



Georgia Medicaid Provider Newsletter



2020 • Issue III

Quality

Introducing WellCare BabySteps

WellCare Health Plans is pleased to introduce WellCare BabySteps, an important new program for both our providers and members! Pregnancy is a time of healthy beginnings. WellCare BabySteps merges care coordination and care management services to improve birth and mental health outcomes for our members – your patients. We make this possible by using innovative engagement strategies to link members to vital in-network and community services.

Meaningful encouragement from our providers to our members is imperative to the long-term success of WellCare BabySteps, so your support of the program is crucial.

Our long-term goals and objectives for WellCare and Providers include:

- Improving the quality of maternity care
- Improving birth outcomes
- Reducing cost of care for mothers and infants
- Increasing member engagement
- Improving provider engagement



To refer a patient or learn more about the WellCare BabySteps program, please contact your provider representative. Or visit your state's provider portal any time day or night at www.wellcare.com.

Thank you for your partnership and work to ensure that every WellCare member receives quality healthcare!

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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: 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 your Medicare and 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 CDC guidelines here:

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>

About Benefits and Services

Here are some things to keep in mind:

Participating WellCare Providers must, in accordance with generally accepted professional standards ensure that the hours of operation offered to WellCare Members are no less than those offered to commercial members.

All contracted services available to Medicaid members are available 24 hours a day, 7 days a week, when medically necessary.

Member's Rights and Responsibilities

As a WellCare member, your patients have the right:

- ✓ To receive information about the organization, its services, its practitioners and providers and member rights and responsibilities
- ✓ To be treated with respect and dignity
- ✓ To have your privacy protected
- ✓ To participate with practitioners in making decisions about your health care
- ✓ To a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost and benefit coverage
- ✓ To voice complaints or appeals about the Plan or the care it provides
- ✓ To make recommendations regarding the Plan's member rights and responsibilities policy



You Have Responsibilities as a Member:

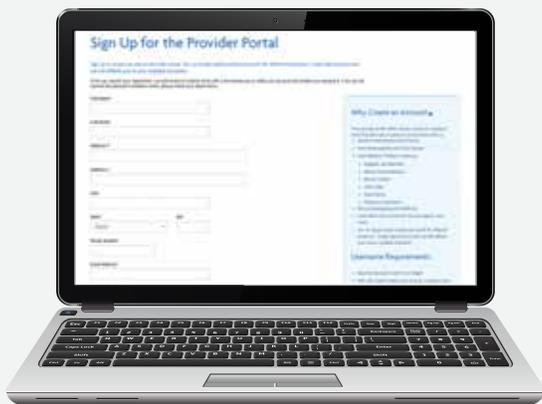
- To supply information that the plan and its doctors and providers need to provide care
- To follow plans and instructions for care that you have agreed on with your doctor
- To understand your health problems.
- To help set treatment goals that you and your doctor agree to.



You may have additional Rights and Responsibilities. These are listed in your Member Handbook.

NEW: Secure Portal Authorization Enhancements

WellCare has made several recent enhancements to our secure Provider Portal Authorization System. We've expanded your online capabilities, so you can accomplish more than ever before – without the need to call Provider Services for assistance.



New features include:

- **Authorization Edits:** Providers can now edit previously submitted authorizations online. You can also return and upload additional attachments (such as requested medical records) and review previously submitted documentation, as well.
- **Real-time Authorization Status:** Quickly and easily look up status of any authorization request, at any time.
- **New Status:** We've added a new "Partially Approved" status to more accurately depict the current status of requests that are not fully through the approval process.

Not registered on our secure Provider Portal yet? It only takes a few moments to **sign up for an account** and start benefitting from the many useful features provided.



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

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.

In addition, 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, visit <https://www.wellcare.com/California/Providers/Medicare/Pharmacy/Opioid-Management>

For additional information or questions, contact your Provider representative.

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>

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.