



Nebraska Provider Newsletter



November 2018

Quality

WellCare of Nebraska Offers Providers Technical Assistance in PCMH

Patient Centered Medical Home, or PCMH, is a care delivery model where patient care is coordinated through their primary care provider in an effort to improve patient experience, increase quality and reduce costs. The PCMH model of care is well accepted in Nebraska, as evidenced by the 80 primary care clinics in the WellCare network that are already recognized as a PCMH clinic.

The majority of PCMH clinics use standards developed by the National Committee for Quality Assurance, or NCQA. Other accrediting agencies used in Nebraska are The Compliance Team and the Joint Commission Ambulatory Care Accreditation. In addition to the current 80 recognized clinics in the WellCare network, another 20 or so provider clinics are currently working toward PCMH recognition.

If you are part of a provider practice that is recognized as a Patient Centered Medical Home or are working toward it, please let us know by emailing NE_PCMH@wellcare.com or your provider relations representative. WellCare of Nebraska offers providers a readiness assessment, technical assistance and coaching on PCMH concepts and on the NCQA application process. WellCare of Nebraska is a **Partner In Quality** with NCQA, which means providers working with WellCare of Nebraska are eligible for a 20% discount on their initial PCMH application to NCQA.

You can email NE_PCMH@wellcare.com for more information about Patient Centered Medical Home and the Partner In Quality program. PCMH criteria and standards and many virtual training opportunities are found at <https://www.ncqa.org>.



New Moms and the Internet – A Risky Combination

Do you ever wish your patients who are new mothers would get information from trusted sources instead of doing random web searches? We did too. That is why 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, this is a free service available to anyone (including those not enrolled in WellCare) in Nebraska and surrounding states.

The content of each text is developed using 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. Using simple, easy-to-understand language, your patients will learn about their baby's developmental milestones over the first 15 months of life. They 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 are also 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
- Diabetes: HS-1009
- 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**

Clinical Policy Guiding Documents

- CPG Hierarchy
- Health Equity, Literacy, and Cultural Competency **NEW**

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/.



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 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

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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