



California

# Provider Newsletter



2020 • Issue III

## Quality

### Your Member's Rights and Responsibilities

As a WellCare member, your patients have the right:

- 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 their privacy protected
- To participate with practitioners in making decisions about their health care
- To a candid discussion of appropriate or medically necessary treatment options for their 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

Your Patients Have the Responsibilities:

- To supply information that the plan and its doctors and providers need to provide care
- To follow plans and instructions for care that have been agreed upon
- To understand their health problems
- To help set treatment goals that you and your patient agree to

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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 Strengthens Our Fight Against Epidemic of Opioid Misuse

WellCare has created a comprehensive program for Medicare members who overuse opioid medications or are at risk of doing so, and we invite all of our providers to join us in this crucial effort.

In 2017, the HHS declared opioid misuse a public health emergency. In 2018, 2 million people had an opioid use disorder and 47,600 people died from overdosing on opioids, according to the U.S. Department of Health and Human Services.

WellCare believes that vigilance by our providers can play a key role in fighting the epidemic that has spread throughout the United States.

### The goals of our Opioid Program are to:

- Reduce the risk of opioid misuse, dependence and ultimately overdose, improving our Members' health outcomes
- Support members who depend upon and/or abuse opioids by providing Care Management services, education and monitoring to improve health outcomes
- Promote the appropriate use of healthcare resources

### Interventions using Care Management services are for Medicare Members:

- Who have shown outlier utilization of opioids and other services requiring access limitations controls,
- With low back pain and a high number of opioid prescriptions; and
- Who have been proactively identified as being at high risk of misuse of opioids

For our Medicare population, the Pharmacy Department administers CMS's Opioid Drug Management Program (Opioid DMP). CMS requires Pharmacists to address the Opioid needs of members. WellCare Pharmacists will refer members to Care Management as needed.

In addition, we are seeking to expand the number of providers who are able to offer Medication Assisted Treatment (MAT services). MAT services use FDA-approved medications combined with counseling and behavioral therapies to provide a "whole-patient" approach to the treatment of substance use disorders.



To learn more about WellCare's Opioid Program, visit  
<https://www.wellcare.com/California/Providers/Medicare/Pharmacy/Opioid-Management>

For additional information or questions, contact your Provider representative.

## WellCare 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.

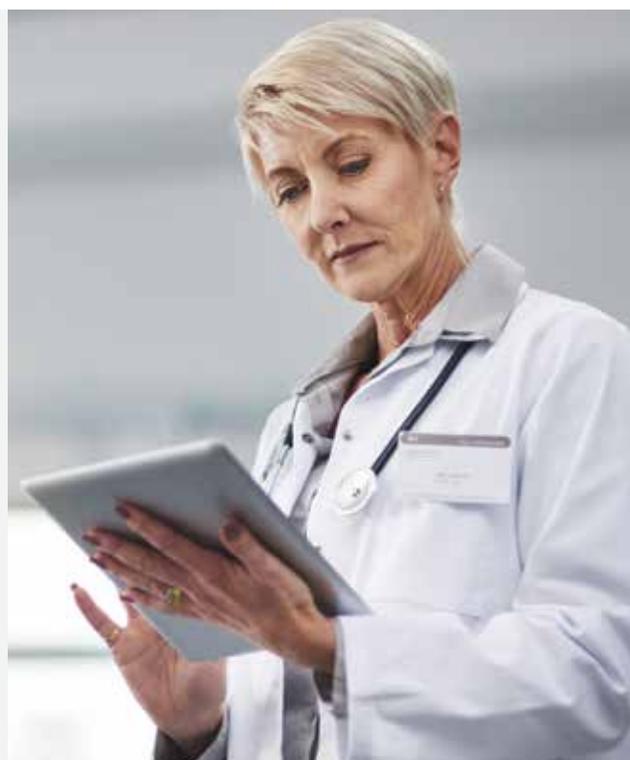
**WellCare** will be extending coverage for COVID-19. This important step is being taken in partnership with other major insurers and with the support of the White House Coronavirus Task Force.

We intend to cover COVID-19 testing and screening services for your Medicare 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.**

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 certain prior authorization requirements
- ✓ Waiving certain prescription refill limits
- ✓ Relaxing certain 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>



## Your Role in Flu Prevention

It is important for Doctors to talk to patients about the flu vaccine. 2020 is an unprecedented year, and because of the COVID-19 pandemic, reducing the spread of respiratory illness like Influenza this fall and winter is more important than ever. Prevention and keeping patients healthy is a part of our Quality focus at WellCare. As we enter the 2020-2021 flu season, we encourage everyone to get vaccinated against the flu.

### Here are some reminders from the Centers for Disease Control and Prevention (CDC):

- Routine vaccination in well patients should not be delayed because of the COVID-19 pandemic
- Do not delay vaccination for patients with current suspected or confirmed COVID-19 until criteria have been met to discontinue isolation
- Follow guidance to prevent the spread of COVID-19 in health care settings
- There are different types and doses of the flu vaccine available for patients that have comorbid respiratory disease or for those that have egg allergies.

### Tips on keeping patients safe from Influenza:

- Encourage your patients to get the flu vaccine at your practice or at the local pharmacy as soon as it becomes available. September or October are the best months to vaccinate
- Discuss with your patients any concerns or barriers that may prevent them from getting the vaccine
- Remind patients that the flu vaccine can protect them from the severe effects of the flu
- Remind patients that the flu vaccine protects them from spreading of the flu to others

Please visit the CDC website for the most up-to-date information and patient education materials about the upcoming flu season. Remember that administration of vaccines is an essential medical service.

Source: Centers for Disease Control and Prevention; accessed 08/26/20  
<https://www.cdc.gov/vaccines/pandemic-guidance/index.html>

### How Care Management Can Help You

Care Management helps members with healthcare or social needs. It pairs members with a Care Manager.

**The Care Manager is a registered nurse, a licensed clinical social worker or other licensed health professional who can help member with issues such as:**

- ✓ Adults with special healthcare needs
- ✓ Community Resources
- ✓ Complex medical needs
- ✓ Durable medical equipment



#### We're here to help you!

Contact us at **1-866-635-7045** for more information on our program. A WellCare staff member will tell you about the program. This no-cost program gives access to a registered nurse (RN) or licensed clinical social worker (LCSW) Monday through Friday from 8 a.m. to 5 p.m. Eastern Time.

### Medication Adherence

Thank you for helping our members remain adherent to their chronic medications, especially during trying times. We know there is nothing more reliable than the guidance you continue to provide to our members. WellCare is here to help your patients, our members, stay on the medication you have prescribed. We will engage members with refill reminder calls, off-therapy (missed dose) calls and letters. We will also utilize our network pharmacies to ensure these reminders are timely and necessary.



## Updating Provider Directory Information

We rely on our providers and IPA/Medical Group partners to advise us of demographic changes so we can keep our information current. To ensure our members and WellCare 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.

### Please send updates via the following methods:

Providers participating through an IPA/Medical Group partner shall send update notifications directly to your contracted IPA(s) and/or Medical Group in accordance with your contract. If you need additional information on where to submit your demographic changes, please contact your affiliated IPA(s) or Medical Group.

### Providers contracted directly with WellCare:



**Email:** [ECProviderServices@WellCare.com](mailto:ECProviderServices@WellCare.com)



**Mail:** WellCare Attn: Network Management  
10803 Hope Street, Suite B  
Cypress, CA 90630

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

## Provider Formulary Updates

Find the complete Formulary at <https://www.wellcare.com/California/Providers/Medicare/Pharmacy>.

You can also refer to the Provider Manual to view more information regarding WellCare's pharmacy Utilization Management (UM) policies and procedures. To find the Provider Manual, visit <https://www.wellcare.com/California/Providers/Medicare>.



## 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 Customer Service at **1-866-999-3945**. TTY users call **711**.



**Community**  
Connections HELP Line  
1-866-775-2192



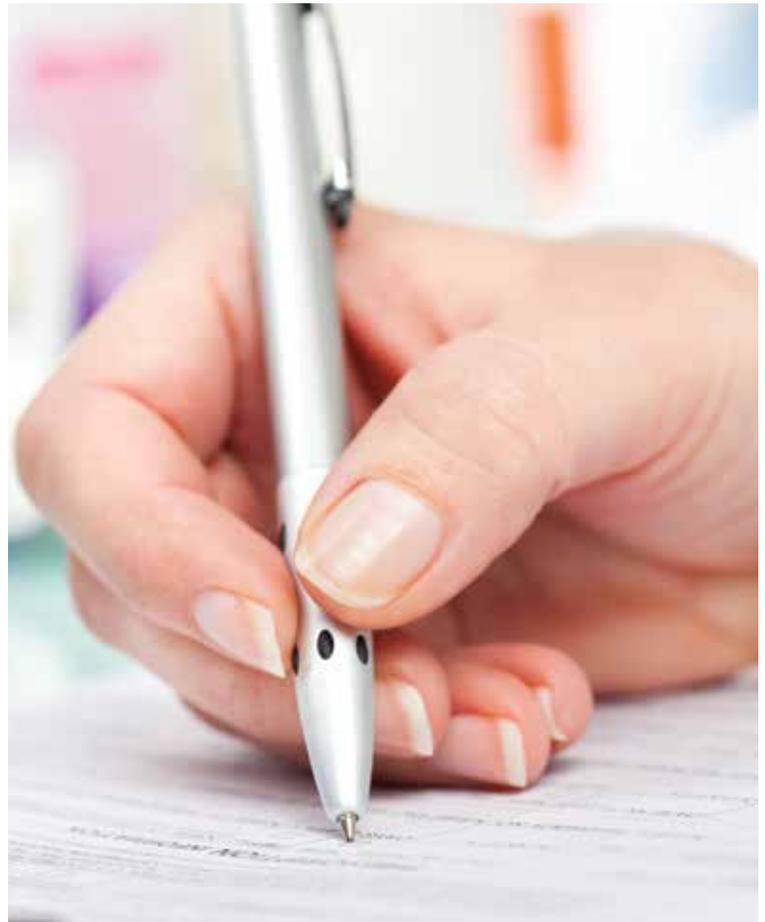
## Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

- ✓ You control your banking information.
- ✓ No waiting in line at the bank.
- ✓ No lost, stolen, or stale-dated checks.
- ✓ Immediate availability of funds – No bank holds!
- ✓ No interrupting your busy schedule to deposit a check.

Setup is easy and takes about five minutes to complete. Please visit [www.payspanhealth.com/nps](http://www.payspanhealth.com/nps) or call your Provider Relations representative or PaySpan at **1-877-331-7154** with any questions.

**NOTE:** We will only deposit into your account, not take payments out.



### We're Just a Phone Call or Click Away



WellCare: 1-866-999-3945



<https://www.wellcare.com/medicare>

## Provider Resources

### Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information.

Visit <https://provider.wellcare.com> and click on the *Providers* tab.

### Resources and Tools

Visit <https://provider.wellcare.com> to find guidelines, key forms and other helpful resources. You may also request hard copies of documents by contacting your Provider Relations representative.

Refer to our Quick Reference Guide, for detailed information on many areas including Claims, Appeals and Pharmacy. These are at [www.wellcare.com/medicare](http://www.wellcare.com/medicare), click on *Resources* under your state.

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are also available on our website, click on *Clinical Guidelines* under Tools.