



New Jersey

Provider Newsletter



2020 • Issue III

Quality

Introducing WellCare BabySteps

WellCare Health Plans is pleased to introduce WellCare BabySteps, an important new program for both our providers and members! Pregnancy is a time of healthy beginnings. WellCare BabySteps merges care coordination and care management services to improve birth and mental health outcomes for our members – your patients. We make this possible by using innovative engagement strategies to link members to vital in-network and community services.

Meaningful encouragement from our providers to our members is imperative to the long-term success of WellCare BabySteps, so your support of the program is crucial.

Our long-term goals and objectives for WellCare and Providers include:

- Improving the quality of maternity care
- Improving birth outcomes
- Reducing cost of care for mothers and infants
- Increasing member engagement
- Improving provider engagement



To refer a patient or learn more about the WellCare BabySteps program, please contact your provider representative. Or visit your state's provider portal any time day or night at www.wellcare.com.

Thank you for your partnership and work to ensure that every WellCare member receives quality healthcare!

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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 Medicaid and 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 and Medicaid 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, please visit the links below:

- Medicare:
<https://www.wellcare.com/New-Jersey/Providers/Medicare/Pharmacy/Opioid-Management>
- Medicaid:
<https://www.wellcare.com/New-Jersey/Providers/Medicaid/Pharmacy/Opioid-Management>

For additional information or questions, contact your Provider representative.



WellCare Health Plans 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.

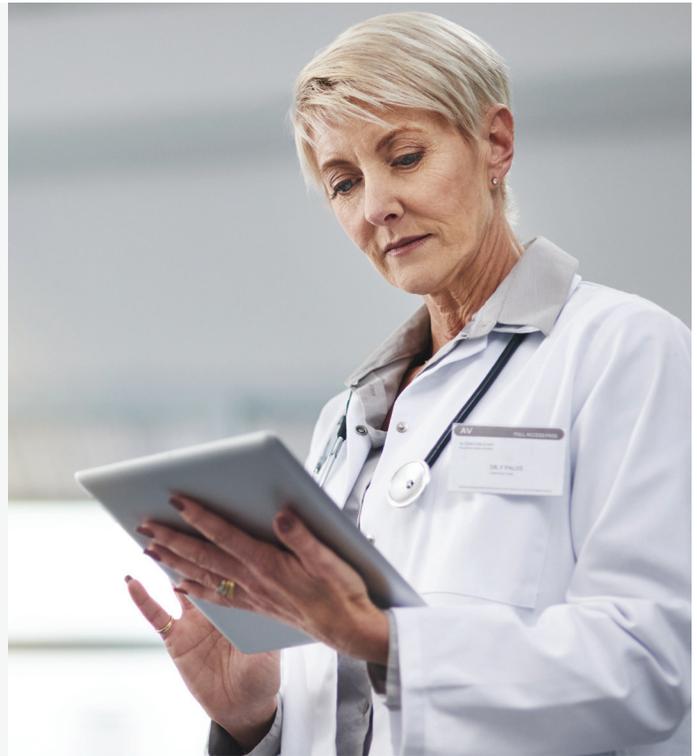
WellCare will be extending coverage for COVID-19. This important step is being taken in partnership with other major insurers and with the support of the White House Coronavirus Task Force.

We intend to cover COVID-19 testing and screening services for your Medicare and Medicaid 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 prior authorizations requirements
- ✓ Waiving prescription refill limits
- ✓ Relaxing 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 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>



Medication Adherence and RxEffect™

To help with medication adherence, WellCare engages our members with refill reminder phone calls, off-therapy (missed dose) phone calls and letters as well as utilizing our network pharmacies to help counsel our members. However, there is nothing as powerful as a reminder from the member's primary care provider about the importance of medication adherence.

RxEffect™ is an online platform available to WellCare Medicare provider groups to help improve members' medication use.

Talk to your WellCare associate today to get users from your office access to the RxEffect™ portal.



This web portal:

- ✓ Is sponsored by WellCare – so there is no cost to our provider partners
- ✓ Uses predictive modeling to target the patients who need it most
- ✓ Uses real-time monitoring of pharmacy claims and is updated daily
- ✓ Includes opportunity flags for 30-day conversions, diabetic patients not on statins, Appointment Agendas and high-risk medications

Pediatric PCPs

Members within Pediatric PCP panels that age out of the Pediatric PCP's age limit are auto-assigned to an Adult PCP. Please review the current maximum age range in place for your practice.



Please reach out to your assigned Provider Representative to report any needed updates to your profile.



How Care Management Can Help Your Members

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 members with issues such as:

- Complex medical needs
- Children with special healthcare needs
- Solid organ and tissue transplants
- Lead poisoning



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 8am to 5pm.



Providers Role with Immunizations

Providers play a key role in establishing and maintaining a practice wide commitment to communicating effectively about vaccines and maintaining high vaccination rates - from providing educational materials, to being available to answer questions.

Most parents/guardians are open to immunizations and therefore, they just need to be informed what immunizations are due for the child. Confused parents may choose to delay or refuse immunizations for their child due to misperceptions of disease risk and vaccine safety. During a two-way discussion with a parent/guardian about vaccinations, it is essential to make a strong recommendation for immunization. As a trusted professional, your advice is meaningful for final acceptance.

Source:

<https://www.cdc.gov/vaccines/hcp/conversations/talking-with-parents.html>



Help educate parents on the prevention and spread of disease. It will be important to remind them of the value of comprehensive well-child checkups. If a vaccine is declined, parents/guardians should be reminded of immunization recommendations at future visits.

Member's Rights and Responsibilities

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 Members Have Responsibilities to:

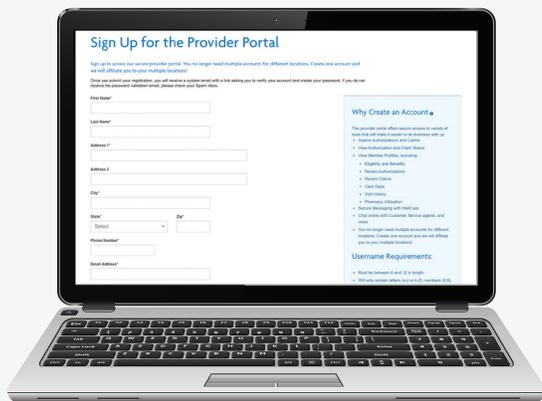
- To supply information that the plan and its doctors and providers need to provide care
- To follow plans and instructions for care that have agreed on with their doctor
- To understand their health problems.
- To help set treatment goals that were agreed on.



Your members may have additional Rights and Responsibilities. These are listed in their Member Handbook.

NEW: Secure Portal Authorization Enhancements

WellCare has made several recent enhancements to our secure Provider Portal Authorization System. We've expanded your online capabilities, so you can accomplish more than ever before – without the need to call Provider Services for assistance.



New features include:

- **Authorization Edits:** Providers can now edit previously submitted authorizations online. You can also return and upload additional attachments (such as requested medical records) and review previously submitted documentation, as well.
- **Real-time Authorization Status:** Quickly and easily look up status of any authorization request, at any time.
- **New Status:** We've added a new "Partially Approved" status to more accurately depict the current status of requests that are not fully through the approval process.

Not registered on our secure Provider Portal yet? It only takes a few moments to **sign up for an account** and start benefitting from the many useful features provided.



About Benefits and Services

Here are some things to keep in mind:



Participating WellCare Providers must, in accordance with generally accepted professional standards ensure that the hours of operation offered to WellCare Members are no less than those offered to commercial members.

All contracted services available to Medicaid members are available 24 hours a day, 7 days a week, when medically necessary.

Nurse Advice Line

Members, parents, caregivers or guardians have access to the Nurse Advice Line at **1-800-919-8807**. It's available 24 hours a day, 7 days a week.



You can also find this number in member letters, member handbooks, the Quick Reference Guide on WellCare's website at www.wellcare.com/New-Jersey/Providers/Medicaid.

The Nurse Advice Line is available to answer health-related phone calls, and when appropriate, make referrals to the Care Management team for follow-up and assessment of Care Management needs.

The screenshot displays the WellCare website interface. At the top, there is a navigation bar with the WellCare logo, a search bar, and links for Login/Register, Contact Us, Help, New Jersey, and English. Below this is a secondary navigation bar with links for Need a Plan, Members, Providers, and Corporate, along with a 'Find a Provider/Pharmacy' button. The main content area has a blue header for 'Medicaid Providers' with a breadcrumb trail 'Providers / Medicaid Overview'. A green callout box provides information about COVID-19 resources. The main section is titled 'Overview & Resources' and contains a paragraph about WellCare's commitment to high-quality care. Below this is a section for 'Managed Long Term Services and Supports (MLTSS)' with a brief description. On the right side, there is a vertical menu with dropdown options: Overview, Claims, Authorizations, Forms, Pharmacy, Quality, Behavioral Health, Training, and Managed Long Term Services and Supports.



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 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.



Provider Formulary Updates

Medicaid:

The Preferred Drug Lists (PDL) has been updated. Visit www.wellcare.com/WellCare/New-Jersey/Providers/Medicaid/Pharmacy to view the current PDL and pharmacy updates.

Medicare:

There have been updates to the Medicare formulary. Find the most up-to-date, complete formulary at www.wellcare.com/New-Jersey/Providers/Medicare/Pharmacy.

You can also refer to the Provider Manual to view more information regarding our pharmacy Utilization Management (UM) policies and procedures. Provider Manuals are available at www.wellcare.com/New-Jersey/Providers/Medicaid and www.wellcare.com/New-Jersey/Providers/Medicare.

It Benefits Your Practice To Keep Your Provider Demographic Information Current

As a WellCare participating provider, it is very important for you to keep your demographic information current. When you update your information with WellCare to keep it current, it helps:

- Ensure you and your practice/facility receive proper notifications from WellCare
- Avoid claim payment issues caused by outdated demographic information
- Ensure you receive proper referrals based on your specialty and/or subspecialty
- Ensure members who need to contact you for services have your correct address/phone number

To ensure the above occurs, if any of the following changes, please tell us in advance or as soon as possible:

- Office phone number
- Fax Number
- Office address
- Correspondence Address
- Office Hours
- Hospital Affiliation
- Panel status
(Are you accepting new Medicare/Medicaid patients?)
- National Provider Identifier (NPI)
- Tax Identification Number (TIN)
- Group Name

To Submit Your Updated Information

Per your contract, at least 30 days' advance notice is required and you should include contact information in case we need to follow up with you.

You can submit updates by:



Mailing a letter on your letterhead with the updated information to:
WellCare Health Plans of NJ
 550 Broad St. 12th floor
 Newark, NJ 07102
 Attention: Provider Relations Department



Emailing: NJPR@wellcare.com



Call: 1-855-538-0454

Thank you for keeping your information up to date with us.

WellCare appreciates everything you do to improve the health and well-being of our members.





Beyond Healthcare. A Better You.

WellCare of New Jersey
550 Broad Street
Newark, NJ 07102

We're Just a Phone Call or Click Away



Medicare: 1-855-538-0454



Medicaid: 1-888-453-2534



www.wellcare.com/New-Jersey/Providers

Provider Resources

Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information. Access the secure portal using the *Secure Login* area on our home page. You will see *Messages from WellCare* on the right.

Resources and Tools

Visit www.wellcare.com/New-Jersey/Providers to find guidelines, key forms and other helpful resources for both Medicare and Medicaid. 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 such as Claims, Appeals, Pharmacy, etc. These are located at www.wellcare.com/New-Jersey/Providers/Medicaid or www.wellcare.com/New-Jersey/Providers/Medicare.

Additional Criteria Available

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available on our website at www.wellcare.com/New-Jersey/Providers/Clinical-Guidelines.