

A collage of healthcare professionals in white coats, including doctors and nurses, in various clinical settings. The background is a mix of purple and green squares.

PROVIDER

Newsletter

CHECK MEMBER ELIGIBILITY NOW IN REAL TIME!

WellCare Health Plans of New Jersey, Inc., (the Plan) has partnered with Availity, LLC, a premier health information network, to offer real-time HIPAA 270 Eligibility Request and 271 Payer Response transactions to providers. This service improves data interchange, provides an innovative solution to provider requests and will be leveraged to implement other HIPAA-compliant transactions in the future.

Benefits and Advantages:

- Free for providers to use
- Participation is **optional**
- “**One-stop shopping**”—view eligibility information for all participating health insurance companies from one Availity Web site with a single log-in
- Reduces the need to call Customer Service to check eligibility

You now have the option to access the Eligibility and Benefit Inquiry transactions via the Availity secure transaction interchange. You are able to check member eligibility information for all Plan lines of business.

To gain access to the Availity real-time eligibility transactions, you need to register on the Availity Web site at www.availity.com and follow these simple steps:

1. Click *Eligibility and Benefits* | *Eligibility and Benefits Inquiry* in the Availity menu.
2. Select the applicable WellCare plan name in the Payer field.

Availity offers free online training Webinars for several topics, including eligibility and benefits transactions. To register for one of these Webinars, visit the Availity Web site and navigate to the *Demo* tab.

If you have any questions, please call Provider Services at 1-866-687-8570. You may also call Availity at 1-800-AVAILITY (1-800-282-4548).

PROVIDER UPDATE

UPDATED PROVIDER MANUAL ONLINE
WellCare's updated Provider Manual and other useful information and tools are available at www.wellcare.com.

1. Select *Providers* on the menu bar.
2. Log in by entering your username and password.
3. Choose *Resources*, then *Provider Manual*.

If you are not registered, visit www.wellcare.com and click on the *Providers* tab followed by *Register*. To receive a hard copy of the Provider Manual, please call your Provider Relations Representative, or e-mail your request to nypr@wellcare.com.

CORRESPONDENCE UPDATE

The correspondence listed below was sent to providers via fax or the Web site's Messages since our last newsletter.

- Care Management International (CMI) helps our members schedule and receive important preventive care
- How to Check Member Eligibility in Real Time

When you have logged on to our Web site, click on the *Provider* tab, and you will see Messages from WellCare located in the right-hand column. Remember to check the messages regularly to receive correspondence on new and updated information.

TAKE POSITIVE ACTION IN MANAGING MEDICATIONS

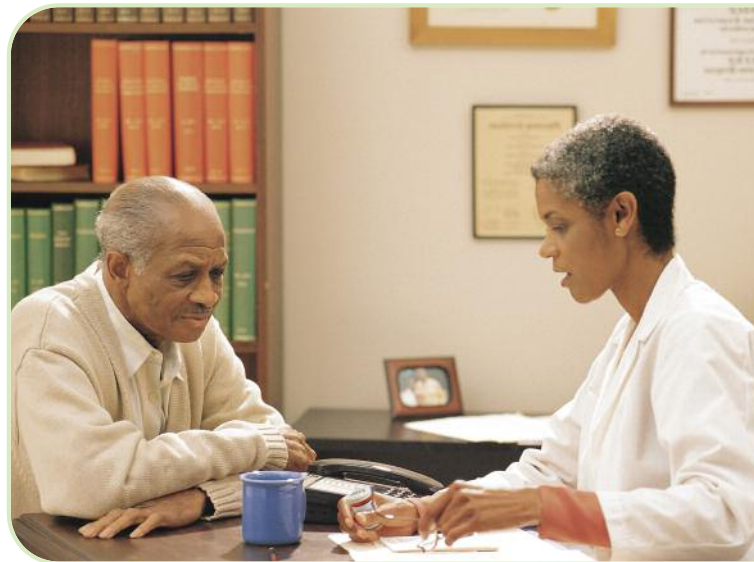
SIMPLE INTERVENTIONS PROMOTE PROPER DRUG USE, PATIENT SAFETY

WellCare encourages providers to make sure your patients are using the medications they need in the proper manner. Some pro-active steps in this area can drive beneficial outcomes for all patients.

Providers can almost instantaneously improve their patients' health care status by systematically re-assessing the indications for and dosages of **all** the medications, (including herbal, over-the-counter and topical preparations) used by their patients. It's also the perfect time to uncover the use of illicit drugs and the consumption of inappropriate amounts of alcoholic beverages.

For patients on a daily medication regimen, the use of a **pill box** or two if a person's on an AM-PM dosing schedule will really help with compliance. Encouraging the use of this user-friendly tool keeps your patients on track.

Do your patients keep an up-to-date list of **all** their medications in their wallet or purse? Does the list also include their known allergies? Please encourage them to do so. When a patient goes to an emergency room or sees a specialist, a list of their current medications can keep their care on point, highlighting the need to treat the complete patient and potentially avoiding harmful drug-drug interactions.



SUBMIT AUTHORIZATION REQUESTS ONLINE

WellCare, HealthEase and Staywell encourage you to submit inpatient and outpatient authorization requests via our secure Web site, www.wellcare.com. Registered Web users have immediate access to pertinent information regarding authorizations, claims and more.

Once you have logged in, you may access the Authorizations tool in one of two ways:

1. On the *Providers* main page, you can select the *Submit Authorization* link under the *Authorizations* heading, or
2. You may select the *Authorizations* tab along the top of the page. From there, select the *Authorization Request* link.

Simply enter the necessary information requested to complete the transaction. The tool also allows you to attach clinicals, or you can type in any relevant clinical information supporting the request.

Please note that Authorization/Certification determinations are made based on medical necessity and appropriateness and reflect the application of the Plan's approved review criteria guidelines. Once you complete each authorization request, you may download or print a summary report for your records.

Conducting transactions online provides useful information on demand while saving you time. Please contact your local Provider Relations representative if you have any questions.

All Medicare-expedited requests should be submitted via fax or telephone in order to be addressed appropriately.

HELP PREVENT THE SPREAD OF THE FLU

Influenza season is here! We encourage providers to help make sure that all members get a flu vaccination.

Vaccination is the first and most important step in protecting against influenza. It is recommended that the following groups get vaccinated each year:

- Children ages 6 months up to their 19th birthday
- Pregnant women
- People 50 years of age and older
- People of any age with certain chronic medical conditions
- People who live in nursing homes and other long-term care facilities
- People who live with or care for those at high risk for complications from flu, including:
 - Health care workers
 - Household contacts of persons at high risk for

complications from the flu

- Household contacts and out-of-home caregivers of children younger than 6 months of age (these children are too young to be vaccinated)

Providers who administer the flu vaccine in their offices will be reimbursed for administration based on their contractual agreement with the Plan, medical group and/or IPA.

Note that your WellCare patients can receive a **free** flu vaccination at any Walgreens Pharmacy or Maxim clinic location. All they have to do is present their WellCare ID card. Direct your patients to call **1-866-WHI-FLU1** to find a Walgreens Pharmacy or **1-877-962-9358** to find a Maxim clinic location near them.

Source: Centers for Disease Control and Prevention

PROMOTE CANCER SCREENING AWARENESS

October is Breast Cancer Awareness Month. WellCare Health Plans of New Jersey, Inc., asks providers to encourage women to get all their preventive health exams completed during October if they have not already done so this year.

According to the Centers for Disease Control and Prevention (CDC), many deaths from breast and cervical cancer could be avoided by increasing cancer screening rates among women. Deaths from these diseases occur disproportionately among women who rely on public health programs like Medicaid or are uninsured, the CDC reports.

WellCare covers all regular preventive tests and screenings for women without requiring a referral or prior approval. Help us ensure that our members stay healthy by recommending appropriate preventive tests and screening.

Please continue to encourage women to obtain an annual mammography for breast cancer screening and a Pap smear for cervical cancer screening. Women should also have an annual chlamydia screening test if they are sexually active.

HELP MEMBERS SCHEDULE IMPORTANT PREVENTIVE CARE

Beginning July 20, 2009, WellCare Health Plans of New Jersey, Inc., has partnered with Care Management International (CMI) to help members schedule and receive important preventive care.

Providers can expect to receive either a phone call or a fax from CMI asking for your assistance in scheduling appointments for certain members.

What You Need To Do

When you are contacted by CMI, please help your

patient set up an appointment to receive the appropriate screening studies. If you receive a fax form, please reach out to the member(s) according to the contact information provided.

CMI follows up four weeks after their initial contact to determine if the member has been seen or if they have a scheduled appointment.

Please contact your local Provider Relations representative with any questions.

GENERIC NEWS

The generic drugs listed below are now available to WellCare's Medicare members at the lowest cost-sharing benefit:

BRAND NAME	GENERIC NAME	THERAPEUTIC CLASS
Cellcept® Capsules	Mycophenolate Capsules (with a Prior Authorization)	Immunosuppressant Agent
Cytomel® Tablets	Liothyronine Tablets	Thyroid Agent
Topamax® Tablets	Topiramate Tablets	Anticonvulsant Agent
Topamax® Sprinkle Capsules	Topiramate Sprinkle Capsules	Anticonvulsant Agent
Zerit® 1mg/mL Oral Solution	Stavudine 1mg/mL Oral Solution	Antiviral Agent

The following additions have been made to WellCare's **Medicare Formulary**:

ADDITIONS
• Afinitor® Tablets (with Prior Authorization)
• Degarelix 80mg (with Prior Authorization and Quantity Limit of 1/28 days)
• Degarelix 2 x 120mg (with Prior Authorization and Quantity Limit of 2/180 days)
• Eliphos™ Tablets
• Ipratropium-Albuterol 0.5-3mg/3mL Nebulizer Solution (with Prior Authorization)
• Ketoprofen ER Capsules (with Quantity Limit of 31/31 days)
• Levemir® 100 units/mL Vial (with Quantity Limit of 60mL/31 days)
• Levemir Flexpen® 100 units/mL (with Quantity Limit of 60mL/31 days)
• Norpace® CR 150mg Capsules
• Tekturna® Tablets (with Step Edit)
• Tekturna HCT® Tablets (with Step Edit)
• Vimpat® Tablets (with Prior Authorization)

Note we have increased the quantity limit per month for the following medication on WellCare's **Medicare Formulary**:

QUANTITY LIMIT INCREASE
• Zyvox® Tablets QL has been increased to 56 tablets per 28 days

TESTMINDER HELPS PATIENTS COMPLY WITH STANDING ORDERS

E-MAILS PATIENTS WHEN THEIR NEXT TEST IS DUE.

The TestMinder e-mail reminder program, offered exclusively by Quest Diagnostics, is designed to work with the standing orders that providers prescribe for testing. TestMinder prompts patients to schedule their lab appointments by sending them timely e-mails each time they are due for a lab test.

TestMinder can help manage patients with chronic illnesses or on a particular drug regimen and can save office staff time and effort.

AUTOMATIC ENROLLMENT

When your patient brings a standing order to the Quest Diagnostics Patient Service Center (PSC), the phlebotomist will record the standing order along with the patient's e-mail address. This will automatically enroll the patient in the program.

If you prefer to enroll your patient, you can do so by entering the patient's e-mail address in Care360™ Physician Portal.

TestMinder does not disclose any personal information such as the test being performed or the name of the physician. There is no charge to you or your patient for this service.

CONVENIENT APPOINTMENT SCHEDULING

Your patient will receive an e-mail reminder from Quest Diagnostics seven days before their next standing order. The e-mail will have a link to the online Quest Diagnostics PSC appointment scheduler so an appointment can be easily scheduled. Each e-mail reminder will include a "Find a Patient Service Center" link so the patient can find the center closest to where he or she works or lives.

BRINGING VALUE TO YOUR PRACTICE

TestMinder can be a valuable tool for your practice. It can help you:

- **Improve patient management.** Patients will be more inclined to follow through on standing-order lab testing, helping to improve patient outcomes.
- **Increase patient convenience.** E-mail reminders with helpful links to online appointment scheduling are an easy way for patients to make appointments.
- **Reduce administrative time.** Your staff can spend less time calling patients to remind them to schedule lab tests.
- **Increase HEDIS scores.** Improved patient care can also help increase HEDIS scores and grow your practice.

Talk to your Quest Diagnostics account executive for more information about TestMinder.

ADVANTAGES OF ELECTRONIC FUNDS TRANSFER

WellCare Health Plans of New Jersey, Inc., encourages participating providers to take advantage of electronic funds transfer (EFT) in receiving payment for claims.

Five reasons to sign up today for EFT:

- No interrupting your busy schedule to deposit a check
- No waiting in line at the bank
- No lost, stolen or stale-dated checks

- **You** control your banking information
- Immediate availability of funds—**no bank holds!**

Setup is easy and takes about five minutes to complete. Please call your Provider Relations representative or Provider Services at 1-866-687-8570 with any questions.

EFT is set up only to transfer funds into your account, never out.



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CHECK THE STATUS OF A CLAIM ONLINE

WellCare Health Plans of New Jersey, Inc., encourages you to check the status of your claims online via our secure Web site, www.wellcare.com. As a registered user, you have immediate access to all pertinent information regarding your submitted claims. This valuable online feature provides useful information on demand while saving you time.

Simply follow the steps below. If you have any questions, please contact your Provider Relations representative.

Step 1

For the *Find by* menu, filter your search criteria by *Provider ID*, *Member ID* or *Claim Number*.

Step 2

In the *Member | Provider ID | Claim Number* box (depending on the option chosen in Step 1), enter the appropriate number.

Please note that you can click *Lookup Provider* or *Lookup Member* if you do not know the ID number.

Step 3

For *Service Date*: Select one of the following date ranges from the *Within* drop-down box:

- Last day,
- Last 2 days,
- Last week,
- Last 2 weeks, or
- Last month.

OR

Enter any 30-day date range in the *From* option.

Step 4

Click the *Check Claim Status* button. The claim results are displayed at the bottom of the screen.

Please note that, in addition to checking claims status, you can also submit a new claim or resubmit a corrected claim via the Web. Simply select the appropriate link under *Claims*.