



Nebraska  
Provider  
**Newsletter**



September 2019

## Quality

### Did You Know?

Did you know that the 2018-2019 was the longest flu season in decades? According to the CDC, flu activity began increasing in November of 2018 and lasted through April of 2019<sup>1</sup>.

#### Be prepared for the flu this year:

- Promote vaccination.
- The CDC continues to advocate for receiving a seasonal influenza vaccine each year as the best protection against the flu and its potentially severe complications. WellCare encourages every member to get vaccinated before flu activity begins in the area.
- Flu vaccines are covered under both the medical and pharmacy benefits.

#### WellCare covers antiviral medications:

- Antiviral medication will lessen the severity of the flu if started within 48 hours following close contact with an infected individual or within 48 hours of flu symptoms
- WellCare has added generic Tamiflu (Oseltamivir) as a preferred agent this year
- Covered medications can be found on the WellCare Preferred Drug List Search Tool by clicking <https://www.wellcare.com/Nebraska/Members/Medicaid-Plans/WellCare-of-Nebraska/WellCare-of-Nebraska-Settings/Wellcare-of-Nebraska-Drug-Search-Page>

<sup>1</sup> [https://www.cdc.gov/mmwr/volumes/68/wr/mm6824a3.htm?s\\_cid=mm6824a3\\_w](https://www.cdc.gov/mmwr/volumes/68/wr/mm6824a3.htm?s_cid=mm6824a3_w).

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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.



## Our New Program Combatting Opioid Misuse

WellCare's new program for opioid misuse is designed to partner with you to offer your patients stigma-free education, benefits, services and support. The goal is to help them choose a confident, "better you," from prevention all the way through recovery.

The cornerstone of this new program is our comprehensive, specialized care management. We'll help our members, their families and caregivers navigate information, options, support and services on the path to achieving and maintaining sobriety. And, we'll support you and your practice by keeping you up-to-date on evidence-based treatment options and make it easy for you to ensure your patients get the comprehensive treatments they need.

We are excited to partner with you in providing quality care to your patients – our members. Look for detailed information coming soon!



## MUMPS Outbreak

The Nebraska Department of Health and Human Services reports a significant increase in mumps cases in eastern rural Nebraska. Counties affected include: Polk, Butler, York, Seward, Cedar, Dixon, Wayne and Thurston. At least 30 cases have been identified.<sup>1</sup>

Mumps is a contagious disease caused by a virus. People with mumps are most contagious three days before and five days after their symptoms begin. Symptoms typically appear 16-18 days after infection, but this period can range from 12–25 days after infection. It typically starts with fever, headache, muscle aches, tiredness, and loss of appetite, and further develops into swollen glands (lymph nodes) in the neck and behind the ear, and eye swelling and redness. Rare but serious symptoms of mumps can include inflammation of the ovaries, testicles, pancreas, brain, and deafness.



### CDC recommends that children get two doses of MMR vaccine:

- The first dose at 12 through 15 months of age, and
- The second dose at 4 through 6 years of age.
- Teens and adults should also be up to date on MMR vaccinations.

A person with two doses of MMR vaccine has about an 88% reduction in risk for mumps; a person with one dose has a 78% reduction in risk for mumps.

During a mumps outbreak public health authorities might recommend an additional dose of MMR vaccine for people at increased risk for getting mumps. Your local public health authorities will be able to provide information on who should receive additional vaccinations.<sup>2</sup>



### For Wellcare members that need to be vaccinated against the mumps:

- For children: providers should use their normal coding procedure for the vaccination.
- For adult members, mumps vaccines are covered on a case by case basis based on medical necessity.

For questions on billing or coding, please reach out to your WellCare provider relations representative.

<sup>1</sup> <http://dhhs.ne.gov/Pages/DHHS-Reports-Increase-in-Mumps-Cases.aspx>

<sup>2</sup> <https://www.cdc.gov/mumps/vaccination.html>

## 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 a variety of topics are published to the Provider website.

Clinical Policy Guiding Documents (CPGDs) are also available on the CPG page. These are companion documents to the CPGs. The following CPGD was updated and will also be published:

- Inpatient Level of Care

To access CPGDs and CPGs related to Behavioral, Chronic, and Preventive Health, visit <https://www.wellcare.com/Nebraska/Providers/>.

## Effective Communication with Patients

The ability to effectively and compassionately communicate information is key to successful patient/provider relationships. The present healthcare environment has increasing demands on productivity and affords less time with each patient, which can hinder effective communication.

**Here are some ways providers can communicate more effectively with their patients:**

- Listen carefully to the patient and respect their point of view.
- Remember that the patient has come to you for help. Be empathetic and acknowledge their feelings.
- Reassure the patient that you are available to help them.
- Check often for patients' understanding.
- Respect the patient's culture and beliefs.
- Explain medication 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.

Successful communication can improve patient outcomes. Open communication leads to more complete information, which enhances the prospect of a more complete diagnosis, and can potentially improve adherence to treatment plans.

**Source:**

ACOG, "Effective Patient-Physician Communication", retrieved from <https://www.acog.org/Clinical-Guidance-and-Publications/Committee-Opinions/Committee-on-Health-Care-for-Underserved-Women/Effective-Patient-Physician-Communication>

## How Care Management Can Help You

Care Management helps members with special needs. It pairs a member with a case manager. The case manager is a Registered Nurse (RN) or Licensed Clinical Social Worker (LCSW) who can help the member with issues such as:

- Complex medical needs
- Children with special health care needs
- Mental health issues
- Solid organ and tissue transplants
- Lead poisoning



### We're here to help you!

To learn more about Care Management, or to refer a member to the program, please call us at **1-866-635-7045**. This program gives access to an RN or LCSW Monday–Friday from 8 a.m. to 5 p.m. CST, and comes at no cost to the member!



## 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.

## 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](http://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](http://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](http://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](http://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](http://www.wellcare.com/en/Nebraska/Providers/Clinical-Guidelines).

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