



Provider Pulse

SPRING 2023

At Wellcare, we focus on whole person health care solutions. Each community is unique, so we partner with local groups and public agencies to build those solutions. We invest millions of dollars in programs that address social drivers of whole health and improve outcomes for all Californians.

REDETERMINATION

Help Medi-Cal Members Provide Accurate Contact Information – and Keep Their Coverage

It is important for counties to have current contact information for Medi-Cal members. Any changes to contact information should be reported so members don't miss important information about their Medi-Cal coverage. This includes all updates to contact information, such as phone number, email address or home address. All updates should be reported to each member's local county office online or by phone, email, fax or in-person.

Members can find a listing of county offices at dhcs.ca.gov/COI and also update their contact information online at [KeepMediCalCoverage.org](https://www.wellcare.ca.gov/KeepMediCalCoverage).

INNOVATION

Wellcare Announces No-Cost Pilot Program to Get Ahead of Future Illness Curves

Wellcare has partnered with Kinsa[®], an illness insights company that uses real-time data to help predict, prepare for and prevent illness outbreaks. Through this new initiative, Wellcare partners and providers can now access these real-time and predictive illness insights.

Traditional health care data, which relies on interaction with the health care system (including doctor visits and lab testing), is a "rearview mirror" look that's often too delayed to effectively impact planning and staffing. By contrast, Kinsa's data is predictive – an early indicator of what's to come – tracking and forecasting the spread of illness 12-20 weeks in advance.

By accessing this proprietary data, your organization can track where illness is spreading and predict future outbreaks weeks in advance. This predictive data allows for surge planning, targeted outreach to high-risk populations and communities at large, alerting them to oncoming illness and spread in their area. Kinsa also provides recommended disease prevention interventions to mitigate the spread of illness. These recommendations have been shown to positively change individual behaviors, including more frequent hand washing, wearing of masks and avoiding crowded indoor gatherings.

To learn more about this collaborative opportunity or to request a sample Illness Alert Report, click [here](#).

You Can Help Make an Impact on Future Illness Seasons

Wellcare is looking for a few progressive agencies, providers or organizations passionate about changing the way California plans for illness season. Partners in this effort will:

- Have direct access to Kinsa Insights Dashboard and custom reports
- Get Kinsa data and illness alerts specific to county and zip codes
- Participate in a discovery call with Wellcare and Kinsa to:
 - Identify illness season pain points specific to your organization
 - Understand current illness surge planning process
 - Review best practices and challenges from previous illness seasons
 - Contribute to co-designing reports, distribution frequency and best practices
 - Develop workflow for data distribution best for your team
- Work collaboratively with Wellcare, Kinsa, and other partners statewide to:
 - Inform future report displays
 - Implement a playbook
 - Identify key case studies



This is your opportunity to join a movement to change the way California prepares for oncoming illness, at no cost to you. Will you join us?

To learn more about this collaborative opportunity or to request a sample Illness Alert Report, [click here](#).

More information: <https://home.kinsahealth.com/press>

DHCS/REGULATORY

Mandatory Medi-Cal Managed Care Plan (MCP) Dual Eligible Enrollment Takes Effect

As of January 1, 30 percent of people in California who were eligible for both Medicare and Medi-Cal, and weren't already enrolled, had to join a Medi-Cal managed care plan (MCP).

This mandated change does not affect access to Medicare providers or benefits. Plus, Medicare providers serving dual eligible patients do not need to enroll in a Medi-Cal MCP to continue receiving reimbursement. More than 70 percent of dual eligible members statewide were already enrolled in Medi-Cal MCPs.

DHCS published an updated [fact sheet](#) and [toolkit](#) for Medicare providers to explain the provider crossover billing process for dual eligible members enrolled in Medi-Cal managed care.

For more information, please visit the [Statewide Medi-Cal Managed Care Enrollment for Dual Eligible Members webpage](#).

INSTITUTE FOR HEALTHCARE IMPROVEMENT (IHI)

Workforce Well-Being Professional Development Program

Began March 27, 2023 | Boston, MA and online

Gain the essential skills to [lead and support well-being](#) at your organization. Join us for solutions-focused learning in a space built for discovering, listening, and practicing.

An Integrated Approach to Quality

How Whole System Quality, a holistic, organization-wide approach to quality, can help health care leaders build more [responsive health systems](#).

Watch: On the Joy and Well-Being of Health Care Leaders

At a time of unprecedented retirements and turnovers, IHI's Kedar Mate talks about burnout among health care leaders and what may [lead to a solution](#).



Leveraging Innovation Models to Achieve Health Equity

The "[Build. Measure. Share.](#)" model, which has been used in successful innovation implementations, can support the delivery of more equitable care.