

December 3, 2018

Provider Notification Medical Oncology and Radiation Therapy

Dear Provider,

Thank you for being such a valued partner.

WellCare is implementing a new quality review for Medicare members. This review pertains to radiation therapy procedures and medical oncology services.

We are committed to providing you information about process changes that may affect your office operations. You are receiving this notification because you have members in your practice who may be affected by this change. These new programs are designed to improve care quality and patient safety. They will also reduce utilization and expenditures by applying evidence-based clinical criteria.

WellCare has partnered with the specialty benefits manager HealthHelp to administer the quality-review process. Effective January 1, 2019 for radiation therapy and medical oncology, all requests for the tests and procedures listed below will go through HealthHelp; except services rendered in an emergency or inpatient setting:

- **Medical Oncology:** Chemotherapy, hormone therapy, biologics, prophylactics
- **Radiation Therapy:** 2D3D, brachytherapy, stereotactic, proton beam, neutron beam, IMRT

NOTE: A complete list of procedure codes requiring a quality review tracking number can be found at <https://portal.healthhelp.com/wellcare>.

What is HealthHelp's program for WellCare?

HealthHelp provides a quality review program that improves care quality and increases the efficiency of health care expenditures. This is done by providing expert peer-to-peer consultation, along with the latest evidence-based medical criteria for reviewing medical oncology and radiation therapy procedures. The HealthHelp quality review process involves collecting relevant clinical information from the ordering/treating physician's office, and reviewing this information alongside current evidence-based guidelines.

If the requested service does not meet evidence-based guidelines, a HealthHelp oncologist or other specialist will initiate a provider-to-provider consultation with the requesting physician to discuss the appropriateness of the treatment/test requested, patient safety, and possible alternatives.

What does this mean to you?

Effective January 1, 2019, when ordering radiation therapy procedures and medical oncology services, your office will need to submit the quality review request using a web-based ordering system, fax, or phone. Requests will be reviewed against evidence-based guidelines, and a quality review tracking number will be issued as appropriate.

Where can I get more information?

Educational materials and program implementation information are featured on WellCare's website at <https://portal.healthhelp.com/wellcare>. Also, additional information about the new quality review process will be provided in HealthHelp's 30-minute webinars, which contain helpful tips, complete procedure code lists, fax request forms, and HealthHelp contact information. To request a webinar, please contact HealthHelp program support at **1-800-546-7092**.

How do I submit a request?

For radiation therapy procedures and medical oncology services, ordering physicians may request quality review tracking number beginning January 1, 2019 by using one of the following three methods:

- **Web:** <https://portal.healthhelp.com/wellcare>
- **Phone:** **1-888-210-3736**
- **Fax:** **1-888-210-3769** (form can be obtained at the above website)

*NOTE: The most efficient method for obtaining a quality review tracking number is through the web. Please contact HealthHelp program support at **1-800-546-7092** if you need assistance with setting up web access.*

HealthHelp representatives are available Monday–Friday, from 7 a.m. to 10 p.m. Central Time. After-hours requests may be submitted by fax or via web portal.



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For a medically necessary request that requires **immediate handling** due to an unforeseen illness, injury, or condition affecting the patient, a **phone call to 1-888-210-3736 is the fastest way to process your urgent request.** If you choose to fax it, please ensure that legible contact information is included for the ordering physician/designee. It should also state how the physician may be reached within the next 24 hours, in case additional clinical information is needed to complete the review.

All urgent requests will be handled within the appropriate state-specific or federal program-mandated expedited time frames. HealthHelp strives to complete all expedited requests for review within 24 hours of the request's receipt, unless a more stringent time frame is mandated by specific state regulations.

For questions or information regarding general WellCare policy and procedures, visit the WellCare website at <http://www.wellcare.com> or contact a WellCare representative at **1-855-538-0454**.

Your work ensures that every WellCare member receives quality health care.

Thank you,

Dr. Satya Sarma
Chief Medical Officer