



New York

# Provider Newsletter



2018 • Issue III

## Quality

### Closing Care Gap

At WellCare, we value everything you do to deliver quality care to our members – your patients, and to make sure they have a positive health care experience. That’s why we want to remind you as we approach the end of the year, to close all care gaps for your patients.

A Care Gap indicates the member is in need of a recommended wellness visit to their provider. This includes health services such as screenings, check-ups, and patient counseling used to prevent illnesses, disease, and other health problems. They are also used to detect illness at an early stage, when treatment is likely to work best. Getting recommended preventive services and making healthy lifestyle choices are key steps to good health and well-being for our members.

By proactively managing your patients’ care, you are able to effectively monitor their health, reduce healthcare costs, prevent further complications and identify issues that may arise with their care.

#### What providers can do?

- Encourage their patients to schedule preventive exams
- Remind their patients to follow up with ordered tests
- Complete outreach calls to noncompliant members
- If you have questions about closing care-gaps or need more information, please contact your local Provider Relations representative or your Quality Practice Advisor (QPA)

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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.





## Healthy Rewards Member Incentive Program

The Healthy Rewards Member Incentive Program rewards members when they complete certain healthy activities. Members can choose their reward from a selection of Gift cards or a prepaid Visa® card. For details on eligible activities and reward amounts ask your WellCare representative or call one of the Provider Service phone numbers at the end of this newsletter.

A member may ask you to fill out a short activity reports. Also, it's important to submit correct claims so member activities can be verified. Missing and incorrect claims lead to member abrasion, which can lead to low CAHPS scores. We appreciate your partnership in helping members get rewarded for getting the care they need!

**Encourage your patients to take part in this program.**



## Fall Prevention Tips

Every year, 1 in 3 adults age 64 or older falls. Half of all falls occurs 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:  
<https://www.cdc.gov/homeandrecreationalafety/falls/adultfalls.html>

## Emphasizing Good Oral Health to Members

**Primary Care Physicians – Help your patients to achieve better oral health by instructing them on the following:**

- Brush teeth and floss twice daily
- Use fluoride toothpaste
- Rinse mouth after meals
- Importance of routine dental care
- Balanced diet (avoiding sugary foods/snacks)
- Use of mouthguards for contact activities

**Children:**

- Avoid thumb sucking
- Avoid pacifiers
- Don't overuse the bottle
- Importance of dental visit by 12 months of age or first tooth eruption, whichever comes first
- Fluoride Varnish Application available at Physician's office, CPT99188 ICD-10 code Z41.8.





## Medication Adherence and RxEffect™

To help with medication adherence, WellCare engages our members with refill reminder phone calls, off-therapy (missed dose) phone calls and letters as well as utilizing our network pharmacies to help counsel our members. However, there is nothing as powerful as a reminder from the member's primary care provider about the importance of medication adherence.

RxEffect™ is an online platform available to WellCare Medicare provider groups to help improve members' medication use.

Talk to your WellCare associate today to get users from your office access to the RxEffect™ portal.

### This web portal:

- ✓ Is sponsored by WellCare – so there is no cost to our provider partners
- ✓ Uses predictive modeling to target the patients who need it most
- ✓ Uses real-time monitoring of pharmacy claims and is updated daily
- ✓ Includes opportunity flags for 30-day conversions, diabetic patients not on statins, Appointment Agendas and high-risk medications

## New York Medicaid Requirements

Appointment Availability	Standards	Appointment Availability	Standards
PCP - Urgent	<24 hours	PED - Office Visit - Newborn	<2 weeks
PCP - Sick	<48-72 hours	OBGYN 1 <sup>st</sup> Trimester	<3 weeks
PCP - Routine/Well Care	<4 weeks	OBGYN 2 <sup>nd</sup> Trimester	<2 weeks
PCP - Routine Physical Exams	<12 weeks	OBGYN 3 <sup>rd</sup> Trimester	< 1 week
PED - Urgent	<24 hours	Specialist	<4-6 weeks
PED - Sick	<48-72 hours	Wait Times - Scheduled	<1 hour
PED - Routine/Well Care	<4 weeks		
Behavioral Health			
Non-Life Threatening Emergency	Within 6 hours		
Urgent Care	Within 48 hours		
Routine Office Visit	Within 10 business days		
Wait Times - Scheduled	<1 hour		
After hours (24 hours/7 days a week)	Answering service or system that will page physician		
	Advice Nurse with access to physician		
	Answering system with option to page physician		
	Answering service that will page the provider after a message is left		
	Answering service or system that provides number to access physician		



## Your Role in Flu Prevention

It is important for you to talk to your patients about the flu vaccine. The 2017-2018 flu season was among the most active in recent history. Prevention and keeping your patients healthy is part of our quality focus at WellCare. As we enter the 2018-2019 flu season, here are some reminders from the Centers for Disease and Control Prevention (CDC) on how you can help to keep your patients safe from the flu.

1. All patients age 6 months and older should be immunized against the flu every year
2. Encourage your patients to get the flu vaccine at your practice or at their local pharmacy as soon as it becomes available
3. Discuss with your patients any concerns and barriers they may prevent them from getting the vaccine
4. Remind patients the flu vaccine can protect them from getting the flu and spreading it to their family and friends

We encourage you to visit the CDC website for the most up-to-date information and patient education materials about the upcoming flu season.

*Reference: Centers for Disease and Control and Prevention. Influenza ACIP Vaccine Recommendations. Available at: <https://www.cdc.gov/vaccines/hcp/acip-recs/vacc-specific/flu.html>. Accessed April 27, 2018.*

## 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 their privacy protected
- To participate with practitioners in making decisions about their health care
- To a candid discussion of appropriate or medically necessary treatment options for their 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 have been agreed on with their doctor
- To understand their health problems
- To help set treatment goals that their doctor agree to



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

## Updated Clinical Practice Guidelines

Clinical Practice Guidelines (CPGs) are best practice recommendations based on available clinical outcomes and scientific evidence. They also 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.

CPGs on the following topics have been updated and published to the Provider website:

- Acute and Chronic Kidney Disease: HS-1006
- ADHD: HS-1020
- Adolescent Preventive Health: HS-1051 **NEW**
- Adult Preventive Health: HS-1018
- Anxiety Disorders: HS-1057 **NEW**
- Asthma: HS-1001
- Behavioral Health Conditions and Substance Use in High Risk Pregnancy: HS-1040
- Behavioral Health Screening in Primary Care Settings: HS-1036
- Bipolar Disorder: HS-1017
- Cancer: HS-1034
- Cardiovascular Disease: HS-1002
- Child and Adolescent Behavioral Health: HS-1049 **NEW**
- Cholesterol Management: HS-1005
- Congestive Heart Failure: HS-1003
- COPD: HS-1007
- Dental and Oral Health: HS-1065
- Depressive Disorders in Children, Adolescents and Adults: HS-1022
- Diabetes: HS-1009
- Eating Disorders: HS-1046
- Fall Risk Assessment: HS-1033
- Frailty and Special Populations: HS-1052 **NEW**
- Hepatitis: HS-1050 **NEW**
- HIV Screening & Antiretroviral Treatment: HS-1024
- Hypertension: HS-1010
- Managing Infections: HS-1037
- Neonatal and Infant Health: HS-1072 **NEW**
- Neurodegenerative Disease: HS-1032 (previously Alzheimer's Disease)
- Obesity in Children and Adults: HS-1014
- Older Adult Preventive Health: HS-1063
- Osteoporosis: HS-1015
- Palliative Care: HS-1043
- Pediatric Preventive Health: HS-1019
- Persons with Serious Mental Illness and Medical Comorbidities: HS-1044
- Pneumonia: HS-1062
- Post-Traumatic Stress Disorder: HS-1048 **NEW**
- Rheumatoid Arthritis: HS-1025
- Sickle Cell Anemia: HS-1038
- Schizophrenia: HS-1026
- Substance Use Disorders: HS-1031
- Suicidal Behavior: HS-1027
- Traumatic Brain Injury (TBI): HS-1065 **NEW**

### Clinical Policy Guiding Documents

- CPG Hierarchy
- Health Equity, Literacy, and Cultural Competency **NEW**

The following CPGs have been retired and removed from the Provider website:

- Acute Kidney Injury: HS-1069
- Antipsychotic Drug Use in Children: HS-1045
- Behavioral Health and Sexual Offenders in Adults: HS-1039
- Imaging for Low Back Pain: HS-1012
- Lead Exposure: HS-1011
- Motivational Interviewing & Health Behavior Change: HS-1042
- Pharyngitis: HS-1021
- Psychotropic Use in Children: HS-1047
- Screening, Brief Intervention, & Referral to Treatment (SBIRT): HS-1056
- Transitions of Care: HS-1054
- Major Depressive Disorder in Adults: HS-1008
- Substance Use Disorders in High Risk Pregnancy: HS-1041\*

To access CPGDs and CPGs related to Behavioral, Chronic, and Preventive Health, visit [www.wellcare.com/New-York/Providers/](http://www.wellcare.com/New-York/Providers/).

### 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 at the end of this newsletter.



### Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

- You control your banking information.
- No waiting in line at the bank.
- No lost, stolen, or stale-dated checks.
- Immediate availability of funds – **no** bank holds!
- No interrupting your busy schedule to deposit a check.

Setup is easy and takes about five minutes to complete. Please visit [www.payspanhealth.com/nps](http://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.



### Community Connections 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.



## 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 Case Management 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 updated information. Please include contact information if we need to follow up with you.

Please send the letter by any of these methods:



**Email:**  
[ProviderOpsNY-Upstate@wellcare.com](mailto:ProviderOpsNY-Upstate@wellcare.com)  
[ProviderOpsNY-Downstate@wellcare.com](mailto:ProviderOpsNY-Downstate@wellcare.com)

#### Medicare



**Call: 1-855-538-0454**

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



## Provider Formulary Updates

### Medicaid:

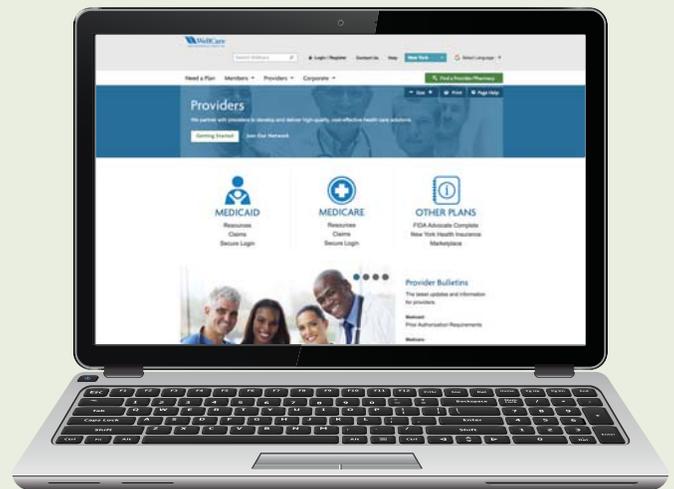
The Preferred Drug List (PDL) has been updated. Visit [www.wellcare.com/New-York/Providers/Medicaid/Pharmacy](http://www.wellcare.com/New-York/Providers/Medicaid/Pharmacy) to view the current PDL and pharmacy updates.

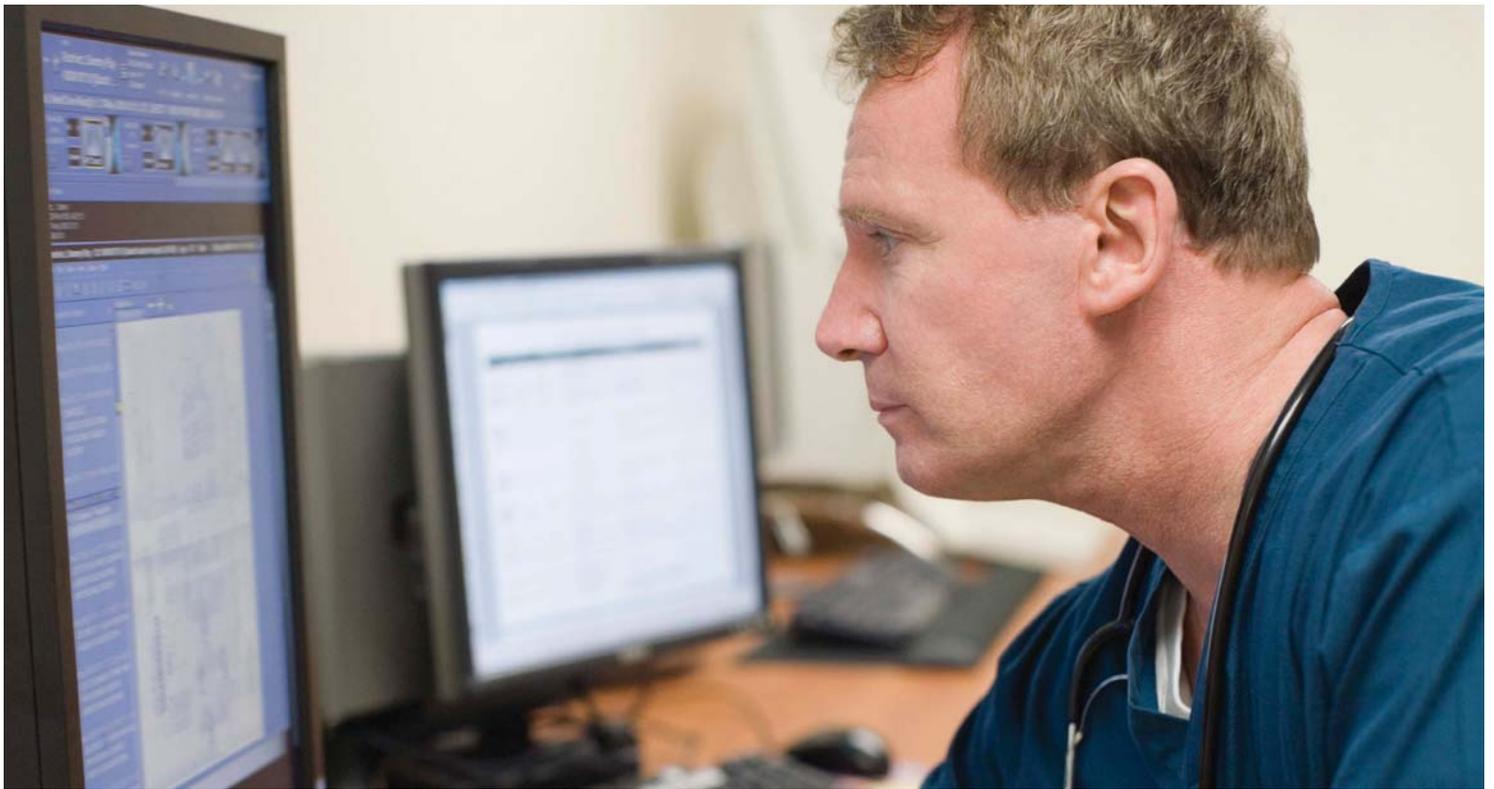
### Medicare:

The Medicare Formulary has been updated. Find the most up-to-date, complete

Formulary at [www.wellcare.com/New-York/Providers/Medicare/Pharmacy](http://www.wellcare.com/New-York/Providers/Medicare/Pharmacy)

You can also refer to the Medicaid and Medicare Provider Manuals available at [www.wellcare.com/New-York/Providers](http://www.wellcare.com/New-York/Providers) to view more information regarding WellCare's pharmacy UM policies and procedures.





## We're Just a Phone Call or Click Away



Medicare: 1-855-538-0454



Medicaid: 1-888-288-5441



[www.wellcare.com/New-York/Providers](http://www.wellcare.com/New-York/Providers)

## Provider Resources

### Quality Program

For guidance and tools to support Quality Improvement in your daily practice, visit [www.wellcare.com/New-York/Providers](http://www.wellcare.com/New-York/Providers) and select Quality from the drop-down menu. Here you'll find valuable information on topics like the CAHPS® survey, HEDIS® guidelines and Care Management programs. Additionally, you may access one of our Clinical HEDIS Practice Advisors on staff for individual support by emailing [NY-QI@wellcare.com](mailto:NY-QI@wellcare.com).

### 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. Provider Homepage - [www.wellcare.com/New-York/Providers](http://www.wellcare.com/New-York/Providers)

### Resources and Tools

You can find guidelines, key forms and other helpful resources from the homepage as well. You may request hard copies of documents by contacting your Provider Relations representative.

Refer to our Quick Reference Guide, for detailed information on areas including Claims, Appeals and Pharmacy. These, along with the Authorization Lookup tool, are at [www.wellcare.com/New-York/Providers/Authorization-Lookup](http://www.wellcare.com/New-York/Providers/Authorization-Lookup).

### 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/New-York/Providers/Clinical-Guidelines](http://www.wellcare.com/New-York/Providers/Clinical-Guidelines)