



Kentucky
**Provider
 Newsletter**



2020 • Issue I

Quality

Starting the New Year with a Health Assessment

The beginning of a new year is a great time to reach out to patients who did not come in for their annual physical during 2019. According to the CDC, Americans use preventive services at about half the recommended rate. Chronic diseases, such as heart disease, cancer and diabetes, account for 7 of every 10 deaths and about 75% of the healthcare spending. Chronic diseases can be managed, prevented or detected through appropriate screenings.

Yet despite the benefits of preventive care, too many Americans go without needed screenings and care. WellCare would like to partner with you to help increase the number of our members getting preventive care. WellCare's Case and Disease Management Teams can help members overcome barriers to care and manage their chronic conditions. Our Quality Practice Advisors are available to answer your questions and provide you with educational materials.



We are available to help. Together, we can strive to help our members manage their health. Case and Disease Management: **1-877-389-9457 (TTY 711)**.

Source: Centers for Disease Control and Prevention. (2017). Preventive healthcare. Retrieved from <https://www.cdc.gov/healthcommunication/toolstemplates/entertainment/tips/preventivehealth.html>

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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.





Quality Quick Tip

Remember to document the second blood pressure reading when you perform the recheck of a member's initial high blood pressure reading.

Opportunities for Patient Education:



January is Cervical Health Awareness Month.

According to the CDC, each year approximately 12,000 women in the United States get cervical cancer.

January provides a good opportunity to remind your female patients about the importance of getting a Pap and HPV test. In addition, for younger patients (boys and girls) who are 11 to 12 years of age the importance of getting the HPV vaccine.

https://www.cdc.gov/cancer/cervical/pdf/cervical_facts.pdf



February is American Heart Month

Heart disease, and associated risk factors, can occur at any age. According to the CDC, high rates of obesity and high blood pressure among younger adults (ages 35-64) are putting them at risk for heart disease earlier in their life.

The month of February is a good time to talk with your patients about any risk factors they may have for heart disease and steps to take to prevent heart disease in the future. In addition, remind your patients with high blood pressure and on medication, the importance of medication adherence. A 90-day prescription may be an option.

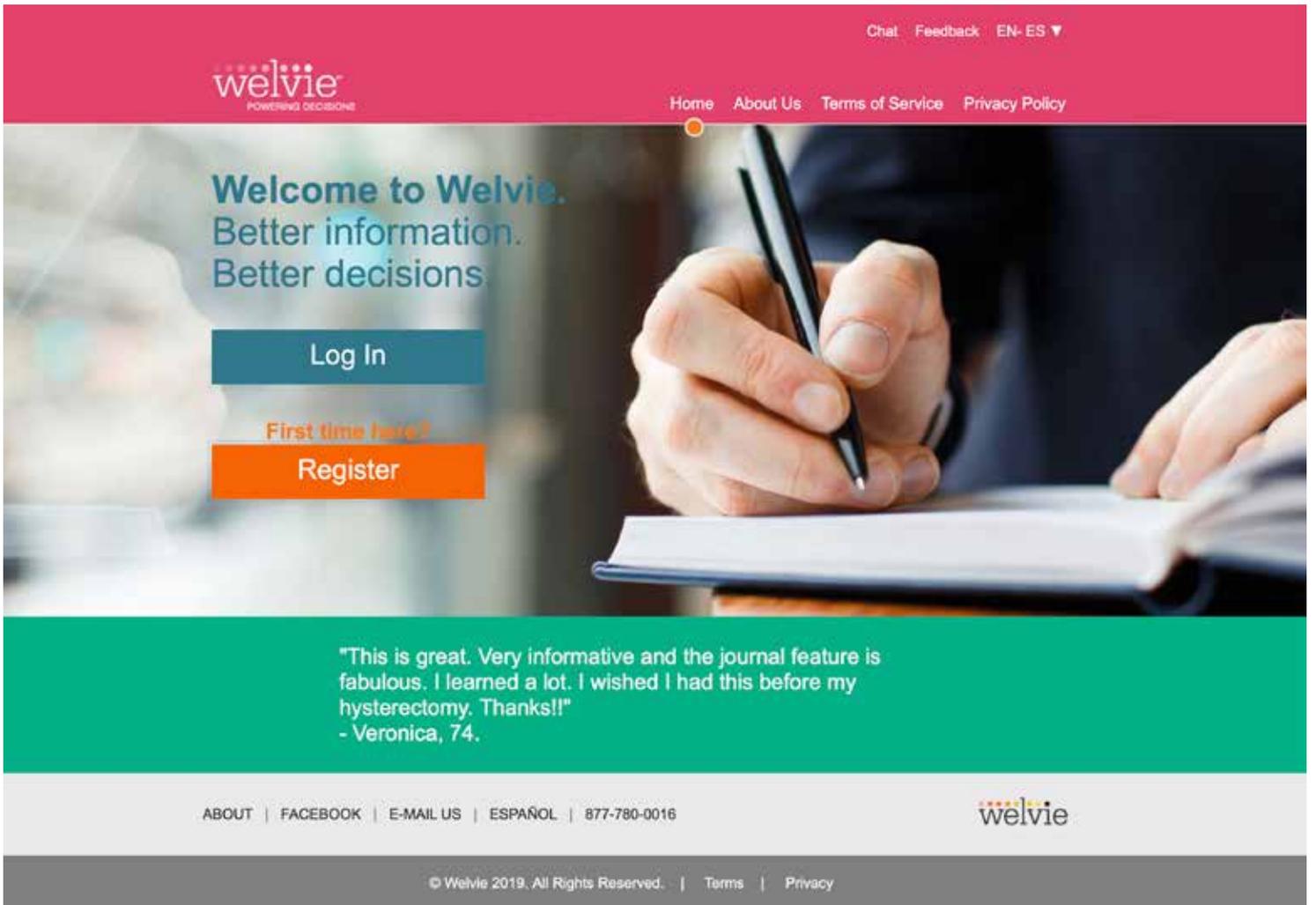
<https://www.cdc.gov/features/heartmonth/index.html>



March is National Colorectal Cancer Awareness Month

According to the CDC, colorectal cancer is the second leading cancer killer in the United States. March provides a chance for you to discuss the importance of colorectal cancer screening with your patients (50 to 75 years of age) and any risk factors they may have and how they can reduce their risk of developing colorectal cancer.

https://www.cdc.gov/cancer/colorectal/basic_info/



The screenshot shows the Welvie website homepage. At the top right, there are links for 'Chat', 'Feedback', and 'EN-ES'. The Welvie logo is on the left, with the tagline 'POWERING DECISIONS'. A navigation menu includes 'Home', 'About Us', 'Terms of Service', and 'Privacy Policy'. The main content area features a large image of a hand writing in a notebook. Text on the page reads: 'Welcome to Welvie. Better information. Better decisions.' Below this are 'Log In' and 'Register' buttons, with a link for 'First time here?'. A testimonial from Veronica, 74, is displayed in a green box. The footer contains links for 'ABOUT', 'FACEBOOK', 'E-MAIL US', 'ESPAÑOL', and '877-780-0016', along with the Welvie logo and copyright information: '© Welvie 2019. All Rights Reserved. | Terms | Privacy'.

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.



Getting Needed Care

Access to medical care, including primary care, specialist appointments and appointment access, are key elements of quality care.

Each year, CAHPS® surveys patients and asks questions like:

- In the last 6 months, how often was it easy to get appointments with specialists?
- In the last 6 months, how often was it easy to get the care, tests or treatment you needed through your health plan?
- In the last 6 months, when you needed care right away, how often did you get care as soon as you thought you needed?
- In the last 6 months, not counting the times when you needed care right away, how often did you get an appointment for your healthcare at a doctor's office or clinic as soon as you thought you needed?
- In the last 6 months, how often did you see the doctor you were scheduled to see within 15 minutes of your appointment time?

To ensure your patients are satisfied with their ease of access:

- See members within access and availability standards
- Schedule appointments in a reasonable window for each request
- Follow up with members after referral to specialists to ensure care is coordinated
- Provide all information for specialists, tests and procedure authorizations and follow up as necessary
- Reduce time in the waiting room to no more than 15 minutes from appointment time



Care Coordination

Here are more tips to provide the needed care to your patients:

- ✓ Review medications with your patients
- ✓ Offer to schedule specialist and lab appointments while your patients are in the office
- ✓ Remind your patients about annual flu shots and other immunizations
- ✓ Make sure your patients know you also are working with specialists on their care. Ensure you receive notes from specialists about the patient's care and reach out to specialists if you have not gotten consultation notes. Tell your patient the results of all test and procedures. Share decision making with patients to help them manage care. And please follow up on all authorizations requested for your patient
- ✓ Call or contact your patients to remind them when it's time for preventive care services, such as annual wellness exams, recommended cancer screenings and follow-up care for ongoing conditions such as hypertension and diabetes

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 Provider Relations 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). Thirty-day advance notice is recommended.

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

Medicaid



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

Medicare



Call: 1-855-538-0454

Thank you for helping us maintain up-to-date directory information for your practice.





Provider Formulary Updates

Medicaid:

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

You can also refer to the Provider Manual available at www.wellcare.com/Kentucky/Providers/Medicaid to view more information regarding WellCare's pharmacy Utilization Management (UM) policies and procedures.

Medicare:

The Medicare Formulary has been updated. Find the most up-to-date complete formulary at www.wellcare.com/Kentucky/Providers/Medicare/Pharmacy.

You can also refer to the Provider Manual available at www.wellcare.com/Kentucky/Providers/Medicare to view more information regarding WellCare's pharmacy UM policies and procedures.



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.



Community Connections HELP Line

1-866-775-2192

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



Beyond Healthcare. A Better You.

WellCare of Kentucky, Inc.
13551 Triton Park Blvd.
Suite 1800
Louisville, KY 40223

WellCare Office Locations



www.wellcare.com/Kentucky/Providers

WellCare has various offices throughout Kentucky where you will find your local Provider Relations and Health Services team members.

Ashland

1539 Greenup Avenue
5th Floor, Suite 501
Ashland, KY 41101-7613
Main Office Number: 1-606-327-6200

Bowling Green

360 East 8th Ave.
Suite 311
Bowling Green, KY 42101-2135
Main Office Number: 1-270-793-7300

Hazard

450 Village Lane
2nd Floor
Hazard, KY 41701-1701
Main Office Number: 1-606-436-1500

Lexington

2480 Fortune Drive
Suite 200
Lexington, KY 40509-4168
Main Office Number: 1-859-264-5100

Louisville

13551 Triton Park Boulevard
Suite 1800
Louisville, KY 40223-4198
Main Office Number: 1-502-253-5100

Owensboro

The Springs, Building C
2200 E. Parrish Ave., Suite 204
Owensboro, KY 42303-1451
Main Office Number: 1-270-688-7000

IMPORTANT REMINDER:

You can use the member's Kentucky Medicaid ID number when the WellCare member ID number is not available when billing a claim.

Please remember to use the Kentucky MMIS, www.kymm.com, as your primary source of Managed Care Organization (MCO) assignment and eligibility for WellCare members. We encourage all providers to use KYMMIS as their primary source as it contains the most updated eligibility and MCO assignment information on each individual member.