

PROVIDER *Update*



NEWS & ANNOUNCEMENTS

APRIL 5, 2024

UPDATE 24-309

2 PAGES

Provider Communications and Operations Manual Updates for March 2024

Access the Wellcare website for the latest operational and Plan updates and changes to better service your patients

The tables starting on page 2 outline provider communications posted online and operations manual changes made in March 2024.

- **Communications posted online:** This includes the posting date, material number and title, type of communication, applicable audience, and a summary of the communication.
- **Provider operations manual changes:** This includes the effective date, operations manual section, topic and summary of change.

Access communications

Follow these steps to access communications online:

- 1 Go to at www.wellcare.com/California/Providers.
- 2 Select Provider Bulletins.

Access the operations manual

Follow these steps to access the operations manual online:

- 1 Go to at www.wellcare.com/California/Providers.
- 2 From the Provider menu at the top of page, select *Overview* under the Medicare column.
- 3 Download the provider manual PDF document.

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

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Communications posted online in March 2024

Date posted	Number and title	Type of notice	Audience	Summary	
3/22/24	24-255m , Use These Vendors for Supplemental Benefits	Contractual	<ul style="list-style-type: none"> • Physicians • IPAs 	<ul style="list-style-type: none"> • Hospitals • Ancillary providers 	Informs providers of updated contact information for vendors who provide supplemental benefits for members enrolled in a Wellcare plan.
3/29/24	24-276m , Medical Policies – February 2024	Regulatory	<ul style="list-style-type: none"> • Physicians • IPAs 	<ul style="list-style-type: none"> • Hospitals • Ancillary providers 	Notifies providers about changes to medical policies for February 2024. Wellcare policies can be access at www.wellcare.com/california/providers/clinical-guidelines .
3/29/24	24-282m , Join Us for a Webinar on 2024 Medicare Risk Adjustment Model Changes	News & Announcements	<ul style="list-style-type: none"> • Physicians 		Informs providers of the upcoming webinar on the topic of CMS-HCC risk adjustment changes and 2024 ICD-10 clinical modification updates.

Provider operations manual changes in March 2024

Effective date	Section	Topic	Summary
3/15/24	Various sections	Vendor Information	Various vendors were added, deleted or modified from pages 1 through 18, and pages 22 and 34.