

Georgia
**Medicaid Provider
 Newsletter**



2020 • Issue II

Quality

WellCare strengthens our fight against epidemic of opioid misuse

WellCare has created a comprehensive program for Medicaid and Medicare members who overuse opioid medications or are at risk of doing so, and we invite all of our providers to join us in this crucial effort.

In 2017, the HHS declared opioid misuse a public health emergency. In 2018, 2 million people had an opioid use disorder and 47,600 people died from overdosing on opioids, according to the U.S. Department of Health and Human Services.

WellCare believes that vigilance by our providers can play a key role in fighting the epidemic that has spread throughout the United States.

The goals of our Opioid Program are to:

- Reduce the risk of opioid misuse, dependence and ultimately overdose, improving our Members' health outcomes
- Support members who depend upon and/or abuse opioids by providing Care Management services, education and monitoring to improve health outcomes
- Promote the appropriate use of healthcare resources

Interventions using Care Management services are for Medicare and Medicaid Members:

- Who have shown outlier utilization of opioids and other services requiring access limitations controls,
- With low back pain and a high number of opioid prescriptions; and
- Who have been proactively identified as being at high risk of misuse of opioids

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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.



WellCare strengthens our fight against epidemic of opioid misuse *(Continued)*

For our Medicare population, the Pharmacy Department administers CMS's Opioid Drug Management Program (Opioid DMP). CMS requires Pharmacists to address the Opioid needs of members. WellCare Pharmacists will refer members to Care Management as needed.

Also, we are seeking to expand the number of providers who are able to offer Medication Assisted Treatment (MAT services). MAT services use FDA-approved medications combined with counseling and behavioral therapies to provide a “whole-patient” approach to the treatment of substance use disorders.



To learn more about WellCare's Opioid Program, contact your Provider representative Link (<https://www.wellcare.com/Georgia/Providers/Medicare/Pharmacy/Opioid-Management>) to landing page for full details on Opioid Drug Management Program.

Statins Therapy for Patients with Diabetes and Cardiovascular Disease

Statin therapy should be considered for most patients with diabetes and/or cardiovascular disease for primary or secondary prevention to reduce the risk of atherosclerotic cardiovascular disease (ASCVD). For your convenience, we have listed the American College of Cardiology (ACC)/American Heart Association's (AHA) evidence based recommendations to assist you in choosing the most appropriate statin-intensity for your patient.

ACC/AHA Guideline on the Treatment of Blood Cholesterol to Reduce ASCVD Risk in Adults

Patient Risk Category	ACC/AHA Recommendation
Patients Ages 40–75 with diabetes and low density lipoprotein (LDL) from 70–189 mcg/dL	A statin medication (intensity dependent on patient's risk factors)
Patients with a 10-year ASCVD risk < 7.5%	A moderate-intensity statin
Patients with a 10-year ASCVD risk > 7.5%	A high-intensity statin
Patients ≤ 75 years of age with established clinical ASCVD	A high-intensity statin

Commonly Prescribed Statins

High-Intensity	Moderate-Intensity	
atorvastatin 40, 80 mg	lovastatin 40mg	atorvastatin 10, 20 mg
rosuvastatin 20, 40 mg	pravastatin 40, 80 mg	rosuvastatin 5, 10 mg
	simvastatin 20, 40 mg	

We value everything you do to deliver quality care to our members – your patients. We recognize that you are best qualified to determine the potential risks versus benefits in choosing the most appropriate medications for your patients.

Reference

Stone NJ, Robinson J, Lichtenstein AH, Bairey Merz CN, Blum CB, Eckel RH, Goldberg AC, Gordon D, Levy D, Lloyd-Jones DM, McBride P, Schwartz JS, Shero ST, Smith SC Jr, Watson K, Wilson PWF. 2013 ACC/AHA guideline on the treatment of blood cholesterol to reduce atherosclerotic cardiovascular risk in adults: a report of the American College of Cardiology/American Heart Association Task Force on Practice Guidelines. *Circulation*. 2013;00:000–000. Accessed 1/28/2018. <http://circ.ahajournals.org/content/early/2013/11/11/01.cir.0000437738.63853.7a.full.pdf>

WellCare taking additional steps to protect members' health amid Covid-19 outbreak

As we continue to learn more and address the novel coronavirus and its resulting illness COVID-19, we want to update you on important coverage information around its testing, treatment and care.

WellCare will be extending coverage for COVID-19. This important step is being taken in partnership with other major insurers and with the support of the White House Coronavirus Task Force.

We intend to cover COVID-19 testing and screening services for Medicaid members and are waiving all associated member cost share amounts for COVID-19 testing and screening. To ensure that our members receive the care they need as quickly as possible, WellCare will not require prior authorization, prior certification, prior notification or step therapy protocols for these services.

This coverage extension follows the Centers for Medicare & Medicaid Services' (CMS) guidance that coronavirus tests will be fully covered without cost-sharing for Medicare and Medicaid plans, a decision that WellCare fully supports for our members covered under these programs. We also support the administration's guidance to provide more flexibility to Medicare Advantage and Part D plans. The specific guidance includes:

- Waiving cost-sharing for COVID-19 tests
- Waiving cost-sharing for COVID-19 treatments in doctor's offices or emergency rooms and services delivered via telehealth
- Removing prior authorizations requirements
- Waiving prescription refill limits
- Relaxing restrictions on home or mail delivery of prescription drugs
- Expanding access to certain telehealth services

WellCare has been working in close partnership with state, local and federal authorities to serve and protect patients during the COVID-19 outbreak, including ensuring that its members and providers have the most up-to-date information to protect themselves and their families from the virus. We remain committed to protecting our communities during the outbreak.

To ensure you are keeping your environment safe from the coronavirus, please refer to the <https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf> CDC guidelines here.



Welvie®: Improving Members' Health Care Experience

In 2015, WellCare began offering the Welvie online surgery shared-decision-making program to its Medicare Advantage members.

Welvie's six-step program curriculum helps participants decide on, prepare for and recover from surgery. Through information, Q&As and videos, patients learn how to work with their doctors to explore treatment options – both surgical and non-surgical – when considering “preference-sensitive” surgeries like spine fusion, knee arthroscopy, prostatectomy and other elective procedures. Preference-sensitive surgeries are defined as those that have two or more viable alternatives for a presenting condition. If the patient, along with their doctor, decides surgery is right for them, Welvie then helps patients prepare for surgery and recovery with robust tools including checklists, calendars and other information and helpful tips to help them have error- and complication-free results.

Welvie participants receive a \$25 Amazon.com gift card for completing the first three steps of the program (reward is available once per member per 365 days).

The program's goal is to support member-physician interaction and preparation for surgery, as well as to promote improved health literacy.

After three years, the program has received high satisfaction marks from members. 96% of WellCare members have reported they felt the Welvie program helped them speak with their doctor about their treatment options and 97% said the Welvie program better prepared them for surgery.

To refer your WellCare Medicare Advantage patients to Welvie, just send them to www.welvie.com to register and engage in the program.

Updating Provider Directory Information

At WellCare, we value everything you do to deliver quality care to our members – your patients – and ensure they have a positive healthcare experience. We want to make sure your practice receives timely information to help you do business with us.

To ensure we have the most up to date demographic information for your practice, there are two easy ways to submit important updates including, but not limited to, name, address, phone number, e-mail, physician joining the group or physician leaving the group.



Staff members with an Administrative role can submit these changes online using the secure provider portal at www.wellcare.com/georgia

After logging in, go to the “My Practice” area of the portal. Click the “Manage Practice Information” link on the right side of the screen. Select the action you want to take, complete the form and submit.

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 contact your local **Provider Relations Representative** with any questions.



Medication Adherence and RxEffect™

To help with medication adherence, WellCare engages our members with refill reminder phone calls, off-therapy (missed dose) phone calls and letters, as well as using our network pharmacies to help counsel our members. However, there is nothing as powerful as a reminder from the member’s primary care provider about the importance of medication adherence.

Availability of Criteria

The review criteria and guidelines are available to the providers upon request. Providers may request a copy of the criteria used for specific determination of medical necessity by calling Customer Services department at **1-866-231-1821**.



Also, please remember that all Clinical Coverage Guidelines, detailing medical necessity criteria for several medical procedures, devices and tests, are available via the provider resources link at:

<https://www.wellcare.com/Georgia/Providers/Clinical-Guidelines>.

Access to Staff

If you have questions about the utilization management program, please call Customer Service at **1-866-231-1821**. TTY users call **711**. Language services are offered.

You may also review the Utilization Management Program section of your Provider Manual. You may call to ask for materials in a different format. This includes other languages, large print and audio tapes. There is no charge for this.



Affirmative Statement

WellCare’s Utilization Management Program decision-making is based only on appropriateness of care, service and existence of coverage. WellCare does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision-makers do not encourage decisions that result in underutilization.

If you have questions about this program, please call Provider Services at the number at the end of this newsletter.

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.





Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

- ✓ You control your banking information.
- ✓ No waiting in line at the bank.
- ✓ No lost, stolen, or stale-dated checks.
- ✓ Immediate availability of funds – no bank holds!
- ✓ No interrupting your busy schedule to deposit a check.

Setup is easy and takes about five minutes to complete. Please visit www.payspanhealth.com/nps or call your Provider Relations representative or PaySpan at **1-877-331-7154** with any questions.

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



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 Resource Guide available at www.wellcare.com/Wellcare/Georgia/Providers/Medicaid to learn more about our pharmacy Utilization Management (UM) policies and procedures.

Georgia Medicaid Provider Manual has been updated and posted to this web:

<https://www.wellcare.com/Georgia/Providers/Medicaid>



Community Connections HELP Line

1-866-775-2192

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

We're Just a Phone Call or Click Away



Medicaid: 1-866-231-1821



www.wellcare.com/Georgia/Providers

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 areas including Claims, Appeals, and Pharmacy. These are located at www.wellcare.com/Wellcare/Georgia/Providers/Medicaid.



To locate your Provider Relations Representative, please visit:
<https://www.wellcare.com/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.