



# Updating Member Care Plans A Reference Guide for Medicare Providers

WellCare appreciates your partnership in the important process of reviewing and updating care plans for our Special Needs Plan (SNP) members.

Your participation in WellCare's Model of Care program is outlined in the steps below.

1

Review the member care plans faxed to you by a WellCare case manager.

2

Update the care plans with any necessary changes in the comments section on the care plan. If you have made changes, fax the revised plan back to WellCare at 1-866-287-3286

If you have questions or wish to further discuss the care plan, please call 1-866-635-7045; or you can call the case manager directly at the phone number listed on the fax cover sheet.

3

Please keep a copy of the updated care plan to review with the member during their next office visit.

If you have general questions or wish to further discuss care plans, please call 1-866-635-7045. For questions about a specific care plan, you can call the assigned case manager directly at the phone number listed on the fax cover sheet received with that care plan.

4

Participate in Interdisciplinary Care Team (ICT) as requested for all SNP members and give feedback as appropriate. A case manager or designee will contact you regarding the date and time of such meetings.



## Verify Member Eligibility

It is important for you to verify the member's eligibility with WellCare by logging on to [www.wellcare.com](http://www.wellcare.com). It is also important that you verify the member's Medicaid eligibility by calling the state's Interactive Voice Response (IVR) phone number or by logging on to the state's Medicaid Management Information System (MMIS) on the Web

As a reminder, all dual-eligible beneficiaries, regardless of their type of plan, are protected from balance billing.