

Provider Newsletter

Nebraska | 2018 | January



Admission Notifications and Prior Authorizations

This is a Reminder of Current Policy

Notification when a WellCare member is admitted to a facility:
As a reminder, WellCare requires notification by the next business day when a member is admitted to a facility. This includes all admissions and/or observation stays. Notification is necessary for WellCare to obtain clinical information to perform case management and ensure coordination of services. Failure to notify WellCare of admissions or observation stays may result in denial of the claim.

Prior authorization for outpatient services:
WellCare has enhanced and standardized the provider portal authorization look-up tool with respect to place of service and clinical appropriateness. To reflect industry best practices and reduce the administrative burden on providers, the number of procedures requiring prior authorization has been reduced. Please remember to consult the authorization look-up tool on the provider portal and obtain appropriate prior authorization. Failure to obtain prior authorization where required may result in denial of the claim.

We value your partnership and work to ensure that every WellCare member receives quality health care.



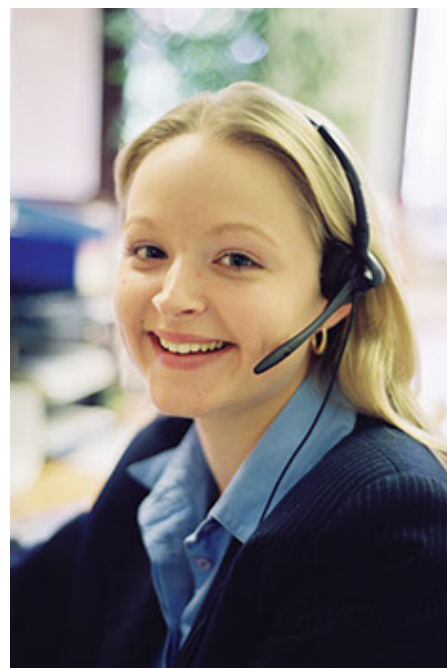
CommUnity Assistance Line

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.

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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.



We're in this together: *Quality Health Care*



PCP Request to Transfer a Member

We would like to ensure our Providers are aware of the appropriate process for requesting Members to be removed from their patient panel. Primary Care Physicians (PCPs) may request that a Member be removed from their patient panel if the physician feels that the Member is non-compliant with the physician's treatment plan or plan of care, if there is evidence of abusive or inappropriate behavior, or if the physician is unable to adequately address the Member's needs. WellCare Health Plans, Inc., and its affiliates and subsidiaries ("WellCare" or the "Company") has established a uniform policy to ensure the proper evaluation and processing of physician requests to transfer/reassign Members from their patient panel.

It is the policy of WellCare to comply with specific State and/or Federal contractual requirements that allow the PCPs to request the transfer of a Member. The Provider shall continue to provide medical care for the WellCare Member until such time that written notification is received from WellCare stating that the Member has been transferred from the Provider's practice.

The full detailed outline of this process can be located in the Provider Manual under the 'Termination of a Member' section. Primary care physicians can now request to transfer a member from their patient panel based on one of the above-mentioned qualifying reasons via the New Provider Portal. This new online submission option replaces the previous fax form process.

Providers can log onto the secured provider portal via <https://provider.wellcare.com>. Once on the home screen providers will select "My Patients" at the top; choose the member; then select the Action: "Request Member Transfer". Supporting documentation such as office notes and/or clinicals are required for completion of each submission. Requests to transfer a member are reviewed for accuracy and completion. Requesting providers will receive confirmation from Customer Service once the transfer is completed.



Breaking Down Walls – Effective Communication with Patients

It can be very stressful when patients do not understand what their doctors are telling them about their health. Good communication can help alleviate fear and anxiety patients may experience.

Here are some things providers can do to communicate more effectively with patients:

- Listen carefully to the patient and find out what they want to know
- Be empathetic. Show respect for what patients have to say
- Spend enough time with patients so that they understand all aspects of their condition
- Explain medications in simple, easy to understand language. Tell them why they may want to take the medication and why they may not want to take the medication.
- Be sure to answer all the patient's questions

