



New Jersey

Provider Newsletter



2019 • Issue 1

Quality

Referring Your Patient to a Specialist

Patients with complicated conditions may see several specialists. When you refer your patient to a specialist, these are some best practices to improve patient safety and satisfaction:

- 1 Let the specialist know why you are referring the patient and send any relevant lab work, tests or history that may be of value to the specialist. This can reduce delay or repeating tests.
- 2 Request that the specialist send you a report about findings and any treatment recommendations or medication changes. Some specialist will only send a report if it is specifically requested by the referring provider.
- 3 Set a reminder to check if information is received on the referral. If the specialist does not send information, contact the specialist to get the report. A direct phone call to the doctor, not the office assistant, will get the best results.
- 4 When you receive the information from the specialist, update your patient's record and reconcile any changes to catch conflicting recommendations between specialists. Your patient may not recognize a generic vs. brand name or similar-acting medications ordered by various specialists.

WellCare specialists can be easily located online by using the Find a Provider link at www.wellcare.com/New-Jersey.

For further assistance, contact your WellCare Provider Representative at **1-888-453-2534**.

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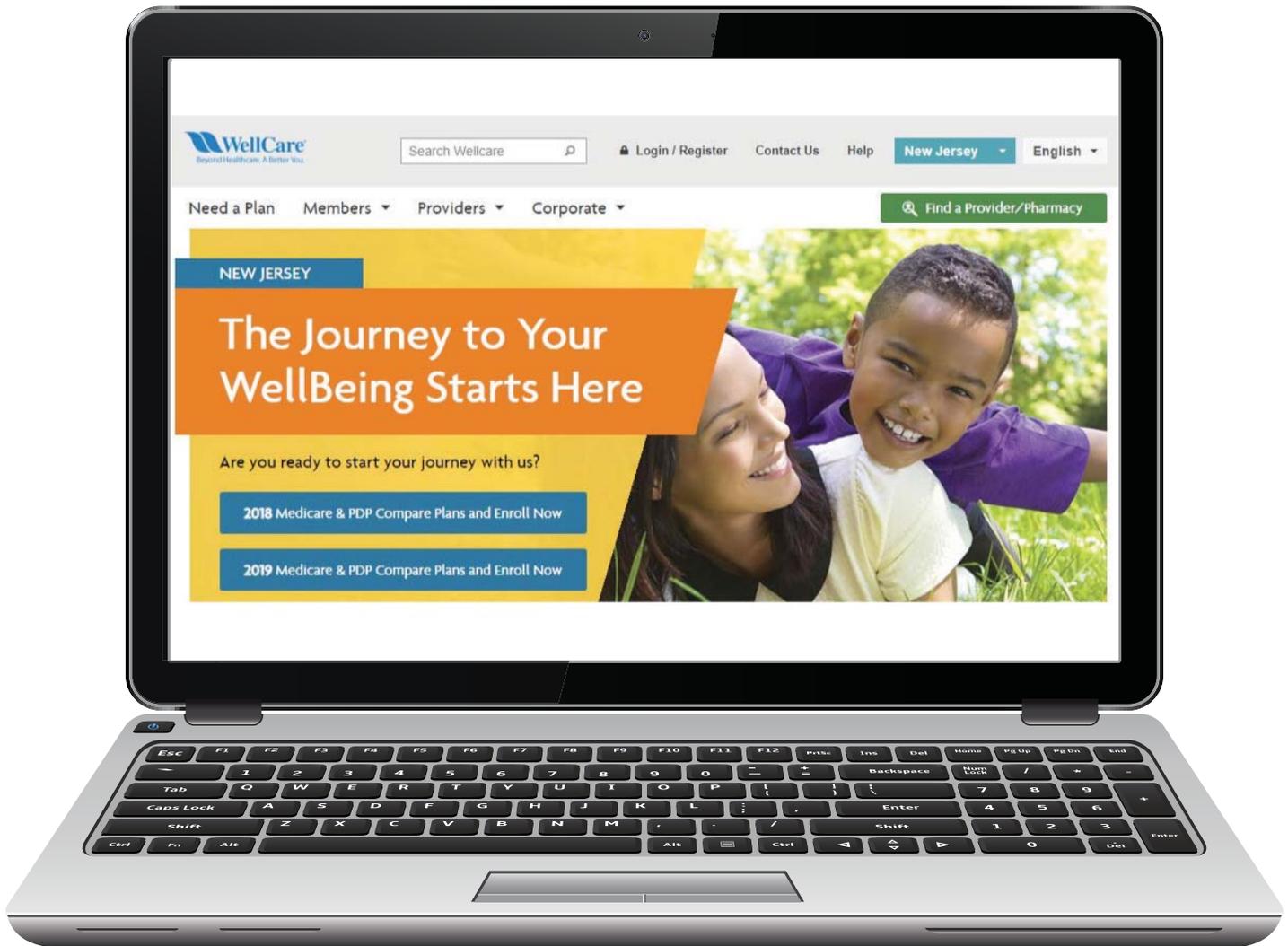
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Join the Conversation on Social Media

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.





Referring WellCare Members to a Dentist Just Got Easier!

A few clicks and you will find the dentist you and your family need!

A dental visit by 12 months of age or when the first tooth erupts, whichever comes first, helps with prevention and establish good oral health habits at an early age. Parents and guardians are more likely take their children to a physician than a dentist, so it is important to refer your members to help build the relationship and ensure they are receiving the proper oral 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 A1c, reduce pain in members with rheumatoid arthritis and lower the risk of heart disease.



To find a dentist, visit www.wellcare.com/New-Jersey and select **Find a Provider/Pharmacy** in the top right corner.

Fill out the options below for what state your patient’s plan is in, what your patient’s plan is and what you are looking for as far as location.

When you get to this step, to locate a dentist who treats children 0-6 years old, select **Pediatric Dentistry** and click **Go to Results** to receive your options!



You Have Inspired Us!

WellCare Health Plans of New Jersey, Inc., is very excited about a program inspired by your feedback! We plan to implement these revisions based on the feedback from a number of OB providers who collaborate with us to provide superior care to our expectant members. We are making changes to our **OB Enhanced Payment Program (OBEPP)** to reward OB providers who help us drive improved quality and improved birth outcomes by meeting the quality metrics outlined below.

You can expect to receive the following compensation in addition to your standard contracted rates with this new plan.

- Recognition of individual pre/postnatal visits:
- \$500 for the first trimester prenatal visit
- \$50 per other prenatal visits (capped at 10 total)
- \$500 for the postpartum visit
- \$500 bonus for vaginal deliveries

We also plan to implement a member incentive program (available in Q1 2019):

- \$25 gift card for a first trimester prenatal visit
- Choice of a stroller, portable playpen, car seat or diapers for completing a prenatal visit
- A \$25 gift card for completing a post partum visit
- \$10 gift cards for completing each of the first 6 scheduled well baby visits (at 3-5 days, 1 month, 2 months, 4 months, 6 months, 9 months, and 12 or 15 months)

Payment for individual targets met will be made upon receipt of a valid claim for the above services. The billed code will trigger payment of the enhanced fee in addition to reimbursement for each individual service you bill.

Please note: All claims filed with these codes will be subject to medical record review and standard quality measures to ensure appropriate documentation for the requirements of the program are met.

This plan is discretionary and subject to modification at any time. WellCare is not making changes to any other compensation provisions in your agreement. In the meantime, we encourage you to contact expectant members and schedule these appointments as appropriate.

If you have questions about this program, please contact your Provider Relations representative at **1-888-453-2534**. You can reach us Monday through Friday from 8 a.m. to 6 p.m.

Thank you for working with us to deliver superior quality healthcare to our members.

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 non-symptomatic 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: <ul style="list-style-type: none"> – 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: <ul style="list-style-type: none"> – Within 3 weeks for routine – Within 48 hours for urgent care
• Initial pediatric appointments: Within 3 months of enrollment
• Dental appointments: <ul style="list-style-type: none"> – 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: <ul style="list-style-type: none"> – 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 for PCPs and Pediatricians: 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.

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-Jersey/Providers/.



Nurse Advice Line

Members, parents, caregivers or guardians have access to the Nurse Advice Line at **1-800-919-8807**. It's available 24 hours a days, 7 days a week. You can also find this number in member letters, member handbooks, the Quick Reference Guide on WellCare's website at www.wellcare.com/New-Jersey/Providers/Medicaid.

The Nurse Advice Line is available to answer health-related phone calls, and when appropriate, make referrals to the Care Management team for follow-up and assessment of Care Management needs.

It Benefits Your Practice To Keep Your Provider Demographic Information Current

As a WellCare participating provider, it is very important for you to keep your demographic information current. When you update your information with WellCare to keep it current, it helps:

- Ensure you and your practice/facility receive proper notifications from WellCare
- Avoid claim payment issues caused by outdated demographic information
- Ensure you receive proper referrals based on your specialty and/or subspecialty
- Ensure members who need to contact you for services have your correct address/phone number

To ensure the above occurs, if any of the following changes, please tell us in advance or as soon as possible:

- Office phone number
- Fax Number
- Office address
- Correspondence Address
- Office Hours
- Hospital Affiliation
- Panel status
(Are you accepting new Medicare/Medicaid patients?)
- National Provider Identifier (NPI)
- Tax Identification Number (TIN)
- Group Name

To Submit Your Updated Information

Per your contract, at least 30 days' advance notice is required and you should include contact information in case we need to follow up with you.

You can submit updates by:



Mailing a letter on your letterhead with the updated information to:
WellCare Health Plans of NJ
550 Broad St. 12th floor
Newark, NJ 07102
Attention: Provider Relations Department



Emailing: NJPR@wellcare.com



Call: 1-855-538-0454

Thank you for keeping your information up to date with us. WellCare appreciates everything you do to improve the health and well-being of our members.



Provider Formulary Updates

Medicaid:

The Preferred Drug Lists (PDL) has been updated. Visit www.wellcare.com/WellCare/New-Jersey/Providers/Medicaid/Pharmacy to view the current 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/New-Jersey/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/New-Jersey/Providers/Medicaid and www.wellcare.com/New-Jersey/Providers/Medicare.

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 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.



Beyond Healthcare. A Better You.

WellCare of New Jersey
550 Broad Street
Newark, NJ 07102

We're Just a Phone Call or Click Away



Medicare: 1-855-538-0454



Medicaid: 1-888-453-2534



www.wellcare.com/New-Jersey/Providers

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 home page. You will see *Messages from WellCare* on the right.

Resources and Tools

Visit www.wellcare.com/New-Jersey/Providers 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/New-Jersey/Providers/Medicaid or www.wellcare.com/New-Jersey/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/New-Jersey/Providers/Clinical-Guidelines.