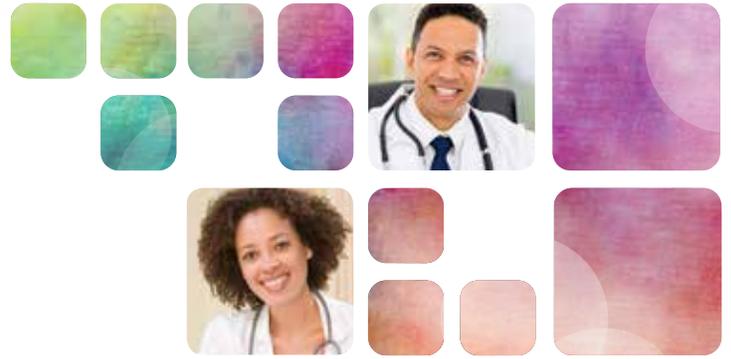


Provider Newsletter

Georgia | 2017 | Issue II



Integrated Care: A Holistic Approach to Health and Wellness

As part of the new DCH contract effective 7/1/2017, WellCare will continue to focus on integrating Physical and Behavioral Health. In order to deliver quality patient care, there must be communication and coordination between these two disciplines.

Better communication offers a holistic approach to meeting our members' clinical needs that will ensure they reach personal best health and wellness. Successful coordination of care also helps avoid negative medication interactions, side effects, complications and poly-pharmacy. WellCare members will receive more accurate behavioral health diagnostic services, given that certain medical conditions and treatments are known to present as psychiatric symptoms, and vice-versa.

Behavioral health providers are required to submit, with the member or legal guardian's consent, an initial and quarterly summary report of behavioral health status to the PCP. Communication with the PCP should occur more frequently, if clinically indicated.

We encourage behavioral health-PCP communication, especially at the time of discharge from an inpatient hospitalization. WellCare requires hospital partners to fax the discharge instruction sheet, or a letter summarizing the hospital stay, to the PCP and behavioral health treating provider within 24 hours of discharge. Please send this communication, with the signed consent to the member's PCP, noting any changes in the treatment plan on the day of discharge.

PCPs should also communicate any pertinent clinical and medication information to the behavioral health provider at the time of referrals, and as needed thereafter. If a member's medical

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Join the Conversation on Social Media

Join our digital and social communities for up-to-date information on how we're working with you and others to help our members live better, healthier lives.



We're in this together:
Quality Health Care



WellCare proudly serves the Georgia Medicaid and PeachCare for Kids® members enrolled in the Georgia Families® program and women enrolled in the Planning for Healthy Babies® program.

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or behavioral condition changes, WellCare expects that PCPs and behavioral health providers will communicate those changes to each other, especially if there are any medication changes that need to be discussed and coordinated.

In addition to PCP and behavioral health provider communication, WellCare promotes the following integrated care strategies:

- Delivering a multidisciplinary approach to personalized care for members based on individual needs;
- Early identification of complex members to ensure continued support for their co-morbid conditions;
- Focusing on the importance of the team approach to promote seamless delivery of health care;
- Designing individualized treatment plans with the input of family members, PCP, community-based organizations and various government social service programs;
- Engaging members/caregivers to foster trusting relationships;
- Designing and executing interventions with phone, field/home visits, on-site care management and community resources; and
- Reducing member “handoffs” by having the same care manager work with the member at all times.

If you have questions, please contact your local Provider Services representative.

Provider Formulary Updates

The WellCare of Georgia Preferred Drug List (PDL) has been updated. Visit www.wellcare.com/Wellcare/Georgia/Providers/Medicaid/Pharmacy to view the current PDL and pharmacy updates.

You can also refer to the Provider Handbook available at www.wellcare.com/Wellcare/Georgia/Providers/Medicaid to learn more about our pharmacy Utilization Management (UM) policies and procedures.

Important Patient Questions for the Health Outcomes Survey

Quality care starts with a conversation!

How Active Are You?

- 7 out of 10 adults age 20 and over are overweight.
- If you want your patients healthy and happy – physical activity is key! Even doing daily household chores can help them burn more than 2,000 calories a week.
- Take a minute to tell your patients about ways they can get moving, shed pounds and feel better!

Is Your Bladder Controlling Your Life?

- Let them know they're not alone. More than half of all American seniors suffer from bladder conditions.
- Ask if your patient's bladder is affecting daily routine or sleep.
- Your patients may be shy – remind them that this is common!

How Are You Feeling Compared to a Year Ago?

- More than 70% of Americans are under constant stress and anxiety!
- 7 out of 10 adults in the U.S. are diagnosed with a chronic disease.
- If your patients do not feel better than they did a year ago, it could indicate that they need your help. Ask how they're feeling – it could be the key to better health outcomes.

Losing Balance? Have You Fallen Recently?

- Falls are the leading cause of death from injury among people 65 and older.
- 1 in 4 seniors fall each year, but less than half tell their doctor! Ask if your patient has fallen and let him/her know how to prevent it.
- Let your patients know they can reduce their risk by taking supplements, doing strength and balance exercises, having their eyes checked and making their homes safer. Perform the 30-second chair stand test on patients who are at risk of falling.

Sources:

www.cdc.gov/nchs/fastats/obesity-overweight.htm

www.dailymail.co.uk/femail/article-3440437/Doing-household-chores-burns-2-000-calories-week.html

www.cbsnews.com/news/the-biggest-cause-of-stress-in-america-today/familydoctor.org/mindbody-connection-how-your-emotions-affect-your-health/

consumer.healthday.com/senior-citizen-information-31/misc-aging-news-10/over-half-of-seniors-plagued-by-incontinence-cdc-689153.html

shellpoint.org/blog/2012/08/13/10-shocking-statistics-about-elderly-falls/

www.cdc.gov/homeandrecreationalafety/falls/adultfalls.html

Disease Management – Improving Members Health!

Disease Management is a free, voluntary program that assists members with specific chronic conditions. Members are assigned a Disease Nurse Manager who can help the member with:

- Education and understanding of their specific condition
- Identification of adherence barriers and ways to overcome them
- Individualized life modifications suggestions to improve daily life
- Self-management of their condition to improve their health outcomes
- Motivational coaching for encouragement with the struggles along the way
- Improved communication with their Primary Care Provider and health care team

Disease Management can assist your members with the following conditions:

- Asthma
- Congestive Heart Failure (CHF)
- Coronary Artery Disease (CAD)
- Diabetes
- Hypertension
- Heart disease
- Obesity
- Smoking

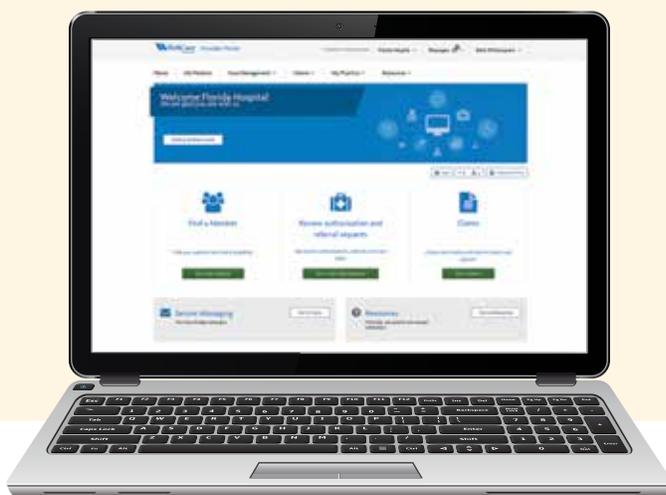
For more information, or to refer a member to Disease Management, please call us at **1-877-393-3090**, (TTY **1-877-247-6272**) Monday–Friday, 8 a.m. to 5 p.m.

New Provider Portal

Our portal is getting a whole new look and streamlined tools, including:

- Comprehensive Member Profile with Eligibility, Benefits & Co-Pays, Care Gaps, Pharmacy Utilization and more
- Improved Authorization & Claim Submission
- Visit Checklist for printing prior to patient appointments
- More ways to communicate with us electronically (Secure Messages & Online Chat)
- Practice Management – Update Demographic Information, Select Communication Preferences, Manage Users, etc.
- More Robust Data & Reports

Stay tuned for more information.



How Case Management Can Help You

Case Management helps members with special needs. It pairs a member with a case manager. The case manager is a Registered Nurse (RN) or Licensed Clinical Social Worker (LCSW) who can help the member with issues such as:

- Complex medical needs
- Solid organ and tissue transplants
- Children with special health care needs
- Lead poisoning

We're here to help you! For more information about Case Management, or to refer a member to the program, please call us at **1-866-635-7045**.

This no-cost program gives access to an RN or LCSW Monday–Friday from 8 a.m. to 5 p.m.

Care Coordination and Shared Decisions

Did you know your patients are asked on the Consumer Assessment of Healthcare Providers and System (CAHPS®) surveys whether their doctor is providing care coordination and involving them in health care decisions? The CAHPS survey results provide important information for you, WellCare, DCH and CMS. Your patients' survey responses contribute to your performance results and to WellCare performance results on STAR scores and NCQA CAHPS results.

Here are a few tips you can use to inform patients of the great work you are doing to provide care coordination and involve them in decision-making.

Care Coordination

Survey Question: In the last six months, did you get care from a doctor or other health provider besides your personal doctor?

- Tip: Ask your patients about care received outside your practice since the last visit.

Survey Question: In the last six months, how often did your personal doctor seem informed and up-to-date about the care you received from these other doctors or health providers?

- Tip: Discuss the referral response from the specialist or your knowledge of your patient's ER visit and how to handle similar situations in the future.

Shared Decision-Making

Survey Question: In the last six months, did you and a doctor or other health provider talk about starting or stopping a prescription medicine?

- Tip: Medication starts, stops and adjustments are regularly occurring opportunities for you to engage your patients in their care.

Survey Question: When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might want to take a medicine?

- Tip: Assess patient understanding of side effects or alternative medications.

Survey Question: When you talked about starting or stopping a prescription medicine, how much did a doctor or other health provider talk about the reasons you might not want to take a medicine?

- Tip: Assess patient understanding of side effects or alternative medications.

Survey Question: When you talked about starting or stopping a prescription medicine, did a doctor or other health provider ask you what you thought was best for you?

- Tip: Let your patients know they came to you for advice and what you think could be done; ask them if they can carry out the plan and if they think this plan is the best for them.

CAHPS is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

Updating Provider Directory Information

We rely on our provider network to advise us of demographic changes so we can keep our information current.

To ensure our members and Care Management staff have up-to-date provider information, please give us advance notice of changes you make to your office phone number, office address or panel status (open/closed). Sixty-day advance notice is recommended.

New Phone Number, Office Address or Change in Panel Status:

Send a letter on your letterhead with the updated information. Please include contact information if we need to follow up on the update with you.

Please send the letter by any of these methods:

- Email: GaProviderData@wellcare.com
- Fax: 1-813-675-2643
- Mail: WellCare of Georgia
Attn: Network Development
211 Perimeter Center Parkway, Suite 800
Atlanta, GA 30346



Healthy Rewards Program

The Healthy Rewards Program rewards members for taking small steps toward healthier lives. When they complete primary care provider (PCP) visits, prenatal visits and certain health checkups, members earn rewards that are placed on reloadable Visa® cards or gift cards. Members can use these cards at a variety of locations to purchase items including milk, bread, diapers and over-the-counter (OTC) items. The more services members complete, the more they earn.

Providers can encourage their patients to take part in this program by signing and including their provider ID on applicable activity reports. A chart with details is located in Issue I of this Newsletter, available at www.wellcare.com/Georgia/Providers/Newsletters.

For more information on the Healthy Rewards Program, contact your Provider Relations representative or call the Provider Services phone number at the end of this newsletter.

Updated Clinical Practice Guidelines

Clinical Practice Guidelines (CPGs) are best practice recommendations based on available clinical outcomes and scientific evidence. They also reference evidence-based standards to ensure that the guidelines contain the highest level of research and scientific content. CPGs are also used to guide efforts to improve the quality of care in our membership. CPGs on the following topics have been updated and published to the Provider website:

- Acute Kidney Injury: HS-1069*
- Adult Preventive Health: HS-1018
- Asthma: HS-1001
- Behavioral Health Screening in Primary Care Settings: HS-1036*
- Bipolar Disorder: HS-1017
- Cardiovascular Disease: HS-1002
- Chronic Kidney Disease: HS-1006
- Congestive Heart Failure: HS-1003
- COPD: HS-1007
- Diabetes in Adults: HS-1009
- Diabetes in Children: HS-1004
- Epilepsy: HS-1070*
- HIV Screening: HS-1024
- Hypertension: HS-1010
- Managing Infections: HS-1037*
- Pediatric Preventive Health: HS-1019
- Persons with Serious Mental Illness and Medical Comorbidities: HS-1044
- Pneumonia: HS-1062*
- Post-Partum: HS-1030
- Preconception and Inter-pregnancy: HS-1028
- Pregnancy: HS-1029
- Psychotropic Drug Use in Children: HS-1047*
- Schizophrenia: HS-1026
- Sickle Cell Anemia: HS-1038
- Substance Use Disorders: HS-1031
- Substance Use Disorders in High Risk Pregnancy: HS-1041
- Tobacco Cessation: HS-1035

* New

To access other CPGs related to Behavioral, Chronic, and Preventive Health, visit www.wellcare.com/Georgia/Providers.



CommUnity Assistance Line

CAL NUMBER 1-866-775-2192 VIDEO RELAY 1-855-628-7552

We offer non-benefit resources such as help with food, rent and utilities.

Benefits of Providing Services in an ASC Setting

Operating in an Ambulatory Surgery Center (ASC) setting (Place of Service 24), rather than an outpatient hospital setting (Place of Service 22), may be beneficial to patients, providers and payers.

Benefits of providing services in an ASC setting may include:

- A more relaxed, less stressful and lower cost environment
- Provider autonomy over work environment and quality of care
- Increased provider control over surgical practices
- Provider specialties tailored to the specific needs of patients
- Raised standards in patient satisfaction, safety, quality and cost management
- Additional hospital operating room time reserved for more complex procedures
- Comparable patient satisfaction
- Quality of care as the hallmark of the ASC model

Providers are encouraged to provide services in an ASC setting (Place of Service 24) when deemed appropriate. Please contact your local Provider Relations representative for more information on ASCs in your area.

EFT through PaySpan

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 5 minutes to complete. Please visit www.payspanhealth.com/nps or call your Provider Relations representative or PaySpan (1-877-331-7154) with any questions.

We will only deposit into your account, NOT take payments out.

Provider Resources

Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information. Access the secure portal using the *Secure Login* area on our homepage. You will see *Messages from WellCare* on the right. Provider Homepage - www.wellcare.com/en/Georgia/Providers

Resources and Tools

You can find guidelines, key forms and other helpful resources from the homepage as well. You may request hard copies of documents by contacting your Provider Relations representative.

Refer to our *Quick Reference Guide*, for detailed information on many areas such as Claims, Appeals, Pharmacy, etc. These are located at www.wellcare.com/Wellcare/Georgia/Providers/Medicaid.

Additional Criteria Available

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available on our website at www.wellcare.com/en/Georgia/Providers/Clinical-Guidelines.

WE'RE JUST A PHONE CALL OR CLICK AWAY!

Medicaid: 1-866-231-1821

www.wellcare.com/Georgia