

PROVIDER Update



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DSNP Plans are Changing, Effective January 1, 2024

Read on to learn about how these important changes impact you and your patients

As a part of the California Advancing and Innovating Medi-Cal (CalAIM) initiative, starting 2024, a managed care plan coordinating Medicare and Medi-Cal benefits has been expanded to members who are eligible for both programs.

Refer to the outline on page 2 for important changes by county and how these transitions impact you and your patients.

How will members be notified of this change?

Wellcare members will be notified of 2024 plan changes by mail via the Annual Notification of Changes (ANOC) in September. The ANOC will outline specific changes in benefits between the current year (2023) and the next plan year (2024).

Advise your patients to ensure their Medicare health plan has their current address and phone number so they receive the information.

Don't miss out on upcoming training webinars!

Starting October 2023, watch for training webinar invites that will include training details, including dates and how to register. This is an important change, and we recommend that you and your office staff attend one of these webinars to learn more about the transition. There will also be a dedicated live Q&A session at the end of each webinar to ask questions.

Don't miss out on this opportunity to stay informed and get all the answers you need.

Information to help support you and your patients

Providers can access the D-SNP Resources for Providers site at www.wellcare.com/providers/DSNP for information to help support you and your patients. On the site you'll find:

- Which plan your patients will transition to for 2024.
- Questions and answers about D-SNP.
- D-SNP provider communications to help you stay informed on the latest news.
- Duals member Plan Crosswalk.

THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california



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We will update the site regularly with more information as it becomes available. Be sure to bookmark the site and check it often for updates.

Additional information

For additional information, refer to resources provided below or contact the Provider Services Center at 866-999-3945.

Resource	Website	QR code
Medicare D-SNP Provider Resource Guide	www.wellcareca.com/providers-DSNP.html	
Department of Health Care Services	dhcs.ca.gov/CalAIM/Documents/MCP-County-Table-2023-2024-April-2023.pdf	

County	What is the impact to members' D-SNP Plan?	What is the impact to members' Medi-Cal plan?	What is the provider impact?
Los Angeles	<ul style="list-style-type: none"> Members' EAE D-SNP¹ will move from Wellcare to Wellcare By Health Net. All members, including existing Wellcare By Health Net D-SNP members, will receive a new member ID card with the Wellcare By Health Net logo. 	<ul style="list-style-type: none"> Members' Medi-Cal plan will remain with Health Net. 	<ul style="list-style-type: none"> Members will appear disenrolled from your Wellcare eligibility file, effective December 31, 2023, and appear on your Wellcare By Health Net eligibility file, effective January 1, 2024.² Effective January 1, 2024, you will access member eligibility, claims and more on the Wellcare By Health Net provider portal at provider.healthnetcalifornia.com.³ Request a copy of the member's new member ID card.
San Joaquin	<ul style="list-style-type: none"> Members' D-SNP plan will move from Wellcare to Wellcare By Health Net. Members will receive a new member ID card with the Wellcare By Health Net logo. 	<ul style="list-style-type: none"> There is no impact to members' Medi-Cal plan. 	<ul style="list-style-type: none"> Members will appear disenrolled from your Wellcare eligibility file, effective December 31, 2023, and appear on your Wellcare By Health Net eligibility file, effective January 1, 2024.² Effective January 1, 2024, you will access member eligibility, claims and more on the Wellcare By Health Net provider portal at provider.healthnetcalifornia.com.³ Request a copy of the member's new member ID card.

¹ Exclusive Aligned Enrollment D-SNP – The member is enrolled in a D-SNP **and** Medi-Cal plan managed by the same health plan organization in the same geographic area.

² If you are contracted with the Wellcare By Health Net network.

³ If you do not have an account on provider.healthnetcalifornia.com, you must register with Health Net to access member information. Go to provider.healthnetcalifornia.com > *Create New Account* > follow the prompts until registration is complete.