

# PROVIDER Update



NEWS & ANNOUNCEMENTS

JUNE 7, 2024

UPDATE 24-573

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## Provider Communications and Operations Manual Updates for May 2024

**Access [www.wellcare.com/California/Providers](http://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 May 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:** No changes were made to this manual in May 2024.

### Access communications

Follow these steps to access communications online:

- 1 Go to at [www.wellcare.com/California/Providers](http://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](http://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](http://provider.wellcare.com/california)

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## Communications posted online in May 2024

| Date posted | Number and title  | Type of notice       | Audience   | Summary  |
|-------------|---|----------------------|--|--|
| 5/24/24     | <b>24-477m</b> , Complete the Special Needs Plan Model of Care Training                           | Contractual          | <ul style="list-style-type: none"> <li>• Physicians</li> <li>• PPGs</li> <li>• Hospitals</li> <li>• Ancillary providers</li> </ul> | <ul style="list-style-type: none"> <li>• Behavioral Health providers</li> </ul> <p>Notifies providers about the new list of HCPCS codes issued by the Centers for Medicare &amp; Medicaid Services, effective January 1 and April 1, 2024.</p>   |
| 5/24/24     | <b>24-243m</b> , Improve Patient Satisfaction With Advanced Access                                | News & Announcements | <ul style="list-style-type: none"> <li>• Physicians</li> <li>• PPGs</li> </ul>   | This flyer encourages primary care physicians to offer patients advanced access (same-day appointment scheduling). It also advises providers who do not offer advanced access to contact Provider Network Management for help with implementing it.  |
| 5/29/24     | <b>24-501m</b> , Support Nurse Practitioners and Physician Assistants in Expanding Access to Care | Legislative          | <ul style="list-style-type: none"> <li>• Physicians</li> <li>• PPGs</li> <li>• Hospitals</li> <li>• Ancillary providers</li> </ul> | Informs providers of <i>Assembly Bill 890, Nurse practitioners: scope of practice: practice without standardized procedures</i> . This expands access to care, and permits nurse practitioners in specific settings to provide care (under certain conditions) that does not meet “standardized procedures.” |