

Specialty Benefits Manager

WellCare collaborates with specialty benefits manager HealthHelp to administer the quality review process. All requests for tests and procedures listed below will go through HealthHelp, except services rendered in an emergency or inpatient setting.

New York and Maine

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

Texas

- Medical Oncology: Chemotherapy, hormone therapy, biologics, prophylactics

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

HealthHelp's quality review program aims to improve quality care and make healthcare expenditures more efficient with peer-to-peer consultation and the latest evidence-based medical criteria for reviewing medical oncology and radiation therapy procedures. HealthHelp collects relevant clinical information from the ordering/treating physician and reviews the information alongside current evidence-based guidelines. If the service does not meet evidence-based guidelines, a HealthHelp oncologist or specialist consults with the requesting physician to discuss the treatment/test(s) requested, patient safety and alternatives.

Effective January 1, 2019, when ordering radiation therapy procedures and medical oncology services, you/your staff must submit the quality review request via a web-based ordering system or by fax or phone. We review requests against evidence-based guidelines and issue a quality review tracking number as appropriate.

You can find educational materials and program information on WellCare's website at <https://portal.healthhelp.com/wellcare>. You can also get more information about the quality review process from HealthHelp's 30-minute webinars, which contain helpful tips, complete procedure code lists, fax request forms and HealthHelp contact information. To request a webinar, call HealthHelp program support at **1-800-546-7092**.

How do I submit a request?

Ordering physicians may request a quality review tracking number for radiation therapy procedures or for medical oncology services, by using one of the following 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 quickest way to obtain a quality review tracking number is on the web. If you need help setting up web access, call HealthHelp at **1-800-546-7092** Monday–Friday, 7 a.m. to 10 p.m. Central. You may submit after-hours requests by fax or web portal.

For a medically necessary request needing immediate attention due to unforeseen illness, injury, or condition that could affect the patient's health, call **1-888-210-3736**. This is the fastest way to process an urgent request. If you choose to fax an urgent request, make sure to include legible contact information for the ordering physician/designee telling us how to reach you within the next 24 hours in case we need more clinical

information to complete the review. HealthHelp handles all urgent requests within state-specific or federally mandated expedited timeframes. HealthHelp strives to complete all expedited requests for review within 24 hours of the request's receipt, unless state regulations mandate a more stringent timeframe.

Visit the WellCare websites below for information about WellCare's policies and procedures. Call a WellCare Provider Services representative Monday–Friday, 8 a.m. to 5 p.m. at the state-specific numbers listed below.

- www.wellcare.com/Maine 1-855-521-9685
- www.wellcare.com/NewYork 1-855-538-0454
- www.wellcare.com/Texas 1-855-538-0454

Thank you for all you do to provide quality care to our members.

Sincerely,
WellCare Health Plans, Inc.