

PROVIDER Update



NEWS & ANNOUNCEMENTS

MAY 7, 2024

UPDATE 24-452

2 PAGES

Provider Communications and Operations Manual Updates for April 2024

Access www.wellcare.com/California/Providers 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 April 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
- Behavioral Health Providers

PROVIDER SERVICES

866-999-3945

PROVIDER PORTAL

provider.wellcare.com/california

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Read the latest issue of the spring Provider Pulse newsletter

Check out the spring issue for details on how we are working to support you, your patients and your community. Topics in this issue include:

- Health Net Funding Helps Create Black Birth Justice Coalition to Address Pregnancy-Related Conditions
- California Launches Free Video Series to Help Parents and Caregivers Address Parenting Challenges
- As Rain Battered California – Health Net Provided Help
- California Students Find New Hope and Friendships on No One Eats Alone® Day

Download the current and past issues on www.wellcare.com/California. Go to *Providers* > News & Education > *Newsletters*.

Communications posted online in April 2024

Date posted	Number and title	Type of notice	Audience	Summary
4/12/24	24-339m, Complete the Special Needs Plan Model of Care Training	News & Announcements	<ul style="list-style-type: none">• Physicians• Ancillary providers• Hospitals	Informs providers of the annual Model of Care training that must be completed by December 31, 2024.

Provider operations manual changes in April 2024

Effective date	Section	Topic	Summary
4/17/24	Utilization Management	Peer-to-Peer Review Requests	Informs providers of guidelines for requesting peer-to-peer reviews. Providers are specifically advised that they have five business days after issuance of an adverse prior authorization determination to request a peer-to-peer review.