



Case and Disease Management Programs

Ensuring Your Patients, Our Members, Receive the Best Possible Care



WellCare of Louisiana, Inc. offers comprehensive case and disease management services to facilitate patient assessment, planning and advocacy to improve health outcomes for patients with select diseases or disorders.

WellCare trusts you will help coordinate the placement and cost-effective treatment of patients into our Case and Disease Management programs.

Identifying Eligible Members – We're Here to Help You!

Our Case and/or Disease Management Programs identify potential patients by investigating:

- Referrals from physicians;
- Self-referrals from patients;
- High intensity medical cases;
- Frequent inpatient/ER admissions and re-admissions;
- Pharmacy data; and
- Patients who have failed to improve in spite of intense medical efforts

When you refer patients to the Case and/or Disease Management Programs, you are taking a proactive step to help patients with serious and complicated diseases and disorders get the personalized health care and attention they need.

Refer a Member

Providers may refer a member to the programs by calling [\(866\) 635-7045](tel:866-635-7045).

Once enrolled in the program(s), the member may receive:

- › Introductory letter and educational materials
- › Telephonic health assessments
- › Home visits
- › Educational mailings
- › Flu/pneumonia vaccination reminders

To refer your patients to either or both of these programs, please call the Case and Disease Management Referral Line at:

1-866-635-7045

8 a.m. to 8 p.m. (ET)

How Our Programs Go Above and Beyond Caring for Your Patients

The types of cases targeted by our **Case Management Program** include, but are not limited to:

- Inpatient and outpatient – medical, surgical and obstetrical, i.e., CHF, COPD, diabetes and multiple co-morbidities
- Psychiatric
- Transplants
- Physical therapy, rehabilitation, skilled nursing facilities
- Complex care – needing multiple services
- Prolonged illness and injuries. “Prolonged” is defined as cases that need management for 90 days or longer
- Cases that do not meet any of the above criteria but are of such intensity they warrant clinical management and scrutiny, e.g., a case that is a limitation/exclusion to the Plan that has developed a complication and the complication is covered by the Plan
- Cases that are customer directed – outside of Plan scope
- Short-term – cases expected to last for less than 60-90 days that have more than one service need

Our **Disease Management Program** targets the following conditions:

- Chronic Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes Mellitus

Case and Disease Managers’ Capabilities

WellCare’s case and disease managers support you and your hectic schedules – freeing you to spend more time with your patients. They alleviate your workload by:

- Collaborating with physicians and providers to create a targeted assessment and treatment plan for the patient’s condition;
- Educating patients on how to deal with the challenges of their disease;
- Maintaining communication between the patients, their families and team of physicians;
- Documenting progress in clinical notes;
- Identifying opportunities for intervention such as, ineffective treatment plans or lack of financial resources to meet needs; and
- Assisting with patient transition when discharged from the program.

We look forward to helping your WellCare patients become active participants in their health care!