



# Nebraska Provider Newsletter



December 2018

## Quality

### PCMH Standards Structure

In 2017, the National Committee for Quality Assurance restructured both the application process and the standards they use to award recognition as a Patient Centered Medical Home. The restructuring brought the application process into one online process instead of the previous two. It also now assigns a NCQA representative to each applicant and incorporates a process with three virtual reviews with an evaluator over a time frame of up to a year. The main tenets of the criteria remain largely similar. The focus, however, has switched to be more outcomes based reporting and a further integration of behavioral health measures. Continual quality improvement remains a large part of the criteria, as well as care coordination, care management and communication with patients and family, other providers, and community health services. The criteria are segmented into the following concepts:

- Team-based care and practice organization (TC)
- Knowing and managing your patients (KM)
- Patient-Centered Access and Continuity (AC)
- Care Management and Support (CM)
- Care Coordination and Care Transitions (CC)
- Performance Measurement and Quality Improvement (QI)

Forty core criteria are required. In addition, there are 60 optional criteria, of which a practice must meet 25 that span five of the six concept areas. This lets a practice choose measures more applicable to their situation.

For more information about PCMH in the WellCare of Nebraska network, please email [NE\\_PCMH@wellcare.com](mailto:NE_PCMH@wellcare.com). WellCare of Nebraska is also in the **Partner In Quality** program that allows practices working with WellCare a discount on application fees with NCQA. PCMH criteria and standards are found at <https://www.ncqa.org>.



### New Moms Eligible for Free, Text-Based Program

Do you ever wish your patients who are new mothers would get information from trusted sources instead of random web searches? Well, we did too, so we created the Baby's First program.

This text-based education and support program gently coaches parents through baby's first 15 months of life. Available in both English and Spanish, there is no charge to anyone in Nebraska or surrounding areas (WellCare members or not).

The content of each text is developed under guidelines from the American Academy of Pediatrics (AAP), Centers for Disease Control and Prevention (CDC), and local resources such as the Nebraska Department of Public Health. Simple, easy-to-understand language helps your patients learn about their baby's developmental milestones over the first 15 months of life. Patients will also get reminders to schedule their well-baby visits, and moms will be screened for postpartum depression (and referred for care if indicated).

Remember, Baby's First is open to ALL new mothers in Nebraska. Signing up for the program is as easy as texting **BABY1** (or **BEBE1** for Spanish) to **52046**.

### 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.



## 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 also are 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 and Chronic Kidney Disease: HS-1006
- ADHD: HS-1020
- Adolescent Preventive Health: HS-1051 **NEW**
- Adult Preventive Health: HS-1018
- Anxiety Disorders: HS-1057 **NEW**
- Asthma: HS-1001
- Behavioral Health Conditions and Substance Use in High Risk Pregnancy: HS-1040
- Behavioral Health Screening in Primary Care Settings: HS-1036
- Bipolar Disorder: HS-1017
- Cancer: HS-1034
- Cardiovascular Disease: HS-1002
- Child and Adolescent Behavioral Health: HS-1049 **NEW**
- Cholesterol Management: HS-1005
- Congestive Heart Failure: HS-1003
- COPD: HS-1007
- Dental and Oral Health: HS-1065
- Depressive Disorders in Children, Adolescents and Adults: HS-1022
- Eating Disorders: HS-1046
- Fall Risk Assessment: HS-1033
- Frailty and Special Populations: HS-1052 **NEW**
- Hepatitis: HS-1050 **NEW**
- HIV Screening & Antiretroviral Treatment: HS-1024
- Hypertension: HS-1010
- Managing Infections: HS-1037
- Neonatal and Infant Health: HS-1072 **NEW**
- Neurodegenerative Disease: HS-1032 (previously Alzheimer's Disease)
- Obesity in Children and Adults: HS-1014
- Older Adult Preventive Health: HS-1063
- Osteoporosis: HS-1015
- Palliative Care: HS-1043
- Pediatric Preventive Health: HS-1019
- Persons with Serious Mental Illness and Medical Comorbidities: HS-1044
- Pneumonia: HS-1062
- Post-Traumatic Stress Disorder: HS-1048 **NEW**
- Rheumatoid Arthritis: HS-1025
- Sickle Cell Anemia: HS-1038
- Schizophrenia: HS-1026
- Substance Use Disorders: HS-1031
- Suicidal Behavior: HS-1027
- Traumatic Brain Injury (TBI): HS-1065 **NEW**

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### Clinical Policy Guiding Documents

- CPG Hierarchy
  - Health Equity, Literacy, and Cultural Competency **NEW**
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The following CPGs have been retired and removed from the Provider website:

- Acute Kidney Injury: HS-1069
- Antipsychotic Drug Use in Children: HS-1045
- Behavioral Health and Sexual Offenders in Adults: HS-1039
- Imaging for Low Back Pain: HS-1012
- Lead Exposure: HS-1011
- Motivational Interviewing & Health Behavior Change: HS-1042
- Pharyngitis: HS-1021
- Psychotropic Use in Children: HS 1047
- Screening, Brief Intervention, & Referral to Treatment (SBIRT): HS-1056
- Transitions of Care: HS-1054
- Major Depressive Disorder in Adults: HS-1008
- Substance Use Disorders in High Risk Pregnancy: HS-1041\*

To access CPGDs and CPGs related to Behavioral, Chronic, and Preventive Health, visit [www.wellcare.com/Nebraska/Providers/](http://www.wellcare.com/Nebraska/Providers/).



## 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). Thirty-day advance notice is recommended.

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

Please call us at **1-855-599-3811**. Thank you for helping us maintain up-to-date directory information for your practice.



## Community Connections Line

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

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

## Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

- 1 You control your banking information.
- 2 No waiting in line at the bank.
- 3 No lost, stolen, or stale-dated checks.
- 4 Immediate availability of funds – no bank holds!
- 5 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](http://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 Resources



**1-855-599-3811**



[www.wellcare.com/Nebraska/Providers](http://www.wellcare.com/Nebraska/Providers)

### 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/Nebraska/Providers](http://www.wellcare.com/en/Nebraska/Providers).

### Resources and Tools

You can find guidelines, key forms and other helpful resources from the homepage as well. You may ask for 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 at [www.wellcare.com/en/Nebraska/Providers/Medicaid](http://www.wellcare.com/en/Nebraska/Providers/Medicaid).

### Additional Criteria Available

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available at [www.wellcare.com/en/Nebraska/Providers/Clinical-Guidelines](http://www.wellcare.com/en/Nebraska/Providers/Clinical-Guidelines).

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