



Quality

Your Role in Flu Prevention

It is important for you to talk to your patients about the flu vaccine. The 2019 flu season was among the most active in recent history. Prevention and keeping your patients healthy is part of our quality focus at WellCare. As we enter the 2020 flu season, here are some reminders from the Centers for Disease and Control Prevention (CDC) on how you can help to keep your patients safe from the flu.

- 1 All patients age 6 months and older should be immunized against the flu every year.
- 2 Encourage your patients to get the flu vaccine at your practice or at their local pharmacy as soon as it becomes available.
- 3 Discuss with your patients any concerns and barriers that may prevent them from getting the vaccine.
- 4 Remind patients the flu vaccine can protect them from getting the flu and spreading it to their family and friends.

We encourage you to visit the CDC website for the most up-to-date information and patient education materials about the upcoming flu season.

Reference

Centers for Disease and Control and Prevention
<https://www.cdc.gov/vaccines/hcp/acip-recs/vacc-specific/flu.html>

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Join the Conversation on Social Media

Join our digital and social communities for up-to-date information on how we're working with you and others to help our members live better, healthier lives.



WellCare Health Plans Taking Additional Steps To Protect Members' Health Amid COVID-19 Outbreak

As we continue to learn more and address the novel coronavirus and its resulting illness COVID-19, we want to update you on important coverage information around its testing, treatment and care.

WellCare will be extending coverage for COVID-19. This important step is being taken in partnership with other major insurers and with the support of the White House Coronavirus Task Force.

We intend to cover COVID-19 testing and screening services for your Medicare members and are waiving all associated member cost share amounts for COVID-19 testing and screening. To ensure that our members receive the care they need as quickly as possible, WellCare will not require prior authorization, prior certification, prior notification or step therapy protocols for these services.

This coverage extension follows the Centers for Medicare & Medicaid Services' (CMS) guidance that coronavirus tests will be fully covered without cost-sharing for Medicare and Medicaid plans, a decision that WellCare fully supports for our members covered under these programs. We also support the administration's guidance to provide more flexibility to Medicare Advantage and Part D plans.

The specific guidance includes:

- Waiving cost-sharing for COVID-19 tests
- Waiving cost-sharing for COVID-19 treatments in doctor's offices or emergency rooms and services delivered via telehealth
- Removing prior authorizations requirements
- Waiving prescription refill limits
- Relaxing restrictions on home or mail delivery of prescription drugs
- Expanding access to certain telehealth services

WellCare has been working in close partnership with state, local and federal authorities to serve and protect patients during the COVID-19 outbreak, including ensuring that its members and providers have the most up-to-date information to protect themselves and their families from the virus. We remain committed to protecting our communities during the outbreak.



To ensure you are keeping your environment safe from the coronavirus, please refer to the CDC guidelines here:

<https://www.cdc.gov/coronavirus/2019-ncov/downloads/workplace-school-and-home-guidance.pdf>



New Medicare ID cards for 2020

WellCare is changing our Medicare Member ID cards for the 2020 plan year. The new layout utilizes a larger font, making it easier for our members to read.

Learn what else is changing at

<http://www.wellcare.com/CACare2020ID>

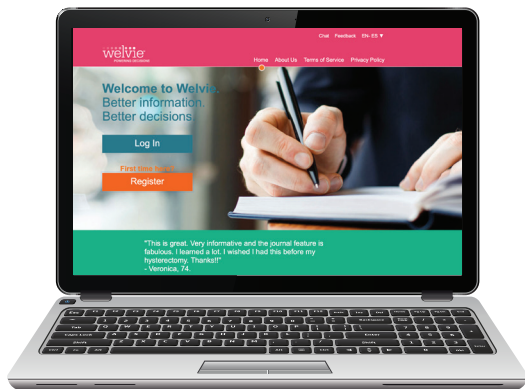
Medication Adherence

To help with medication adherence, WellCare engages our members with refill reminder phone calls, off-therapy (missed dose) phone calls and letters as well as utilizing our network pharmacies to help counsel our members. However, there is nothing as powerful as a reminder from the member's primary care provider about the importance of medication adherence.

Welvie®: Improving Members' Health Care Experience

In 2015, WellCare began offering the Welvie online surgery shared-decision making program to its **Medicare Advantage members**.

Welvie's six-step program curriculum helps participants decide on, prepare for and recover from surgery. Through information, Q&As and videos, patients learn how to work with their doctors to explore treatment options – both surgical and non-surgical – when considering “preference-sensitive” surgeries like spine fusion, knee arthroscopy, prostatectomy and other elective procedures. Preference-sensitive surgeries are defined as those that have two or more viable alternatives for a presenting condition. If the patient, along with their doctor, decides surgery is right for them, Welvie then helps patients prepare for surgery and recovery with robust tools including checklists, calendars and other information and helpful tips to help them have error- and complication-free results.



Welvie participants receive a \$25 Amazon.com gift card for completing the first three steps of the program (reward is available once per member per 365 days).

The program's goal is to support member/physician interaction and preparation for surgery, as well as to promote improved health literacy.

After three years, the program has received high satisfaction marks from members. 96% of WellCare members have reported they felt the Welvie program helped them speak with their doctor about their treatment options and 97% said the Welvie program better prepared them for surgery.

To refer your **WellCare Medicare Advantage** patients to Welvie, just send them to **www.welvie.com** to register and engage in the program.

Operational

Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

- You control your banking information.
- No** waiting in line at the bank.
- No** lost, stolen, or stale-dated checks.
- Immediate availability of funds – **no** bank holds!
- No** interrupting your busy schedule to deposit a check.

Setup is easy and takes about five minutes to complete. Please visit www.payspanhealth.com/nps or call your Provider Relations representative or PaySpan at **1-877-331-7154** with any questions.

NOTE: We will only deposit into your account, **not** take payments out.



Provider Formulary Updates

Find the complete Formulary at <https://www.wellcare.com/California/Providers/Medicare/Pharmacy>.

You can also refer to the Provider Manual to view more information regarding WellCare's pharmacy Utilization Management (UM) policies and procedures. To find the Provider Manual, visit <https://www.wellcare.com/California/Providers/Medicare>.



Community Connections HELP Line

1-866-775-2192

We offer non-benefit resources such as help with food, rent and utilities.

Updating Provider Directory Information

We rely on our providers and IPA/Medical Group partners to advise us of demographic changes so we can keep our information current. To ensure our members and WellCare staff have up-to-date provider information, please give us advance notice of changes you make to your office phone number, office address or panel status (open/closed). Thirty-day advance notice is recommended.

Please send updates via the following methods:

Providers participating through an IPA/Medical Group partner shall send update notifications directly to your contracted IPA(s) and/or Medical Group in accordance with your contract. If you need additional information on where to submit your demographic changes, please contact your affiliated IPA(s) or Medical Group.

Providers contracted directly with WellCare:



Email: ECProviderServices@WellCare.com



Mail: WellCare
Attn: Network Management
10803 Hope Street, Suite B
Cypress, CA 90630

Thank you for helping us maintain up-to-date directory information for your practice.



Updated Clinical Practice Guidelines

Clinical Practice Guidelines (CPGs) are best practice recommendations based on available clinical outcomes and scientific evidence. They also reference evidence-based standards to ensure that the guidelines contain the highest level of research and scientific content. CPGs are also used to guide efforts to improve the quality of care in our membership. CPGs on a variety of topics are published to the Provider website. Clinical Policy Guiding Documents (CPGDs) are also available on the CPG page. These are companion documents to the CPGs. To access CPGs and CPGDs related to Behavioral, Chronic, and Preventive Health, visit www.wellcare.com/Providers and select your state in the top right corner. Clinical Guidelines can be found under Tools & News in the Provider drop down.

We're Just a Phone Call or Click Away



WellCare: 1-866-999-3945



<https://www.wellcare.com/medicare>

Provider Resources

Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information.

Visit <https://provider.wellcare.com> and click on the *Providers* tab.

Resources and Tools

Visit <https://provider.wellcare.com> to find guidelines, key forms and other helpful resources. You may also request hard copies of documents by contacting your Provider Relations representative.

Refer to our Quick Reference Guide, for detailed information on many areas including Claims, Appeals and Pharmacy. These are at www.wellcare.com/medicare, click on *Resources* under your state.

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are also available on our website, click on *Clinical Guidelines* under Tools.