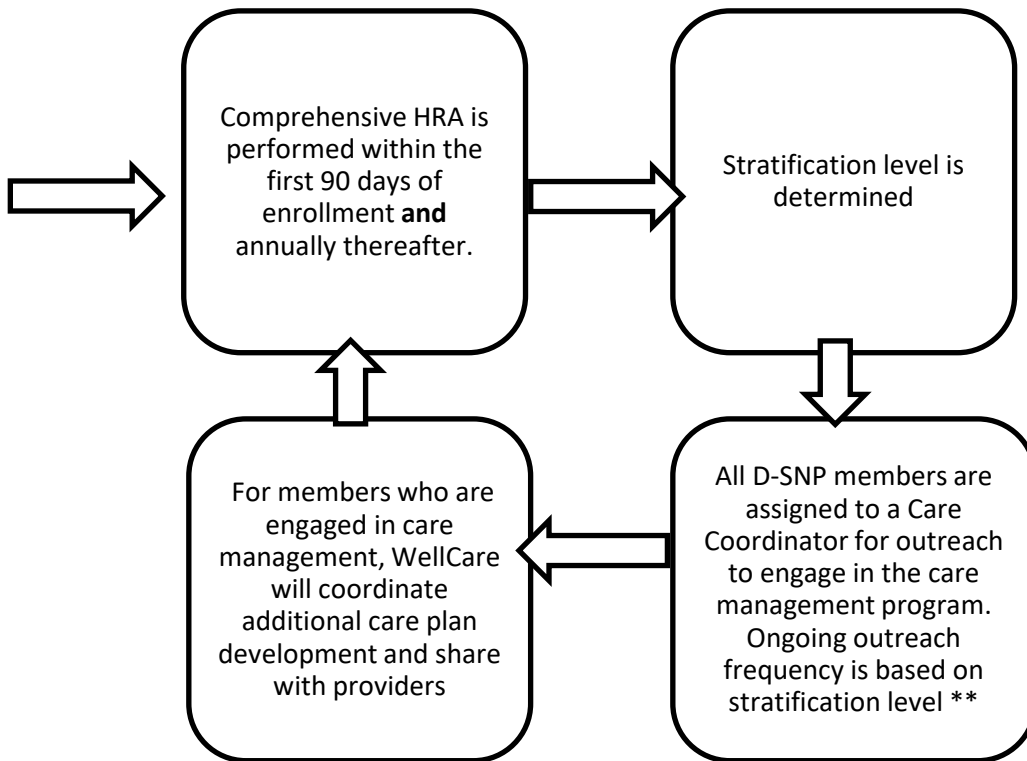


## WellCare Health Plans Special Needs Plans Model of Care Self-Study Program

COMPREHENSIVE HEALTH RISK ASSESSMENT		INDIVIDUALIZED CARE PLAN	
WellCare SNP (Dual-eligible and Chronic Condition Special Needs Plans) members will be contacted to complete a health risk assessment (HRA) within 90 days of becoming a member. They will receive an HRA each year thereafter.		An individualized care plan will be developed based on the findings from the completed HRA and shared with the treating provider(s). Upon receipt of the care plan, you should:	
1.	<b>Each HRA</b> is reviewed by a WellCare care manager. The HRA will also be used to identify members to be assigned to an Interdisciplinary Care Team (ICT).	1.	<b>Review</b> and discuss the plan with the SNP member (and caregiver if appropriate).
2.	<b>The SNP member</b> will be assigned a stratification level based on the HRA. This level can change with any health status change the SNP member may experience: <ul style="list-style-type: none"> <li>• <b>Low Risk</b></li> <li>• <b>Moderate Risk</b></li> <li>• <b>High Risk</b></li> </ul>	2.	<b>Update</b> the plan if you feel changes are needed. This must be done when the SNP member has any change in health status, such as new diagnoses, planned or unplanned hospitalizations, or a change in the level of care.
3.	<b>HRA</b> results will be used to develop an individualized care plan for each SNP member who completes the HRA. <i>*Members who do not complete an HRA do not receive an HRA care plan</i>	3.	<b>Submit</b> the documentation once the plan is updated. Fax it back to the number on the care plan. <b>If no changes are required, there is no need to fax back.</b>

INTERDISCIPLINARY CARE TEAM	
Each SNP member enrolled in Care Management will be assigned to an Interdisciplinary Care Team (ICT) made up of a PCP and a care manager. The team may also include specialists, pharmacists, nurses, social workers and caregivers, etc.	
1.	<b>The care manager</b> will create and distribute the care plan, coordinate care with members of the ICT and oversee Care Management activities.
2.	<b>WellCare asks providers</b> to participate in all care planning and ICT activities to deliver optimal care to the SNP member.
To refer a SNP member into the program or for other assistance related to your member's care, providers may call our Care Management Department at <b>1-866-635-7045</b> . If you have questions regarding claims or other processes, please contact your Provider Relations representative.	

## MODEL OF CARE PROCESS FLOW



**\*\* C-SNP members who are moderate or high risk are assigned to a Care Coordinator for outreach to engage in care management.**

## TRANSITIONS OF CARE

Care transitions from one level of care to another can present possible disruptions in member care. As a member's care setting and care providers change, there is a need to ensure that care needs are coordinated and communicated.

To assist in meeting the requirements by NCQA for transitions of care:

- WellCare will notify the member's PCP on record by fax when a member admits to an inpatient or subacute setting and when WellCare is notified of the member's discharge.
- WellCare will also request that the treating provider and/or facility communicate the following:
  - ✓ Discharge plan
  - ✓ Changes in care
  - ✓ Medications
  - ✓ Test results
  - ✓ Treatment that was provided



We will work with you and the member to ensure that necessary care is scheduled, and provided, so there are no interruptions to the member’s care and services. We ask that you partner with WellCare during these transitions to ensure the member’s needs are met and the member has a smooth and successful transition of care.

**WellCare currently offers D-SNPs and C-SNPs.**

**C-SNP plans include:**

- **Diabetes, Cardiovascular Disease, and Congestive Heart Failure**
  - Florida and Texas
- **Diabetes**
  - Georgia, Illinois and Michigan

**D-SNP plans include:**

- Arkansas, Arizona, California, Connecticut, Florida, Georgia, Hawaii, Indiana, Kentucky, Louisiana, Maine, Michigan, Missouri, Mississippi, North Carolina, New Jersey, New York, Ohio, South Carolina, Tennessee, Texas and Washington

For additional information on how to work with our health plan to manage SNP members, please see the following resources:

**Clinical Practice Guidelines (CPG):** <https://www.wellcare.com/Provider/CPGs>

**Provider Resource Page:** <https://www.wellcare.com/Providers>

- The Provider Resource Page houses links to the **Provider Manual, Quick Reference Guide**, as well as other valuable resources for managing WellCare members.
- The resource page lets you navigate to the state the member has benefits in, as well as view highlights of the new secure provider portal.
- Examples of navigating to the state-specific resources:



We have redesigned our website to help you find the information you need more easily. To better assist you, please first select your state.

State		
Arkansas	Kentucky	New York
Connecticut	Louisiana	South Carolina
Florida	Mississippi	Tennessee
Georgia	Missouri	Texas

