

PROVIDER Update



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Know How to Coordinate Your D-SNP Patients' Medi-Cal Benefits

Ensure your D-SNP patients are getting the care they need

This communication applies only to WellCare Dual Liberty Freedom; 2022 plan name: Wellcare Dual Liberty (HMO D-SNP) providers who have dual special needs plan (D-SNP) patients.

Per the contract with the Department of Health Care Services (DHCS), effective February 3, 2022, Wellcare, its contracted providers and their downstream entities are responsible for coordination and delivery of all dual special needs plan patients' Medicare and Medi-Cal benefits regardless of how the member receives their Medi-Cal benefits.

As a Wellcare participating provider, you are required to comply with applicable laws and regulations and Wellcare policies and procedures.

Who are the D-SNP members?

D-SNP members are those who are enrolled in:

- 1 Wellcare Dual Liberty **AND**
- 2 Have Medi-Cal benefits either through the state fee-for-service program or a managed care plan (MCP).

These patients are **NOT** responsible for the coordination of their own Medi-Cal benefits.

THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california

Go to the online COVID-19 alerts page for info about COVID-19 vaccines!

At www.wellcare.com/California/Providers > *Provider Bulletins* > *COVID-19 Provider Alerts*, you will find information about COVID-19 vaccines. This includes COVID-19 vaccine coverage details, how to enroll to administer the COVID-19 vaccine, and COVID-19 vaccine reporting and coding requirements. Also, access key tips you can use to help talk with and answer questions from your patients about the COVID-19 vaccine, especially those who are hesitant to receive it.

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What do I need to know starting February 3, 2022?

If....	And/but	Then....
Your D-SNP patient's Medicare is with Wellcare and their Medi-Cal Managed Care Plan is through Health Net	And you are at risk for Medicare and Health Net is at risk for Medi-Cal	Coordinate and ensure delivery of your patient's care as you normally would through your contracted providers for covered services. For Medicare covered services submit through Wellcare and for Medi-Cal covered services follow standard Health Net process by checking the prior authorization list to determine if services require authorization; if services require prior authorization submit to the Prior Authorization Department via fax at 800-743-1655.
Your D-SNP patient's Medicare is through Wellcare	But their Medi-Cal benefits are through another Managed Care Plan	<ul style="list-style-type: none"> Do not refer them back to the DHCS for their Medi-Cal benefits or services not covered by Wellcare. Find out who their Medi-Cal Managed Care Plan is, as you must assist in coordinating all benefits, discharge planning, disease management, and care management covered by both Medicare and Medi-Cal. Refer to the provider operations manual at www.wellcare.com/en/California/Providers/Medicare <i>Section 4: Member Enrollment & Eligibility > WellCare Dual Liberty Freedom (HMO D-SNP)</i> for detailed explanation.

Use these tips to help your patient

Care coordination goes beyond finding the patient's Medi-Cal Managed Care Plan. Once you have identified the D-SNP patient's Medi-Cal Managed Care Plan:

1. Connect your D-SNP patient to their Medi-Cal Managed Care Plan.
2. Make an appointment for your D-SNP patient at their Medi-Cal Managed Care Plan. Use interpreter assistance if needed.
3. If necessary, help them in obtaining transportation through their transportation benefits.
4. Follow up to ensure they have received the care they need (document the date they received their care).

Medi-Cal benefits not covered through managed care

The following benefits are covered by Medi-Cal directly, not through a health plan. Providers are responsible for the care coordination.

Benefit	Description	Contact
In-home support services (IHSS)	Contact the county IHSS office.	www.cdss.ca.gov/inforesources/county-ihss-offices
Specialty mental health	Contact the member's Medi-Cal managed care health plan and/or the county mental health plans.	www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx

Benefit	Description	Contact
Specialty substance abuse disorder	Contact the member's county substance abuse disorder services.	www.dhcs.ca.gov/individuals/Pages/SUD_County_Access_Lines.aspx
Medi-Cal dental	Contact the DHCS Dental Administrative Service Organization (ASO).	www.denti-cal.ca.gov/WS

Additional information

Additional information about reporting requirements will be distributed once available.

State contact information is provided below:

Topic	Contact information
Medi-Cal eligibility verification	800-456-2387
Medi-Cal help desk	800-541-5555
Medi-Cal website	www.medi-cal.ca.gov/
CA Dept. of Public Health website	http://hfcis.cdph.ca.gov/servicesandfacilities.asp
Automated Eligibility Verification System (AEVS)	www.medi-cal.ca.gov/MCWebPub/Login.aspx

For more information refer to the following sites:

Name	Website
CalDuals	calduals.org/2021/03/04/dhcs-released-revised-expanding-access-to-integrated-care-for-dual-eligible-californians/
DHCS	www.dhcs.ca.gov/provgovpart/Pages/Dual-Eligible-Special-Needs-Plans-in-CA.aspx

Relevant sections of the Wellcare provider operations manual have been revised to reflect the information contained in this update as applicable. Provider operations manuals are available at www.wellcare.com/en/California/Providers/Medicare.

If you have questions regarding the information contained in this update, contact 866-999-3945.