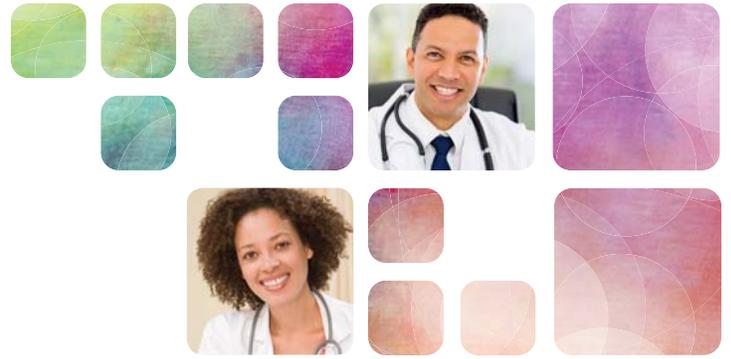


Provider Newsletter

Florida | 2017 | Issue III



Annual Wellness Visit and Additional Annual Physical

Good news! WellCare has improved the way it pays Annual Wellness Exams and Additional Annual Physicals.

Members no longer have to wait 365 days for these exams and can now get them every calendar year! Don't wait another day to see your patients! If the member has yet to have their additional annual physical already this year, we will cover that NOW to help members get the preventive care they need before the end of the year.

Register Now! WellCare's New Provider Portal

You wanted a simpler, more efficient way to interact with us. We delivered. The new portal is now live and packed with features to help you care for your patients – our members – to ensure they have a positive health care experience.

Login or register now at <https://provider.wellcare.com>

The portal features improved claims and authorizations tools, a more holistic view of member information and some new tools that offer more convenient ways for you to connect with us. Features such as the My Practice area allow provider administrators to manage their users, permissions and access requests. The Visit Checklist feature will enable you to quickly create, print and submit an appointment agenda.

For information on how to use the new Provider Portal and more, watch this video: www.wellcare.com/providers/video

Or access video training here: <https://www.wellcare.com/Providers/New-Provider-Portal-Overview-Training>

If you have questions, please contact your local Provider Relations representative, or call Provider Services.

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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.



We're in this together: *Quality Health Care*



EFT

Reminder: Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

1. No interrupting your busy schedule to deposit a check.
2. No waiting in line at the bank.
3. No lost, stolen, or stale-dated checks.
4. YOU control your banking information.
5. Immediate availability of funds – NO bank holds!

Setup is easy and takes about five minutes to complete. Please visit <https://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

Engaging New Members

When building long-term relationships with our members, first impressions matter. A member enrolls into a plan, and then what? As part of our quality care initiative, our retention team created a New Member Orientation (NMO) Program for members who are in the first 90 days of their enrollment in a WellCare plan.

We invite members invited by postcard or phone to sessions conducted within our markets by WellCare representatives. NMOs provide a face-to-face forum for members to learn about their plan, ask questions and understand WellCare processes. The sessions usually take place at local venues (i.e., public libraries, etc.). The tone is friendly and welcoming, and topics typically include an overview of our provider network, preventive services and more.

Orientation sessions have been linked to improved member use of benefits. Engaging members, giving them tools to understand their benefits and enhancing member retention is our goal.

Fall Prevention Tips

Every year, one in three adults age 64 or older falls. Half of all falls occur in a person's home. Falls are the main reason older adults go to the emergency room. But simple home modifications and exercises that improve strength and balance can help reduce the risk of falling. Below is a list of tips you can provide to your patients:

- Improve balance and strength with exercise programs
- Reduce tripping hazards – keep cords, shoes, papers, plants and boxes out of walkways
- Add grab bars in and beside the tub/shower and next to the toilet
- Use a nonslip mat or appliques in the tub/shower
- Install railings on both sides of stairways
- Improve lighting and use nightlights
- Avoid throw rugs or use nonskid mats or tape
- Have eyes checked by an eye doctor at least once a year
- Have medications reviewed to identify those that may cause dizziness or drowsiness

Speaking to your patients about fall prevention is important. A lot of older adults don't recognize that falls can change their independent lifestyles in the blink of an eye. Some older adults also associate installation of safety equipment, such as grab rails in the bathroom, with becoming frail and dependent. So talking to them sooner can make transitioning easier to accept.

Source: www.cdc.gov/media/matte/2012/07_falls.pdf

Medical Record Requests for Risk Adjustment Review

The Centers for Medicare & Medicaid Services (CMS) pays managed care plans based on the health status of their members. All Medicare Advantage plans obtain health status documentation from diagnoses contained in claims and from information in the member's medical record. On January 1 of each year, members' chronic conditions are resolved in the CMS model. CMS requires us to report the presence of chronic persistent conditions *each year for each member*.

By providing medical record documentation for risk adjustment review, WellCare can avoid unnecessary and costly administrative revisions and premium changes. Coding accuracy also helps WellCare identify patients who may benefit from disease and medical management programs.

What is being requested?

Records for all dates of service from Jan. 1, 2016 through Dec. 31, 2017, to include the following:

- History and physical progress notes, consultations
- Discharge, consults, diagnostic results, pathology summaries and reports
- Subjective, objective assessments and plan notes
- Surgical procedures, operating room summaries
- Must state patient's name and dates of service on chart for each date of service
- CMS requires all signatures contain provider name, credentials and date signed

Who will be requesting records?

WellCare Health Plans, Inc., has entered into business agreements with CIOX Health, Altegra Health™ and Centauri Health Solutions® to retrieve charts on our behalf. Compliance with these requests is not a Health Insurance Portability and Accountability Act (HIPAA) violation. The HIPAA Privacy Rule allows providers to release protected health information to health plans and their agents for health care operations and risk management (www.cms.gov).

How to submit records:

Please refer to the instructions on the medical record request you've received. For questions or concerns, please contact the Risk Adjustment Department at RapsChartsIntake@wellcare.com.

Healthy Rewards Program

The Healthy Rewards Program rewards members for taking small steps toward healthier lives. When they complete primary care provider (PCP) visits, prenatal visits and certain health checkups, members earn rewards that are placed on reloadable Visa® cards. Members can use these cards at a variety of locations to purchase items including milk, bread and over-the-counter (OTC) items. The more services members complete, the more they earn.

Providers can encourage their patients to take part in this program by signing and including their provider ID on applicable activity reports. A chart with details is located in Issue I of this newsletter, available at www.wellcare.com/Florida/Providers/Newsletters.

For more information on the Healthy Rewards Program, contact your Provider Relations Representative or call one of the Provider Services phone numbers at the end of this newsletter.

Congratulations to 2017 Patient Satisfaction Award Recipients!

The following providers received a score of 8.0 or higher on our 2016 off-cycle Consumer Assessment of Providers & Healthcare Systems® (CAHPS)/Health Outcomes Survey (HOS) survey. The goal of this survey was to gather feedback from our members about their satisfaction levels with providers, the health plan and the quality of care they receive. We are recognizing these providers for the excellent care they provide to our members. The providers in bold have received the award two years in a row.

ADAM, IAN
AHMED, KHURSHID
AHMED, RAHEEL
ALTINO, ANTHONY
AQUINO DE LA CRUZ,
DIOBEN
ARVELO, GUSTAVO
BADOLA, RITU
BALI, SHAMMI
BALKMAN, DEBRA
BARIMO, MICHAEL
BASHEER, SYED
BATISTA, JOHN
BEDROS, MEDHAT
BEHNER, DEAN
BELTRE, MAGDALENA
BHALWANY, AMIRALI
BIGGERS, ELIZABETH
BIGGERS, JOEL
BISHAY, ADEL
BOONE, RALPH
BOSWORTH, WILLIAM
BOYER, DAVID
BROWNING, BRIAN
BUENO, JOCELYN
BUI, DAVID
BYRD, BILL
CABIAC, ANNETTE
CABREIRA, ANTHONY
CAPPIELLO, ANGELO
CARO, ISRAEL
CHOKSHI, DIGESH
COPPOLA, CHRISTOPHER
CORONADO, BORIS
CORPUS, LORENZO
CRESPO, JUAN
CRUZ-LUNA, SARA
DA SOUZA, WILMA
DAJAC, ROBERT
DALAL, PIYUSH
DEEM, ROBERT
DERROW, MARTIN
DESAI, HEMANT
DHAR, BINNO

DIMMITT, STEVEN
DONGELL, LESLIE
EDMOND, JIMMY
ENCARNACION, BEVERLY
FERGUSON, JULIE
FETCHERO, JAMES
FLAHERTY, JOHN
FLEISCHMANN, ARNOLD
FLORES, VICTOR
FUNDERBURK, MARCIA
GALLAGHER, JOSEPH
GARCIA JR, JOSE
GILBERG, RONALD
GLASSMAN, JENNIFER
GODDARD, DANIEL
GONZALEZ-CORTES,
GLENDA
GOROSPE, JULIUS
GREENLEE, SAMUEL
HADDAD, CHARLES
HADDAD-LACLE, JUDELLA
HARTZELL, ROBERT
HASAN, SYED
HELM, WILLIAM
HERRERA, CESAR
HOFFMANN, SUSAN
HURST, DAVID
JACOB, FELICIA
JOHNSON, TRA'CHELLA
KADIVAR, HAJAR
KOSER, HENRY
KUMAR, SONALI
KUNDLAS, KULMEET
LACAYO, NESTOR
LAUKAITIS, MARGARET
LAW, ROBERT
LESTER, DONNA
LINDO, OSCAR
LINK, MICHAEL
LORENZO, MAYRA
MAMONE, VINCENT
MASHKOURI, MORTEZA
MATIONG, TEODULO
MAZA, JOSE
MCCOMMON, DENNIS

MCMILLAN, DAMON
MERCADO, MICHAEL
MILES, JOHN
MIN, ZAW
MOHANDAS, USHA
MONTESDEOCA, HOLGER
MORALES VALDES BROST,
PATRICIA
NANDAM, VENKATESWARA
NAVADIA, SANJAY
NAYYAR, MANJULA
NEIFELD, KENNETH
NICOLAS, GUY
NIELDS, WILLIAM
NNADI, CHINYERE
NOEL, JUDITH
NUNAG, JOEL
OBER JR, VINCENT
ONG, EDGAR
PACHECO, ROSA
PAGAN, CARLOS
PALADUGU, RAMANABABU
PALAZZOLO, ARLENE
PAPPACHRISTOU, DIANNE
PARKER, ADAM
PATEL, CHIRAG
PATEL, KIRIT
PATEL, NARENDRA
PATEL, SEJAL
PENNICK, WILLIE
PEREZ-MERCEDES, MARITZA
PETTIT, THERON
PIEDAD, OSCAR
PIERRE, JUDE
QUINONES, LISMARIE
RAGNO, JOSEPH
RANGEL, ORLANDO
RANON, ERIC
RAO, CHRISTOPHER
RAVI, KRISHNA
RAYAN, JAY
REDDY, KUCHAKULLA
REGO, ARMANDO
RIBET, JORGE
ROBERTS, JAMES

ROCKOWER, ROBERT
ROMERO, CARLOS
ROSE, LISA
ROUND, MARK
RUIZ, PEDRO
SAFDAR, SYED
SAGAR, SHEELA
SALAGUBANG, JASON
SALCEDO VARELA, JAIME
SALMAN, FARAH
SAUNDERS, ALICIA
SAWH, ANNIL
SCUNZIANO-SINGH, MARIA
SEPULVEDA, ASDRUBAL
SHAFFER, RICHARD
SHAH, MEHUL
SHAH, SAMIR
SHAH, SONAL
SHAREEF, HUMAYUN
SHETH, JATIN
SIMPSON, HELEN
SINGH, JAPINDER
SINGH, PARIKSHITH
SMITH, MATTHEW
STEWART, ERIC
STEWART-FRANCISCO,
CAROL
STOCKHAMMER JR, STANLEY
STRUB, JOHN
TAK, RAVINDRA
TARIQ, TAYYABA
TERRONE, DANIEL
UBANI, AGNES
URDANETA, JAVIER
VEMULAPALLI, ANITHA
VENNAMANENI, MANJUSRI
VOIRIN, JAMES
VU, HUY
VYAS, ZABUNNISSA
WALKER, ERIK
WILLIAMS, KEDRA
WILSON, LINDA
YAMANI, M
YARED, FADI
YOUNG, MICHAEL



Member Rights & Responsibilities

Our members, your patients, have the following rights and responsibilities:

Rights

- To receive information about the organization, its services, its practitioners and providers and member rights and responsibilities
- To be treated with respect and dignity
- To have your privacy protected
- To participate with practitioners in making decisions about your health care
- To a candid discussion of appropriate or medically necessary treatment options for your conditions, regardless of cost and benefit coverage
- To voice complaints or appeals about the plan or the care it provides
- To make recommendations regarding the plan's member rights and responsibilities policy

Responsibilities

- To supply information that the plan and its doctors and providers need to provide care
- To follow plans and instructions for care that you have agreed on with your doctor
- To understand your health problems
- To help set treatment goals that you and your doctor agree to

Additional rights & responsibilities are located in the Provider Manual and Member Handbook.

Suggestions to Improve Your Immunization Services

As we wrap up National Immunizations Month, are you looking for clear-cut ways to improve your practice's efficiency in administering vaccines and increase your immunization rates?

Here are the basics:

- Keep staff up-to date-with current recommendations.
- Maintain complete, up-to-date patient records.
- Maintain and protect your vaccine supply.
- Help your patients anticipate their need for vaccinations.
- Avoid "missed opportunities" to vaccinate.
- Maintain administration best practices.
- Improve access to your immunization services.
- Communicate with patients and parents.
- Evaluate and improve your practice's performance



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 Provider Relations 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*:

Send a letter on your letterhead with the updated information. Please include contact information if we need to follow up on the update with you.

Please update your information or send the letter by any of these methods:

- Call: 1-407-551-3200, Option 2
- Email: FloridaProviderRelations@wellcare.com
- Fax: 1-813-865-6764

Thank you for helping us maintain up-to-date directory information for your practice.

Quality Member Programs

Our goal is to provide members with direct access to health education and preventive/wellness screenings in their homes and communities at no cost. You can help by telling your members about our programs. We are focusing on giving members the opportunity to receive assistance through the following programs:

- **Telephonic Outreach Campaigns:** Calls are conducted with members to educate them on the importance of visiting their doctor. In addition, assistance is provided with scheduling their physician appointments/health screenings.
- **HealthFair® Mobile Bus Screenings*:** Eligible members are contacted through third-party vendor, HealthFair, to schedule their annual Comprehensive Wellness Exam at a location near their residence to help close specific Healthcare Effectiveness Data and Information Set® (HEDIS) measures.
- **HealPros® Retinal Exams**:** Digital diabetic retinal exams are conducted through third-party vendor, HealPros, with members in the comfort of their homes. Screening results are provided by WellCare directly to the member's PCP.
- **MedXM® Bone Density Tests:** In-home bone density screenings are completed with targeted members through vendor, MedXM.
- **Quest Diagnostics™ Colorectal Screenings:** InSure® FIT™ collection kits are provided to eligible members for completion of an in-home colorectal cancer screening.
- **CVS HEALTHTAG™ Initiative:** Pharmacy technicians are encouraged to inform and educate members through important reminders when they pick up their prescriptions. Reminders are provided for diabetic management, nephropathy and rectal screenings as well as breast and colon cancer exams.
- **Novu Health & Wellness Program:** Members receive up to \$25 in gift card rewards for completing health care activities. These include breast cancer and colon cancer screenings diabetes screenings, bone density screenings and annual physical exams.

Note: Member selection to participate in our programs is based on a member's care needs, and there is no cost share for the services offered.

*The HealthFair campaign does not apply to Connecticut, Hawaii and New Jersey Medicare members.

**The HealthPros initiative does not apply to California Medicare members; the California market has contracted with Premier Eye Care to conduct mobile eye screenings.

Have You Heard about STARCare?

In 2016, we launched our STARCare Program. It consists of a dedicated team of WellCare associates to conduct targeted outreach to our Medicare members.

The goal of the program is to proactively contact members to help improve their health by:

- Ensuring a solid understanding of plan benefit information
- Conducting Health Risk Assessments (HRAs)
- Welcoming new members and completing Transitional Needs Assessments (TNAs)
- Removing barriers and assisting in maintaining continuity of care
- Initiating clinical connections to support the quality of their care management (i.e., primary care physician, etc.)

We advocate for our members and measure our success by their health outcomes. We strive to deliver a positive member experience and improve their quality of care. This isn't possible without our partnership with our dedicated providers.

Provider Formulary Updates

Medicaid:

The Preferred Drug Lists (PDL) has been updated. Visit ahca.myflorida.com/Medicaid/Prescribed_Drug/pharm_thera/fmpdl.shtml to view the current Staywell PDL and pharmacy updates. Visit www.wellcare.com/Florida/Providers/Medicaid/Pharmacy for the Staywell Kids PDL and pharmacy updates.

Medicare:

There have been updates to the Medicare formulary. Find the most up-to-date, complete formulary at www.wellcare.com/Florida/Providers/Medicare/Pharmacy.

You can also refer to the *Provider Manual* to view more information regarding our pharmacy Utilization Management (UM) policies and procedures. *Provider Manuals* are available at www.wellcare.com/Florida/Providers/Medicaid and www.wellcare.com/Florida/Providers/Medicare.

Affirmative Statement

WellCare's Utilization Management Program decision making is based only on appropriateness of care, service and existence of coverage. WellCare does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

If you have questions about this program, please call Provider Services at the number located at the end of this newsletter.



Provider Resources

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.

Resources and Tools

Visit www.wellcare.com/Florida to find guidelines, key forms and other helpful resources for both Medicare and Medicaid. You may also 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/Florida/Providers/Medicaid or www.wellcare.com/Florida/Providers/Medicare.

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/Florida/Providers/Clinical-Guidelines.

We're just a phone call or click away!

Medicare
1-855-538-0454

Staywell
1-866-334-7927

Staywell Kids
1-866-698-5437

www.wellcare.com/Florida/Providers