

Nebraska
Provider
Newsletter



January 2019

Quality

Track, Flag and Follow-Up

TFF stands for Track, Flag and Follow-up. In a Patient-Centered Medical Home, an emphasis is placed on:

- Tracking of lab tests
- Imaging results
- Referral follow-through

The goal of tracking is to make sure that the tests ordered were performed and results were obtained and relayed to the patient. If the test was not performed or if the results are abnormal, the system for tracking should notify the provider and staff to engage for further follow up.

The time frame in which this is done also is important. Good patient communication includes good customer service and encourages patients to be engaged. Good communication between providers is patient-centric and enables all providers involved to provide the best, most informed care. This may all sound like common sense but putting it into practice in an efficiently flowing system can be a challenge.

TFF is imperative for patient-centered care and is a requirement for recognition as a **Patient-Centered Medical Home**.

For more information about **Patient-Centered Medical Home** and the **Partner In Quality program** (practices working with WellCare are given a discount on application fees with NCQA), please email NE_PCMH@wellcare.com. PCMH standards and criteria can be found at <https://www.ncqa.org>.



New Moms Eligible for Free, Text-Based Program

Do you ever wish your patients who are new mothers would get information from trusted sources instead of doing random web searches? Well, we did too, so 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, there is **no cost** for this program to anyone in Nebraska or surrounding areas (WellCare members or not).

The content of each text is developed under 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. Simple, easy-to-understand language helps your patients learn about their baby's developmental milestones over the first 15 months of life. Patients 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.





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 HELP Line

1-866-775-2192

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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