

# North Carolina Medicare Provider Newsletter

wellcare

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## Medical Record Review for HEDIS<sup>®</sup> Measurement Year 2022

In the coming weeks, Wellcare of NC will collect member medical records for our annual Healthcare Effectiveness Data and Information Set (HEDIS<sup>1</sup>) reporting requirements. HEDIS is required by The Centers for Medicare & Medicaid Services (CMS) for all Medicare Advantage organizations. It is used for National Committee for Quality Assurance (NCQA) accreditation and for quality initiatives.

### HEDIS Medical Record Reviews



HEDIS medical record reviews reflect the care patients receive that is not captured via the claims process. We appreciate your commitment to providing high-quality care to our members and look forward to working with you to complete this process.

(continued)

<sup>1</sup>HEDIS is a registered trademark of the National Committee for Quality Assurance.

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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.



# Medical Record Review for HEDIS®

## Measurement Year 2022 *(continued)*

As a reminder, the release of information for the purpose of HEDIS data collection is permitted under the HIPAA privacy rule and does not require patient consent or authorization. Disclosure is permitted as part of quality assessment and improvement activities.

Member protected health information (PHI) that we collect is maintained in accordance with all federal and state laws.



### **Actions for Providers**

Early in February, a Wellcare of NC representative will contact your office to verify contact information and to fax you a member list with the specific medical records we need. We will include the member's name and date of birth, as well as guidance for the medical record information being requested.

**We prefer to receive member medical records via EMR portal access.** If this is not available, we have fax, email, and on-site retrieval services available as well. Please send all records within five business days of receiving the medical record request.

We want to minimize any negative impacts on your office workflow. **The faster we obtain the necessary records, the fewer follow-up contacts will be necessary.** During HEDIS MRR season, we will also dedicate time to answering provider questions during our weekly "Wednesdays with Wellcare" webinars.

**Thank you in advance for your prompt response to our requests and for helping us successfully complete our HEDIS reporting.**



## ‘Wednesdays with Wellcare’

Since Sept. 7, 2022, we have been hosting “Wednesdays with Wellcare” as an addition to the provider education and training that Wellcare already offers. “Wednesdays with Wellcare” is an opportunity to showcase available services by linking providers to their specific quality practice advisors. It’s also a chance for providers to ask questions on a variety of topics.

“Wednesdays with Wellcare” occurs weekly at 2 p.m., with new exciting, informative topics each session. We invite experts to present information specific to our providers’ needs.

Would you like to suggest an upcoming topic? To do so, or for more information, please email [WellcareNC\\_Provider\\_Quality@wellcare.com](mailto:WellcareNC_Provider_Quality@wellcare.com).

Please join us!



## Mental Health Medication Adherence

The importance of promoting mental health medication adherence can help improve and maintain other disease states. Here are some strategies for improving medication adherence for mental health patients:

- ✓ **Psychoeducation:** May involve an individual or group counseling session with or without the use of written or audiovisual materials on diagnoses, medications, and potential side effects.
- ✓ **Cognitive Behavioral Therapy (CBT):** Helps the patient link medication adherence to symptom reduction and improving personal health.
- ✓ **Symptom and side effect monitoring:** Side effects can discourage patients from taking their medication. Ongoing monitoring of both symptom relief and side effects may help address concerns early on, before a patient stops taking their medication(s).
- ✓ **Utilizing long-acting medications:** May be more effective for extended periods of time and may reduce the risk of relapse.
- ✓ **General medication adherence:** Promoting general medical adherence techniques helps patients remember to take their medications on time every day.



An estimated **18.1%** (**43.6 million**) of U.S. adults ages 18 years or older suffer from mental illness in any given year. Mental health disorders can be debilitating for patients and can also be linked with physical health and other chronic conditions such as asthma, arthritis, cardiovascular disease, cancer, diabetes, and obesity.

Sources: Substance Abuse and Mental Health Services Administration, “Behavioral Health Trends in the United States: Results from the 2014 National Survey on Drug Use and Health”, retrieved from: <https://www.samhsa.gov/data/sites/default/files/NSDUH-FRR1-2014/NSDUH-FRR1-2014.htm>

Mental Health Clinician, “How to increase medication adherence: What works?”, retrieved from: <https://meridian.allenpress.com/mhc/article/2/8/230/36971/How-to-increase-medication-adherence-What-works>



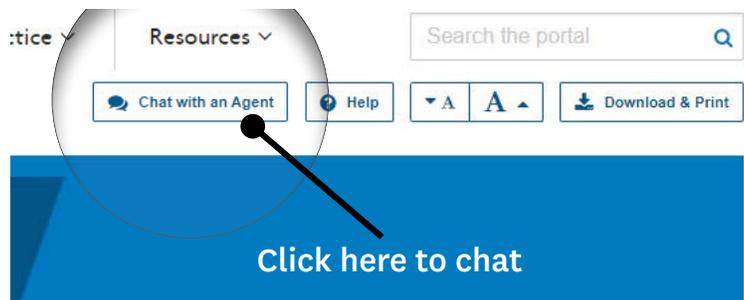
## Providers Love Our Live Chat!

**INCREASINGLY, PROVIDERS ARE CHOOSING TO CHAT WITH A LIVE AGENT ON THE PROVIDER PORTAL.**

**Providers are talking — about the live-chat feature on our Provider Portal, that is!**

So far in 2021, live chats with our agents have increased at an unprecedented rate. As of the third quarter, more than 10 percent of our inbound interactions happened via live chat, as opposed to traditional phone calls.

That's because live chat is **the easiest and fastest way** to get access to basic status updates on a member's eligibility, claims, or authorizations. In addition, our live-chat agents are able to help with complex, on-the-spot inquiries. This means less time waiting on hold to speak to an agent on the phone. Best of all, live chat has the highest score for first contact resolution among all of our communication channels.



The next time you or someone in your office has a question, remember that live chat is just a click away:



### Need Access?

If you'd like to learn more about the Provider Portal and its features, or would like to request access for you and your office, email [AWSEscalations@Wellcare.com](mailto:AWSEscalations@Wellcare.com). We're here to answer any questions you have about live chat and more!



## Community Connections Help Line



**1-866-775-2192**

We offer non-benefit resources such as help with food, rent and utilities.



## Electronic Funds Transfer (EFT) Through PaySpan®

### FIVE REASONS TO SIGN UP TODAY FOR EFT:

- 1 You** control your banking information.
- 2 No** waiting in line at the bank.
- 3 No** lost, stolen, or stale-dated checks.
- 4** Immediate availability of funds - **no** bank holds!
- 5 No** interrupting your busy schedule to deposit a check.

Setup is easy and takes about five minutes to complete. Please visit <https://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.



## Updating Provider Directory Information

**WE RELY ON OUR PROVIDER NETWORK TO ADVISE US OF DEMOGRAPHIC CHANGES SO WE CAN KEEP OUR INFORMATION CURRENT.**

We rely on our Provider Network to advise us of updated demographic changes. Ensuring that our members and Provider Relations staff have the most current provider information is a top priority, so **please give us a 30-day advance notice of changes** that you make to your office phone number, office address, or panel status (open/closed).



**New Phone Number, Office Address or  
Change in Panel Status:**

**Please call us at: 1-855-538-0454**

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



## Provider Formulary Updates



There have been updates to the Medicare formulary. Find the most up-to-date, complete Formulary at **[www.wellcare.com](https://www.wellcare.com)**. Select your state from the drop-down menu and click on Pharmacy under Medicare in the Providers dropdown menu.

You can also refer to the Provider Manual to view more information regarding Wellcare's pharmacy Utilization Management (UM) policies and procedures. To find your state's Provider Manual visit **[www.wellcare.com](https://www.wellcare.com)**. Select your state from the drop-down menu and click on Overview under Medicare in the Providers drop-down menu.



## Provider Bulletins



Remember to view the online Provider Bulletins regularly for important updates and notices.

**<https://www.wellcare.com/North-Carolina/Providers/Bulletins>**



## NC Medicare Provider Manual



The NC Medicare Provider Manual is located at **<https://www.wellcare.com/North-Carolina/Providers/Medicare>** under the Overview and *Resources* section. Click on the Resources drop-down menu to view the document.



## 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 homepage. You will see Messages from Wellcare on the right.

### Resources and Tools

Visit <https://www.wellcare.com/North-Carolina/Providers/Medicare> 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 areas including Claims, Appeals and Pharmacy. These are at <https://www.wellcare.com/North-Carolina/Providers/Medicare>.

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available on our website at <https://www.wellcare.com/North-Carolina/Providers/Clinical-Guidelines>, click on *Clinical Guidelines* under your state.

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



**Wellcare Health Plans, Inc.**  
**1-855-538-0454**



[https://www.wellcare.com/  
North-Carolina/Providers](https://www.wellcare.com/North-Carolina/Providers)