plans.
- Ask about life changes that may impact treatment needs.

### Our Commitment Moving Forward

We are committed to supporting you in your efforts to strengthen treatment planning and member engagement. If you need assistance or would like additional guidance, please reach out to your Provider Representative or Quality Practice Advisor. We are here to work with you as you continue helping the members you serve achieve better health and improved quality of life.

**Thank you for all you do each day to support our members, their families, and our communities.**

## Notice of Updated or Retired Clinical Policies

WellCare of Kentucky is updating and/or retiring some clinical policies effective March 9, 2026.

The table below details the changes. See these updates and other policy information at

[www.wellcare.com/en/kentucky/providers/clinical-guidelines/ccg-list](http://www.wellcare.com/en/kentucky/providers/clinical-guidelines/ccg-list).

Policy Number	Policy Title	Revision Date	Effective Date
<b>UPDATED</b>			
CP.MP.244	Liposuction for Lipedema	4/30/2025	3/9/2026
CP.MP.49	Physical, Occupational, and Speech Therapy Services	6/30/2025	3/9/2026
CP.MP.87	Therapeutic Utilization of Inhaled Nitric Oxide	4/30/2025	3/9/2026
CP.MP.61	IV Moderate Sedation, IV Deep Sedation, and General Anesthesia for Dental Procedures	9/30/2025	3/9/2026
<b>RETIRED</b>			
CP.MP.109	Panniculectomy		3/9/2026

Thank you for your continued partnership in delivering quality healthcare to our members.

If you have any questions regarding this notice, please contact your Provider Relations Representative.

## Supporting Providers in Closing Care Gaps

By Heather Keeton

WellCare is committed to partnering with providers to help close care gaps and improve member outcomes. To support this work, we use a combination of inhome assessment programs, vendor partnerships, and care team outreach.

### *InHome Assessments (IHA)*

WellCare partners with approved vendors, including Signify Health and Sprinter, to complete InHome Assessments (IHAs) for eligible members. These visits help identify and address care gaps such as retinal eye exams, diabetes measures (A1C, KED, CBP), and SDOH needs.

As part of this process, Sprinter supports continuity of care by reinforcing the member's relationship with their Primary Care Provider. Members are encouraged to follow up with their PCP for ongoing care, treatment planning, and management of identified needs. Assessment results are shared with the member's primary care provider to support care gap closure, appropriate followup, and coordination of next steps when needed.

### *Care Coordination and Case Management Support*

WellCare also supports members through Care Coordinators and Case Management teams who assist with care planning, followup, and connection to needed services. Providers may refer members to Case Management to support complex needs, chronic conditions, and care transitions.

### *Digital Outreach Through Me + U*

WellCare uses the Me + U platform to send secure text messages and digital outreach to members. These messages help remind members about appointments, screenings, and next steps, and encourage engagement with their provider.

Together, these initiatives are designed to reduce administrative burden, improve coordination, and support providers in delivering timely, highquality care to WellCare members.

## You're Invited: 2026 Provider Summits

By Cathy Davis

We're pleased to invite you to our 2026 Provider Summits, an opportunity to come together, connect, and collaborate on the future of care delivery.

Each year, our Provider Summits are designed to strengthen partnerships, share meaningful updates, and create space for open dialogue around what matters most to you and your practice. The 2026 Summits will continue that tradition — bringing providers and our team together to exchange insights, align on priorities, and explore ways we can work more effectively together.

### *2026 Provider Summit Dates and Locations*

- **April 21, 2026:** Knically Center, Bowling Green, KY
- **April 23, 2026:** Embassy Suites, Lexington, KY

### *What to Expect*

- Updates on key initiatives and programs impacting providers
- Opportunities to hear directly from subject-matter experts
- Dedicated time for questions, feedback, and collaboration

Your voice and partnership are essential, and these Summits are an important forum for shaping our work together in the year ahead.

Register at [www.wellcareky.com/providers/provider-summits.html](http://www.wellcareky.com/providers/provider-summits.html)

We encourage you to mark your calendar and plan to attend one of these sessions.

We look forward to connecting with you at the 2026 Provider Summits.

## Provider Bulletins on WellCare Website

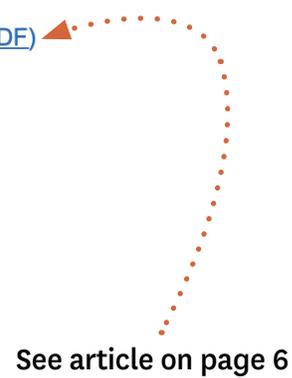
**Reminder:** WellCare of Kentucky posts important information for providers under Provider Bulletins on our WellCare website at [www.wellcareky.com/providers/news-and-education/bulletins.html](http://www.wellcareky.com/providers/news-and-education/bulletins.html).

This list is regularly updated so be sure to check and keep up to date on important information from WellCare of Kentucky.

# Provider Bulletins

## Medicaid

- [02/27/26 - Notice Regarding EPSDT Billing Requirements](#)
- [Evolut Prior Authorization Updates: Effective April 1, 2026 \(PDF\)](#)
- [Practice Location Enrollment Update for Participating Practitioners](#)
- [Important Prior Authorization Updates: Effective April 1, 2026 \(PDF\)](#)
- [Notice of Updated or Retired Clinical Policies](#)
- [Serving WellCare of Kentucky Enrollees Better by Speaking Their Language \(PDF\)](#)
- [Important Prior Authorization Updates: Effective February 1, 2026 \(PDF\)](#)
- [Notice of Updated or Retired Clinical Policies \(PDF\)](#)
- [2025 Continuity of Care \(CoC\) Program](#)
- [Announcing partnership with Healthmap Solutions](#)
- [Best Practices to Address Disparities in Tobacco Cessation \(PDF\)](#)
- [Notice of Updated or Retired Clinical Policies- Effective 8/15/25 \(PDF\)](#)
- [Tobacco Cessation Benefits \(PDF\)](#)
- [Optum Provider Portal Upgrades \(PDF\)](#)
- [H2027 and H0038 Limits Policy](#)
- [Resumption of Utilization Management Policies for Behavioral Health Services](#)
- [WellCare of Kentucky Behavioral Health Pre-certification Phone Line](#)
- [Medicaid Prior Authorization Updates: Effective 07/01/2025](#)
- [Notice of Updated or Retired Clinical Policies - Effective 5/15/25 \(PDF\)](#)
- [Pharmacy Update: Q0138 and J0897](#)
- [Therapeutic Behavioral Health \(H2020\): Same Day as Another Per Diem Service or Any Psychotherapy](#)
- [H2027 and H0038 Notification](#)
- [Same-Day Overlapping Services: Psychotherapy, Crisis, IOP](#)
- [WellCare transitions to Availity Essentials](#)
- [New Optional Supplemental Prior Authorization Form](#)
- [View 2024 Provider Summit Presentations by Topic](#)
- [Health Alert: Pertussis Cases Confirmed \(PDF\)](#)
- [Medicaid Clinical Appeals and Grievance Mailing Address Change](#)
- [Non-Emergency Medical Transportation \(NEMT\) Physician Certification Statement](#)



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## Provider Relations Directory

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