





Quality

Behavioral Health Performance Improvement Project (PIP)

WellCare of Nebraska is required to participate in Performance Improvement Projects (PIP). The topics of the PIP may be set forth by the State or may be identified by the individual health plan. The goal of each PIP is to improve health outcomes and processes. In an attempt to improve health outcomes for members with a mental health illness diagnosis or substance use disorder diagnosis, one of the planned PIPs will focus on increasing how often an appropriate outpatient follow-up visit occurs after a visit to the Emergency Department.

This behavioral health PIP is based on two HEDIS® measures:

 **Follow-Up After Emergency Department Visit for Mental Illness** – The percentage of emergency department (ED) visits for members 6 years of age and older with a principal diagnosis of mental illness, who had a follow-up visit for mental illness. Two rates are reported: 1. The percentage of ED visits for which the member received follow-up within 30 days of the ED visit; 2. The percentage of ED visits for which the member received follow-up within 7 days of the ED visit.

 **Follow-Up After Emergency Department Visit for Alcohol and Other Drug Dependence** – The percentage of emergency department (ED) visits for members 13 years of age and older with a principal diagnosis of alcohol or other drug (AOD) dependence, who had a follow up visit for AOD. Two rates are reported: 1. The percentage of ED visits for which the member received follow-up within 30 days of the ED visit; 2. The percentage of ED visits for which the member received follow-up within 7 days of the ED visit.

*HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).
Source: HEDIS 2017 Volume 2 Technical Specifications for Health Plans*



Healthy Rewards:

The Healthy Rewards Program rewards members for taking small steps toward healthier lives. When they complete primary care provider (PCP) visits, prenatal visits and certain health checkups, members earn rewards that are placed on reloadable Visa® cards. Members can use these cards at a variety of locations to purchase items including milk, bread, diapers and over-the-counter (OTC) items. The more services members complete, the more they earn. Providers can encourage their patients to take part in this program by signing applicable activity reports (Provider ID must be included).

For more information on the Healthy Rewards Program, contact your Provider Relations representative or call the Provider Services phone number at the end of this newsletter.

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.





Provider Formulary Updates

The Preferred Drug List (PDL) has been updated. Visit www.wellcare.com/Wellcare/Nebraska/Providers/Medicaid/Pharmacy to view the current PDL and pharmacy updates.

You can also refer to the Provider Handbook available at www.wellcare.com/Nebraska/Providers/Medicaid to learn more about our pharmacy Utilization Management (UM) policies and procedures.



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



1-888-588-9842



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.

Provider Relations Team

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