



Nebraska

Provider Newsletter



October 2018

Operational

Delivering Better Healthcare Support Through Real-Time Communication

Over the past several years, consumers have flocked to online channels. This is true for all age groups, and the trend is accelerating with the widespread adoption of smartphones and tablets. Forrester® research indicates 41% of consumers age 18 to 46 prefer online customer service to the telephone, and the majorities of consumers over 50 have also adapted to online service. Increasingly, customers expect high quality service via multiple channels, and reward organizations that meet these expectations with increased loyalty and revenue. While demand for phone service remains strong, it is essential that organizations offer customers the choice of using the channel that best suits them. Customers expect service to be consistent and contextual across channels—and they expect their profile to be recognized regardless of their interaction mode.

Key benefits of live chat for healthcare:

Real-time convenience to customers

The main reason above all, is that live chat offers convenience for customer's right from your website without them having to leave looking for assistance on the phone. Added convenience is what helps build strong relationships with your customers since the availability of help and the speed at which this help is delivered is often the two most cited reasons people say they had an enjoyable experience with a company.

More Personal

While live chat software provides a lot of powerful technological capabilities, its effectiveness ultimately comes down to human connection. Consumers want to interact with qualified representatives who display a genuine interest, especially when it comes to the world of healthcare. In the world of healthcare, communications can be personal and emotional. Using human communication in live chat conversations can go a long way in establishing trust with your website visitor

Allow customers to multitask

No one wants to spend their lunch break on hold with your company (or any other). With live chat support, customers can carry on with their day-to-day lives while waiting for that “ping” sound to assure them the agent has replied.

Provide chat logs for transparency and proof of contact

When customers engage with customer support via phone, they don't typically receive a recording of the verbal conversation. Live chat software gives customers the option of receiving a transcription of the conversation afterwards for their records. This gives them a point of reference in case any issues arise in the future.

Communicate Clearly

If you try to contact a large company, you'll quickly experience the global nature of our economy. Accurate communication, especially when it comes to resolving disputes, can be impossible over the telephone when speaking to someone with a vastly different accent or without good phone etiquette. In an online chat session, accents and vocal quality are never a concern. We save time by not repeating ourselves and correcting each other.

Final Word

With the additional chat functionality, providers will experience quicker customer service. These enhancements are being implemented to make it easier for providers to do business with WellCare.

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.





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 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.

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.

Provider Relations Team

Eric Dragseth	eric.dragseth@wellcare.com
Lindsey Gonzales	lindsey.gonzales@wellcare.com
Michelle Hartman	michelle.hartman@wellcare.com
Kami Hudson	kami.hudson@wellcare.com
Angi Tran	angela.tran@wellcare.com