










We're in this together:
Quality Health Care

Your Partner in Medicare Quality Care

At WellCare, we value everything you do to deliver quality care to our members – your patients – and ensuring they have a positive health care experience. We've provided some examples of best practices that some of your colleagues have followed to help improve patient satisfaction and to promote healthier and more compliant patients.

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Call or contact your patients to remind them when it's time for services such as annual wellness exams, recommended cancer screenings, immunizations, flu shots and follow-up care for ongoing conditions.
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Invite questions and notice whether your patient has a puzzled look. It may be helpful to ask your patient to repeat back what they understand.
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Let patients and their caregiver(s) know your office hours and how to get after-hours care.
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Offer to schedule specialist appointments while your patients are in the office.
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If you are running late, ask your staff to let your patients and their caregiver(s) know and apologize.
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Review medications with members during visits.
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Complete outreach calls to noncompliant members.

When appropriate, be prepared to offer the following value-added assistance to WellCare members:

- **The CommUnity Assistance Line**, which helps to connect members with services in the community, **1-866-775-2192**.
- **Case Management** at **1-866-635-7045** and **Disease Management** at **1-877-393-3090**.

We're here to help, and we continue to support our provider partners with quality incentive programs, quicker claims payments and dedicated local market support. Please feel free to contact your provider representative if you have questions or need assistance.

Quality care is a team effort. Thank you for playing a starring role!

