



Quality

Disease Management – Improving Members Health!

Disease Management is a free, voluntary program that helps members with specific chronic conditions.

Members are assigned a Disease Nurse Manager who can help the member with:

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

Disease Management can assist your members with the following conditions:

- Asthma
- Congestive Heart Failure (CHF)
- Diabetes
- Coronary Artery Disease (CAD)
- 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 711) Monday–Friday, 8 a.m. to 5 p.m.



Adolescent Well-Care Visits

All adolescents should get at least one comprehensive well-care checkup with a PCP or an OB/GYN every year. Healthy Children and Youth/Early and Periodic Screening, Diagnostic and Treatment (HCY/EPSDT) screening forms and guidelines offer education to providers about the healthcare services that are available to prevent and treat illnesses for Medicaid members. In addition to improving members' health, an annual checkup provides adolescents an opportunity to develop attitudes and lifestyles that can enhance health and well-being.

According to HEDIS®, the following must occur and be documented in the medical record for a member to be compliant for an adolescent well-care exam:

- A health history
- A physical developmental history
- A mental developmental history
- A physical exam
- Health education/anticipatory guidance

Keep in mind, a sick-child visit or sports physical can be an opportunity to complete a comprehensive well-care exam.

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.



June Operational Updates:

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.

Clinical Policy Guiding Documents (CPGDs) are also available; these are companions to the CPGs on a variety of topics. Currently there are three CPGDs:

- ✓ CPG Hierarchy
- ✓ Health equity, literacy, and cultural competency
- ✓ Quality Improvement

To access CPGDs and CPGs related to Behavioral, Chronic, and Preventive Health, visit <https://www.wellcare.com/Nebraska/Providers/>.



CommUnity
Assistance 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.

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 contact your Provider Relations representative to make updates. Thank you for helping us maintain up-to-date directory information for your practice. For a breakdown by assigned territory, you can locate the Provider Relations Contact List by visiting the Provider Resource section at www.wellcare.com/Nebraska/Providers/Medicaid.

Provider Resources



1-888-588-9842



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.

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/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 on our website at www.wellcare.com/en/Nebraska/Providers/Clinical-Guidelines.

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