

# PROVIDER *Update*



NEWS & ANNOUNCEMENTS

SEPTEMBER 8, 2023

UPDATE 23-995

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## See What News Is Online for August 2023

### Go to [www.wellcare.com/California/Providers](http://www.wellcare.com/California/Providers) for the latest information that can help you do business with us

The table starting on page 2 outlines communications that have been posted to the Provider Bulletins section of the Wellcare provider site in August 2023. It includes the posting date, material number and title, type of communication, applicable audience, and a summary of the communication.

#### Access Provider Bulletins

- 1 Go to at [www.wellcare.com/California/Providers](http://www.wellcare.com/California/Providers).
- 2 Select *Provider Bulletins*.

#### Additional information

If you have questions regarding the information contained in this update, contact 866-999-3945.

#### THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

866-999-3945

#### PROVIDER PORTAL

[provider.wellcare.com/california](http://provider.wellcare.com/california)

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Date posted	Number and title	Type of notice	Audience	Summary
August 3, 2023	<b>23-815m</b> , Get Ready for the 2023 Provider Appointment Availability, After-Hours and Phone Access Surveys	News & Announcements	<ul style="list-style-type: none"> <li>• Physicians</li> <li>• IPAs</li> <li>• Ancillary providers</li> </ul>	This update is to notify providers that the Plan will be conducting its annual Provider Appointment Availability, After-Hours and Telephone Access surveys starting July through December 2023. The update helps providers plan for the surveys by including appointment availability, after-hours and telephone access guidelines.
August 7, 2023	<b>23-840m</b> , Easily Exchange Clinical Information with Epic Payer Platform	News & Announcements	<ul style="list-style-type: none"> <li>• IPAs</li> <li>• Hospitals</li> </ul>	This provider update has been developed to inform providers of Epic Payer Platform, which allows for clinical data exchange for health systems and providers using Epic electronic medical records.
August 18, 2023	<b>23-641m</b> , Know What You Are Responsible for to Coordinate Care for Your D-SNP Patients	Contractual	<ul style="list-style-type: none"> <li>• Physicians</li> <li>• IPAs</li> <li>• Hospitals</li> <li>• Ancillary providers</li> </ul>	This communication has been developed as an update to share how to submit referrals and potential additional services for providers to support D-SNP members.
August 18, 2023	<b>23-561m</b> , Stay Informed With the Summer 2023 <i>Provider Pulse</i> Newsletter	News & Announcements	<ul style="list-style-type: none"> <li>• Physicians</li> <li>• IPAs</li> <li>• Hospitals</li> <li>• Ancillary providers</li> </ul>	This communication advises providers that the summer 2023 issue of the quarterly <i>Provider Pulse</i> newsletter is now available online and how to access it on the provider portal. The summer 2023 <i>Provider Pulse</i> newsletter highlights helping members keep their Medi-Cal coverage, treating opioid overdose with Naloxone and honoring providers with the Summit Awards for quality care.