



New Jersey | 2017 | Issue I
PROVIDER NEWSLETTER



ANNUAL PROVIDER SATISFACTION SURVEY

Thank you all who participated in the annual survey process in 2016. WellCare continues to focus efforts on the experiences of our members and providers. The 2016 annual Provider Satisfaction Survey concentrated on a variety of subjects including call center staff, finance issues, utilization and quality management, network/coordination of care, pharmacy, provider relations and overall satisfaction and loyalty.

Extensive reviews of our 2016 survey results are underway to ensure that our focus is aligned with the needs of our providers. Current areas of focus include enhancing provider services at the local level, claim processing and issue resolution, enriching administrative tools/capabilities, and continued emphasis on quality. The organization is continuously engaged with several cross-functional teams working on these initiatives and others that are aimed at better serving our providers. We anticipate incremental gains on several initiatives in 2017 and continued improvement beyond.

In July/August of 2017, WellCare will conduct the annual Provider Satisfaction Survey to continue measuring progress, as well as better evaluate how we can become more effective and productive business partners.

Your participation is encouraged – and appreciated – as together we strive to positively impact our members’ lives.

WE'RE IN THIS TOGETHER: QUALITY HEALTH CARE

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.



IN THIS ISSUE

- Annual Provider Satisfaction Survey.....1
- Formulary Search App.....2
- Coming Soon: New Provider Portal.....2
- Q1 2017 Provider Formulary Update.....2
- 2017 Edit Expansion3
- Availability of Review Criteria.....3
- RxEffect.....3
- Clinical Practice Guidelines –
See Updates..... 4
- Annual CAHPS® Survey – Feedback on
What Matters to Your Patients..... 4
- Access to Utilization Staff..... 5
- Updating Provider Directory Information.. 5
- Did You Know? Authorization Requests
for Medical Necessity 5
- Sterilization and Hysterectomy Claims 6
- Referring WellCare Members to a
Dentist Just Got Easier!..... 6
- Recognizing and Reporting
Abuse and Neglect..... 6
- Dental Recommendations for
Pediatric Members.....7
- Appointment Access and Availability7
- Provider Resources 8

FORMULARY SEARCH APP

PRESCRIBE WITH CONFIDENCE – EVERY DRUG, EVERY PLAN, EVERY TIME

Are you and your team spending valuable time processing prior authorizations?

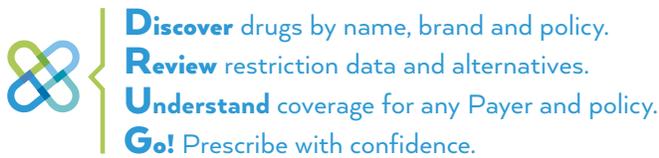
Formulary Search quickly provides the details you need to select the best therapeutic option, eliminate denials and reduce administrative drain on you and your team.

NEW FORMULARY SEARCH APP EXTENDS THE TOOLS YOU USE TO PRESCRIBE WITH CONFIDENCE

We have expanded our relationship with MMIT to deliver comprehensive drug coverage information directly to your desktop and mobile devices. In addition to WellCare's extensive support resources, Formulary Search is designed to be intuitive, simple and always available.

- Identify coverage and restriction criteria and alternative therapies by brand, region and plan.
- "Favorite" often-prescribed drugs for rapid access.
- No registration, no username, no passwords.

Search from your desktop at www.FormularyLookup.com or download the free app today.



Q1 2017 PROVIDER FORMULARY UPDATE

MEDICAID:

The WellCare of New Jersey Medicaid Preferred Drug List (PDL) has been updated. Visit www.wellcare.com/New-Jersey/Providers/Medicaid/Pharmacy to view the current PDL and any pharmacy updates.

You can also refer to the Provider Manual available at www.wellcare.com/New-Jersey/Providers/Medicaid to view more information regarding WellCare's pharmacy Utilization Management (UM) policies and procedures.

MEDICARE:

The Medicare Formulary has been updated. Find the most up-to-date complete formulary at www.wellcare.com/New-Jersey/Providers/Medicare/Pharmacy.

You can also refer to the Provider Manual available at www.wellcare.com/New-Jersey/Providers/Medicare to view more information regarding WellCare's pharmacy UM policies and procedures.

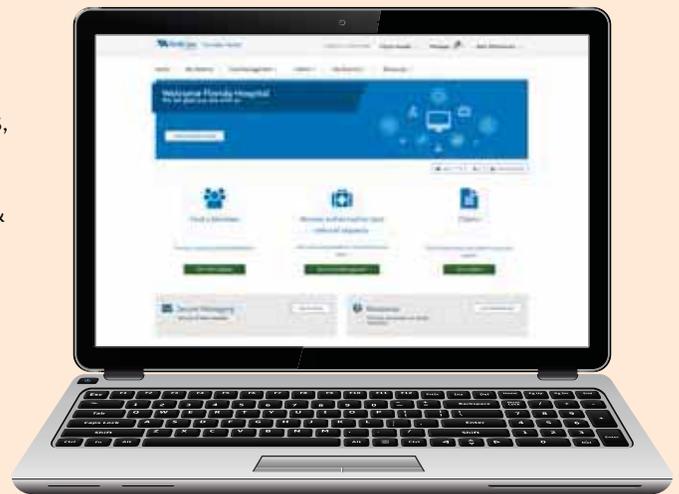
COMING SOON: NEW PROVIDER PORTAL

WELLCARE'S NEW PROVIDER PORTAL ARRIVES IN SPRING 2017!

The portal will have a whole new look and streamlined tools, including:

- Comprehensive Member Profile with Eligibility, Benefits & Co-Pays, Care Gaps, Pharmacy Utilization, and more
- Improved Authorization & Claim Submission
- More ways to communicate with us electronically (Secure Messages & Online Chat)
- Practice Management – Update Demographic Information, Select Communication Preferences, Manage Users, etc.
- More Robust Data & Reports

Stay tuned for more information.



2017 EDIT EXPANSION

WellCare Health Plans is expanding its claims edit library with additional policies. Periodic updates of our edits ensure claims are processed accurately and efficiently based on our medical coverage policies, reimbursement policies, benefit plans, and industry-standard coding practices, mainly Centers for Medicare & Medicaid Services (CMS). These are three examples of the upcoming policies.

ICD-10 LATERALITY AND EXCLUDES 1 NOTE POLICIES:

ICD-10 CM laterality codes indicate conditions that occur on the left, right, or bilaterally and an Excludes 1 Note indicates mutually exclusive diagnoses.

For example, ICD code M17.10 (Unilateral primary osteoarthritis, unspecified knee) should not be billed with M17.12 (Unilateral primary osteoarthritis, left knee). An Excludes 1 Note is used when two conditions cannot occur together (mutually exclusive), such as a congenital form versus an acquired form of the same condition.

CHANGE RECOMMENDATION POLICY:

Through our advanced processing edit logic, each claim will be assessed and a coding recommendation applied rather than a denial, when applicable based on WellCare's Edit Policy. The change recommendation policy will assist to reduce provider disputes for incorrect coding claims scenarios.

For example, according to CMS policy, Ambulatory Surgical Center (ASC) facilities are no longer required to submit modifier SG (ASC facility service) to indicate that a service was rendered in an ASC. Therefore, modifier SG is unnecessary and may be removed from a claim and processed without a denial.

Please refer to the provider portal for the listing of the upcoming edits and implementation dates.

AVAILABILITY OF REVIEW CRITERIA

The determination of medical necessity review criteria and guidelines are available to providers upon request. You may request a copy of the criteria used for specific determination of medical necessity by calling Provider Services at the number listed on your Quick Reference Guide at www.wellcare.com/New-Jersey/Providers/Medicaid or www.wellcare.com/New-Jersey/Providers/Medicare.

Also, please remember that all Clinical Coverage Guidelines detailing medical necessity criteria for certain medical procedures, devices and tests are available via the Provider Resources link at www.wellcare.com/New-Jersey/Providers/Clinical-Guidelines/CCGs.

RXEFFECT

ACCESS YOUR APPOINTMENT AGENDA THROUGH RXEFFECT!

We are pleased to announce that you are now able to access WellCare appointment agendas through RxEffect. The Appointment Agenda is a one-page guide to assist providers in reviewing gaps in a patient's care during an office visit. The document contains current open care gaps and dropped diagnoses. Following the office visit, the provider should include all diagnosis codes (Dx) and procedure codes (CPT/CPT II) on the claim they submit to WellCare.

RxEffect is a web portal available to our Medicare PCPs that provides near real-time member medication adherence status. As before, you can print out and return your appointment agenda replies via facsimile, but will also have the opportunity to electronically submit your responses directly through the RxEffect portal. RxEffect can be accessed directly at portal.rxante.com/ or via a link within the Provider Portal. If you don't have access, speak with your WellCare representative to get started.

CLINICAL PRACTICE GUIDELINES – SEE UPDATES

Clinical Practice Guidelines (CPGs) are best practice recommendations based on available clinical outcomes and scientific evidence. WellCare CPGs reference evidence-based standards to ensure that the guidelines contain the highest level of research and scientific content. CPGs are also used to guide efforts to improve the quality of care in our membership. The CPGs are available on the Provider Portal at www.wellcare.com/New-Jersey/Providers/Clinical-Guidelines/CPGs. CPGs on the Provider Portal include, but are not limited to:

GENERAL CLINICAL PRACTICE GUIDELINES

- Alzheimer's disease and other dementias
- Asthma
- Cancer
- Cholesterol management
- Chronic heart failure
- Chronic kidney disease*
- Congestive heart failure
- COPD
- Coronary artery disease
- Diabetes in adults*
- Diabetes in children
- Fall risk assessment in older adults
- HIV antiretroviral treatment
- HIV screening*
- Hypertension
- Imaging for low back pain
- Lead exposure
- Motivational interviewing and health behavior change
- Obesity in adults
- Obesity in children
- Osteoporosis
- Palliative care
- Pharyngitis
- Rheumatoid arthritis
- Sickle cell disease
- Smoking cessation
- Transition of Care

PREVENTIVE HEALTH GUIDELINES

- Adult preventive health*
- Preventive health pediatric*
- Pregnancy*
- Preconception and inter-pregnancy*
- Postpartum*

BEHAVIORAL HEALTH CPGS

- ADHD
- Antipsychotic drug use in children and adolescents
- Behavioral health and sexual offenders in adults
- Behavioral health conditions in high risk pregnancy
- Bipolar disorder
- Depressive disorders in children and adolescents
- Eating disorders
- Major depressive disorders in adults
- Major depressive disorders in adults
- Persons with serious mental illness and medical comorbidities*
- Schizophrenia*
- Substance use disorders
- Substance use disorders in high-risk pregnancy
- Suicidal behaviors
- Behavioral health screening in primary care settings*
- Psychotropic drug use in children*
- Screening, Brief Intervention and Referral to Treatment (SBIRT) *

*CPGs noted have been updated and published to the Provider Portal.

ANNUAL CAHPS® SURVEY – FEEDBACK ON WHAT MATTERS TO YOUR PATIENTS

The 2017 Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey will be mailed to select members of our health plan. The goal of this survey is to gather feedback from our members about their satisfaction levels with providers, the health plan and the quality of the care they receive. We hope you will encourage your patients to participate if selected.

Your colleagues have offered the following best practices to improve your ratings:

- Slow down and actively listen. Encourage questions and notice if your patient has a puzzled look. It may be helpful to ask your patient to repeat back what they understand.
- Let patients and their caregiver(s) know your office hours and how to get after-hours care.
- Offer to schedule specialist appointments while your patients are in the office.
- If you are running late, instruct your staff to let your patients and their caregiver(s) know and apologize.
- Invite questions and encourage your patients or their caregiver(s) to take notes. Research shows most patients forget two out of three things you tell them when they walk out of the exam room.

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:

MEDICAID

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

MEDICARE

Call 1-855-538-0454

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



DID YOU KNOW? AUTHORIZATION REQUESTS FOR MEDICAL NECESSITY

Did you know that WellCare can perform medical necessity reviews after a provider performs a service? With this process, WellCare can recoup payments to providers that may have been inappropriately paid.

Authorization only confirms whether a service meets WellCare's determination criteria at the time a provider makes an authorization request and does not guarantee payment. In addition, we retain the right to review benefit limitations and exclusions, beneficiary eligibility on the date of service, the medical necessity of services, and correct coding and billing practices.

For more information, please contact your Provider Relations representative or call the Provider Services phone number on the back of this newsletter.



CommUnity Assistance Line

CAL NUMBER VIDEO RELAY
1-866-775-2192 1-855-628-7552

We offer non-benefit resources such as help with food, rent and utilities.

ACCESS TO UTILIZATION STAFF

The Utilization Management (UM) section of your Provider Manual contains detailed information related to the UM program. Your patient, our member, can request materials in a different format including other languages, large print and audiotapes. There is no charge for this service.

If you have questions about the UM Program, please call Provider Services at the number listed on your Quick Reference Guide located at www.wellcare.com/New-Jersey/Providers/Medicaid or www.wellcare.com/New-Jersey/Providers/Medicare.

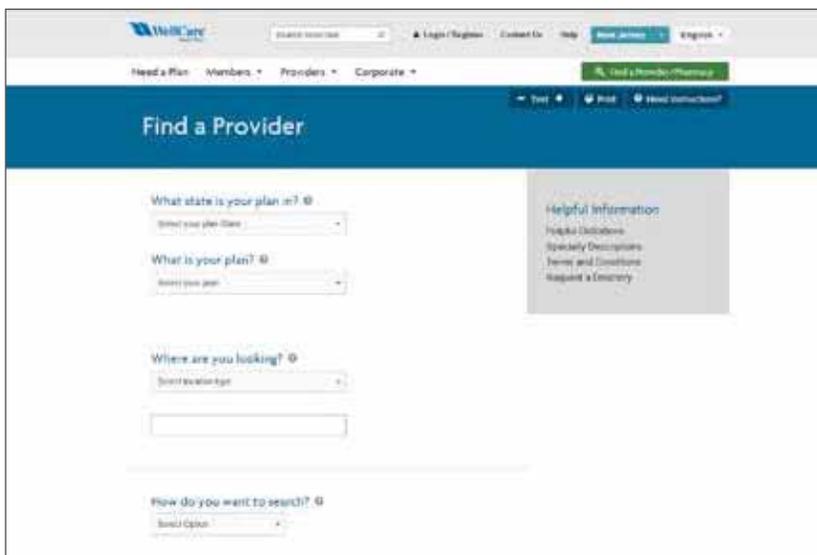
STERILIZATION AND HYSTERECTOMY CLAIMS

Federally prescribed documentation regulations for sterilization procedures are extremely rigid.

A Consent for Sterilization form (7473 M ED) must be attached to every sterilization claim. This includes tubal ligation, vasectomy or similar procedures that are intended to permanently prevent pregnancy. The individual who has given voluntary consent for a sterilization procedure must sign the form at least 30 days prior to the procedure, be at least 21 years old at the time the consent is obtained and must be mentally competent.

Hysterectomy claims are required to have a Hysterectomy Receipt of Information form (FD-189) attached. Hysterectomy procedures must have a primary indication other than sterilization. The claim can be paid without a FD-189 signed by the patient prior to the procedure only if the physician certifies that the member was already sterile at the time of the hysterectomy, or with documentation that the procedure was due to a life-threatening emergency and prior acknowledgement was not possible.

These forms can be found on the WellCare Provider Portal at www.wellcare.com/New-Jersey/Providers/Medicaid/Forms.

The image shows a screenshot of the WellCare Provider Portal. The page is titled "Find a Provider" and features several search filters: "What state is your plan in?", "What is your plan?", "Where are you looking?", and "How do you want to search?". There is also a "Helpful Information" sidebar with links to "Medical Dictionary", "Specialty Descriptions", "Terms and Conditions", and "Request a Directory". The top navigation bar includes "Home", "Members", "Providers", and "Corporate".

REFERRING WELLCARE MEMBERS TO A DENTIST JUST GOT EASIER!

Visit www.wellcare.com/New-Jersey and select *Find a Provider/Pharmacy*.

A dental visit by 12 months of age or when the first tooth erupts, whichever comes first, helps with caries prevention and helps establish good oral health habits at an early age. Because parents and guardians are more likely take their children to physician than a dentist, it is important to refer the members to help build the relationship and ensure the members are receiving the proper oral health care.

It is important to refer adult members to a dentist, as well! Avoiding and correcting periodontal disease can help members with diabetes control their A1cs, reduce pain in members with rheumatoid arthritis and lower the risk of heart disease.

RECOGNIZING AND REPORTING ABUSE AND NEGLECT

A combination of individual, relational, community and societal factors contribute to the risk of becoming a perpetrator of elder abuse, however these factors may or may not be direct causes of abuse. Understanding these factors can help us better identify ways to prevent abuse.

A tool for assessing Risk Factors for Elder Abuse and Neglect, as well more detailed information on Risk Factors for Perpetration, Protective Factors for Elder Abuse and Protective Factors for Perpetration can be found on the WellCare Provider Portal at www.wellcare.com/New-Jersey/Providers/Medicaid/Quality/Risk-and-Protective-Factors-for-Elder-Abuse.

If a member has any of these risk factors, it would be prudent to investigate further. Please call WellCare at 1-888-453-2534, and ask for the Care Management Department to coordinate efforts with a Care Manager. See also the WellCare Policy and Procedure for Abuse and Neglect in the Aged (NJ23 CM-MD-13.1 and NJ23 CM-MD-13.1-PR-001).

Resource: www.cdc.gov/violenceprevention/elderabuse/riskprotectivefactors.html

APPOINTMENT ACCESS AND AVAILABILITY

WellCare is required by the Centers for Medicare & Medicaid Services and state regulations to administer appointment access and availability audits. Appointment Access standards are documented below.

TYPE OF APPOINTMENT:

- Emergency services: Immediately upon presentation
- Urgent Care: Less than 24 hours
- Symptomatic acute care: Less than 72 hours
- Routine nonsymptomatic visits, including annual gynecological examinations or pediatric and adult immunization visits: Less than 28 days
- Specialist referrals: Less than 4 weeks
- Urgent Specialty Care: Within 24 hours of referral
- Baseline physicals for new adult enrollees: Within 180 calendar days of initial enrollment
- Baseline physicals for new children enrollees and adult clients of DDD: Within 90 days of initial enrollment, or in accordance with EPSDT guidelines.
- Prenatal care:
 - Within 3 weeks of a positive pregnancy test
 - Within 3 days of identification of high-risk
 - Within 7 days of request in first and second trimester
 - Within 3 days of first request in third trimester
- Routine physicals: Within 4 weeks
- Lab and radiology services:
 - Within 3 weeks for routine
 - Within 48 hours for urgent care
- Initial pediatric appointments: Within 3 months of enrollment
- Dental appointments:
 - Emergency: No later than 48 hours, or earlier as the condition warrants, of injury to sound natural teeth and surrounding tissue and follow-up treatment by a dental provider
 - Urgent: Within 3 days of referral
 - Routine: Within 30 days of referral
- MH/SA appointments:
 - Emergency services: Immediately upon presentation at a service delivery site
 - Urgent: Within 24 hours of the request
 - Routine: Within 10 days of the request
- Maximum number of intermediate/limited patient encounters: 4 per hour for adults and children.
- Waiting time in office: Less than 45 minutes

For additional information, please refer to the Provider Manual posted on the WellCare Provider Portal located at: www.wellcare.com/New-Jersey/Providers/Medicaid.

DENTAL RECOMMENDATIONS FOR PEDIATRIC MEMBERS

- Complete a “Caries Risk Assessment” (located on WellCare website) up to 4 times per year
- Fluoride varnish can be applied to children up to 6 years old and billed using CPT99188 ICD-10 code Z41.8
- Refer children to a dentist by 1 year of age or soon after the eruption of the first tooth.
- During well-child visits, educate parents/guardians of the importance of dental care at home and routine visits twice a year
- Evaluate necessity of fluoride supplementation
- Discuss good oral health habits (avoiding thumb-sucking and overutilization of bottles and pacifiers)
- Remind parents/guardians on the importance of wiping the baby’s gums after meals with a damp wash cloth or soft infant toothbrush
- Remind parents of young children that a directory for “Dental Providers for Children” is available online at: www.wellcare.com/en/New-Jersey/Members/Medicaid-Plans/NJ-FamilyCare





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PROVIDER RESOURCES

WEB RESOURCES

Visit www.wellcare.com/New-Jersey/Providers to access our Preventive and Clinical Practice Guidelines, Clinical Coverage Guidelines, Pharmacy Guidelines, key forms and other helpful resources. You may also request hard copies of any of the above documents by contacting your Provider Relations Representative. For additional information, please refer to your *Quick Reference Guide* at www.wellcare.com/New-Jersey/Providers/Medicaid or www.wellcare.com/New-Jersey/Providers/Medicare.

PROVIDER NEWS

Remember to check messages regularly to receive new and updated information. Visit the secure area of www.wellcare.com/New-Jersey/Providers to find copies of the latest correspondence. Access the secure portal using the Provider Secure Login area in the provider drop-down menu on the top of the page. You will see *Messages from WellCare* located in the column on the right.

ADDITIONAL CRITERIA AVAILABLE

Please remember that all Clinical Coverage Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available on our website at www.wellcare.com/New-Jersey/Providers/Clinical-Guidelines/CCGs.



**WE'RE JUST A PHONE CALL
OR CLICK AWAY!**

WellCare of New Jersey, Inc.

Medicare:
1-855-538-0454
www.wellcare.com/New-Jersey

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