



Quality

How Care Management Can Help You

Care Management helps members with healthcare or social needs. It pairs members with a Care Manager.

The Care Manager is a registered nurse, a licensed clinical social worker or other licensed health professional who can help member with issues such as:

- ✓ Complex medical needs
- ✓ Solid organ and tissue transplants
- ✓ Children with special healthcare needs
- ✓ Lead poisoning

We're here to help you! Contact us at **1-866-635-7045** for more information on our program. A WellCare staff member will tell you about the program. This no-cost program gives access to a registered nurse (RN) or licensed clinical social worker (LCSW) Monday through Friday from 8 a.m. to 5 p.m. Eastern Time.

Medication Adherence



Thank you for helping our members remain adherent to their chronic medications, especially during trying times. We know there is nothing more reliable than the guidance you continue to provide to our members. WellCare is here to help your patients-our members, stay on the medication you have prescribed. We will engage members with refill reminder calls, off-therapy (missed dose) calls and letters. We will also utilize our network pharmacies to ensure these reminders are timely and necessary.

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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 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.

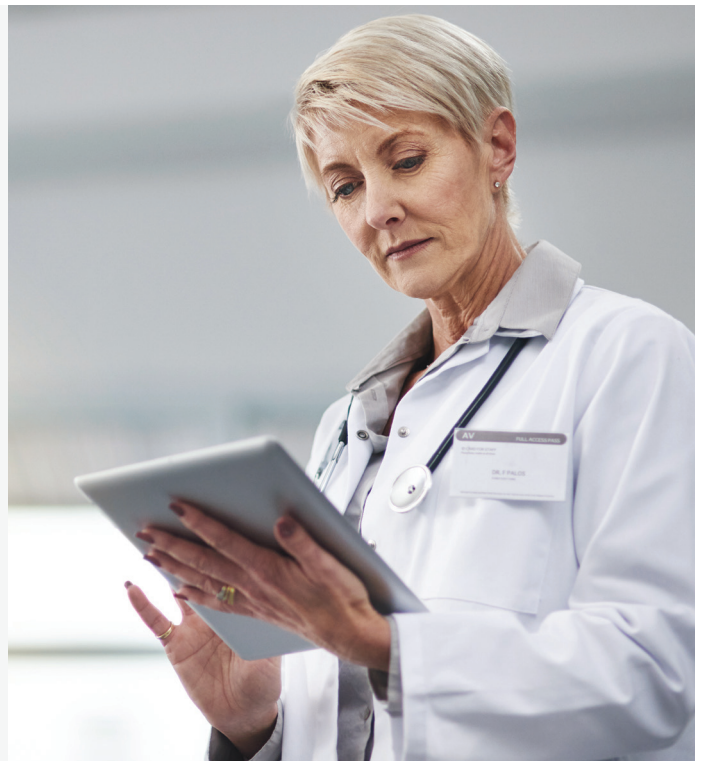
WellCare will be extending coverage for COVID-19. This important step is being taken in partnership with other major insurers and with the support of the White House Coronavirus Task Force.

We intend to cover COVID-19 testing and screening services for your Medicare and Medicaid 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>

Clinical Practice Guidelines

Clinical Practice Guidelines are best practice recommendations based on available clinical outcomes and scientific evidence. WellCare Clinical Practice Guidelines reference evidence-based standards to ensure that the guidelines contain the highest level of research and scientific content. Clinical Practice Guidelines are also used in efforts to improve the quality of care in our membership. The Clinical Practice Guidelines listed below are available on the WellCare Provider Resources website: <https://www.wellcare.com/Provider/CPGs>

-  **Autoimmune**
 - Rheumatoid Arthritis
-  **Behavioral Health CPG's**
 - ADHD
 - Anxiety Disorders
 - Autism Spectrum Disorder
 - Behavioral Health Conditions and Substance Use in High Risk Pregnancy
 - Behavioral Health Screening in Primary Care Settings
 - Bipolar Disorder
 - Child and Adolescent Behavioral Health
 - Depressive Disorders in Children and Adolescents
 - Eating Disorders
 - Gender Reassignment, Transgender Issues
 - Opioid Use Disorder and Treatment
 - Persons with Serious Mental Illness and Medical Comorbidities
 - Post-Traumatic Stress Disorder
 - Schizophrenia
 - Substance Use Disorders
 - Suicidal Behavior
-  **Cardiology**
 - Cardiovascular Disease
 - Cholesterol Management
 - Congestive Heart Failure
 - Hypertension
-  **Children and Adolescent**
 - Congenital Disorders
 - Congenital Metabolic Disorders
 - Neonatal and Infant Health
 - Special Healthcare Needs for Children and Adolescents
-  **Dental**
 - Dental and Oral Health
-  **Endocrine**
 - Diabetes in Adults
 - Diabetes in Children
 - Obesity in Children and Adults
-  **Hematology and Oncology**
 - Cancer
 - Hemophilia
 - Palliative Care
 - Sickle Cell Disease
-  **Infectious Disease**
 - Hepatitis
 - HIV Screening and Antiretroviral Treatment
 - Managing Infections
 - Pneumonia
-  **Neurology**
 - Epilepsy
 - Neurodegenerative Disease
 - Pain Management
 - Traumatic Brain Injury (TBI)
-  **Preventive**
 - Adolescent Preventive Health
 - Adult Preventive Health
 - Fall Risk Assessment
 - Frailty and Special Populations
 - Older Adult Preventive Health
 - Pediatric Preventive Health
-  **Pulmonary**
 - Asthma
 - COPD
 - Tobacco Cessation
-  **Renal**
 - Acute and Chronic Kidney Disease
-  **Women's Health**
 - Osteoporosis
 - Preconception and Inter-Pregnancy
 - Pregnancy and Post-Partum Care
-  **Clinical Policy Guiding Documents (CPGDs)**
 - CPG Hierarchy
 - Health Equity, Literacy, and Cultural Competency
 - Long Term Services and Support (LTSS)
 - Quality Improvement

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.



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.

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.