

Nebraska  
**Provider  
 Newsletter**



July 2020

**Quality**

**CAHPS – Your Opinion Matters**

CAHPS stands for Consumer Assessment of Healthcare Providers and Systems. CAHPS surveys ask members to share their opinions about the plan and its providers.

**In 2019, we improved our ratings in:**

- Customer Service
- Rating of Personal Doctor
- Rating of Health Care
- Ease of filling out Forms
- Getting care quickly
- Rating of Health plan
- Rating of Specialist

We improved in 7 out of 12 categories! We always encourage our providers to get involved and place CAHPS posters and information in their offices.

The CAHPS survey is a national survey that not only measures the health plan, but also the providers and how quickly a member gets an appointment and whether coordination of care was discussed. We hope to work together more closely in 2019-2020 to provide more tools for providers to help increase our scores overall.

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**Quality**

**How Care Management Can Help You**

Care Management helps members with special needs. It pairs a member with a care manager. The care manager is a registered nurse (RN) or a licensed clinical social worker (LCSW) who can help the member with issues such as:

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



**We're here to help you!**

For more information about Care Management, or to refer a member to the program, please call us at **1-866-635-7045**. This no-cost program gives members access to an RN or LCSW Monday-Friday from 8 a.m. to 8 p.m. Eastern Time.

**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.



## 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**, Monday–Friday 8am–8pm EST, 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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