

Overview

While the provision of health care services and the exercise of professional medical judgment is the purview of treating physicians and other health care providers, case management is a collaborative process between the Plan and its providers of assessment, planning, facilitation and advocacy for options and services to meet members' needs. Case management provides for continuity of care for the members through the coordination of care among physicians and other providers.

- Primary Care Physicians (PCPs) serve as principal case managers and coordinators of care. The Plan's Case Management team serves in a support capacity to the PCP and assists in coordinating care among multiple physicians and providers.
- The Case Management team is comprised of specially qualified nurses who assist the physician in achieving member wellness and autonomy through advocacy, communication, education and service facilitation.
- The Plan has incorporated case management programs that assist with the management of eligible members with specific health care needs such as catastrophic diseases, transplants and wounds. The physician may call to request case management services for Plan members.
- The Plan has adopted practice guidelines that are based on valid and reliable clinical evidence from the Case Management Society of America (CMSA) standards of care and standards of practice.

Members with Special Health Care Needs

Plan providers are required to care for members with special health care needs as specified in the **Provider Responsibilities** section of this manual.

Tissue and Organ Transplant Program

The Plan offers a Tissue and Organ Transplant program for members < 65 years of age. Transplant members are assigned to the dedicated Transplant Case Management team to ensure that information is available to you and to facilitate all aspects of the transplantation process. A member of the Transplant Case Management team will be assigned to assist you in the multiple needs of the member as a transplant candidate.

All potential candidates for transplantation should be referred to the Transplant Case Management team.

The Transplant Case Management team will:

- Assist you in initiating transplant protocol;
- Provide you with a list of potential facilities for transplantation based on:
 - Medicare Centers of Excellence
 - Geographical proximity to the patient
 - Specific tissue/organ transplantation team availability
 - Testing and preparation for transplant
- Act as the member's advocate, emotional support and insurance Plan liaison;
- Request medical documentation and records from the office; and
- Facilitate approval of transplant benefits.

Disease Case Management Program and Fax Alerts

The Disease Case Management program offers members with certain chronic medical conditions awareness of their condition, direction and education. The Disease Case Management program is designed to assist the physician in the educational process for the member and to promote a healthy lifestyle.

The focused Disease Case Management team:

- Educates members on the disease process;
- Provides information to members regarding medications;
- Encourages members and assists them to be an active participant in their own health care;
- Alerts members and physicians to resources available to promote a healthy lifestyle.

The Disease Case Management team has implemented a Fax Alert program to notify PCPs of current hospitalizations of their patients with the specific disease state. Fax Alerts also convey Clinical Practice Guidelines and information of medication on the Plan's Preferred Drug List for the following diseases:

- Acute Myocardial Infarction (AMI)
- Congestive Heart Failure (CHF)
- Diabetes

The Plan has adopted the following Clinical Practice Guidelines of the following organizations, which are based on valid and reliable clinical evidence:

- Congestive Heart Failure – The American College of Cardiology (ACC) <http://www.acc.org>, the American Heart Association (AHA) <http://www.americanheart.org> and the New York Heart Association (NYHA) <http://www.americanheart.org>;
- Diabetes – The American Diabetes Association (ADA) <http://www.diabetes.org> and Diabetes Medical Practice Guidelines.

A copy of these Clinical Practice Guidelines is included in the **Member and Provider Education Materials** section of this manual. If you need to contact a member of the Disease/Case Management team, please refer to the **Quick Reference Guide** for the telephone number.

Delegated Entities

All participating providers or entities delegated for Case Management will apply the same standards as defined in this section. Delegated provider compliance is monitored on a monthly basis, and formal audits are conducted annually. Any delegation of services by the Plan shall be consistent with requirement of the Medicare Advantage Program.

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