



**Quality**

**Your Member’s Rights and Responsibilities**

As a WellCare member, your patients have the right:

- To receive information about the organization, its services, its practitioners and providers and member rights and responsibilities
- To be treated with respect and dignity
- To have their privacy protected
- To participate with practitioners in making decisions about their health care
- To a candid discussion of appropriate or medically necessary treatment options for their conditions, regardless of cost and benefit coverage
- To voice complaints or appeals about the Plan or the care it provides
- To make recommendations regarding the Plan’s member rights and responsibilities policy

**Your Patients Have the Responsibilities:**

- To supply information that the plan and its doctors and providers need to provide care
- To follow plans and instructions for care that have been agreed upon
- To understand their health problems
- To help set treatment goals that you and your patient agree to

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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.





## Earn a Medicare Peak Performance Bonus

To ensure our California WellCare Medicare members receive important medical services by the end of 2020, WellCare is offering a bonus to providers who deliver and appropriately document quality care to our members.

### What is the Peak Performance Program?

The **Peak Performance Program** is part of WellCare's initiative to recognize providers who improve the overall health outcomes of our members. Providers can potentially earn a bonus by scheduling appointments with members to address the target measures listed in the table below.

- ✓ Bonuses for the Peak Performance Program are triggered through the normal Provider/Plan submission of claims/encounters
- ✓ Bonuses are in addition to the compensation you may receive under the Partnership for Quality (P4Q) Program
- ✓ The measurement period is Nov. 1, 2020 to Dec. 31, 2020
- ✓ All claims/encounters must be submitted by Jan. 31, 2021
- ✓ Payment will be made in summer 2021

### Target Measures and Bonus Amounts

Measure	Amount	Measure	Amount
Anti-rheumatic Drug Therapy	\$80	Bone Mineral Density Testing*	\$80
Medication Reconciliation Post-discharge*	\$30		

\* For compliance-earning follow-up visits (OMW must have either a DEXA scan or a HEDIS® approved medication picked up, MRP must have 1111F coded with visit in time range) between Nov. 1, 2020, and Dec. 31, 2020.

### Peak Performance Bonus Instructions

- 1 Schedule and conduct an exam with the member by Dec. 31, 2020 to address the target measure(s).
- 2 Upon completion of the examination, document care and diagnosis in the patient's medical record and **submit the claim/encounter** containing all relevant ICD 10, CPT and/or CPT II codes by Jan. 31, 2021.



If you have questions about Peak Performance Program, please contact your Provider Relations Representative, Quality Practice Advisor, or call Provider Services at **1-866-999-3945** (TTY **711**). You can reach us Monday–Friday from 8 a.m. to 5 p.m.

## 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:

- ✓ Adults with special healthcare needs
- ✓ Community Resources
- ✓ Complex medical needs
- ✓ Durable medical equipment



### 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.

## Your Role in Flu Prevention

It is important for Doctors to talk to patients about the flu vaccine. 2020 is an unprecedented year, and because of the COVID-19 pandemic, reducing the spread of respiratory illness like Influenza this fall and winter is more important than ever. Prevention and keeping patients healthy is a part of our Quality focus at WellCare. As we enter the 2020-2021 flu season, we encourage everyone to get vaccinated against the flu.

### Here are some reminders from the Centers for Disease Control and Prevention (CDC):

- Routine vaccination in well patients should not be delayed because of the COVID-19 pandemic
- Do not delay vaccination for patients with current suspected or confirmed COVID-19 until criteria have been met to discontinue isolation
- Follow guidance to prevent the spread of COVID-19 in health care settings
- There are different types and doses of the flu vaccine available for patients that have comorbid respiratory disease or for those that have egg allergies.

### Tips on keeping patients safe from Influenza:

- Encourage your patients to get the flu vaccine at your practice or at the local pharmacy as soon as it becomes available. September or October are the best months to vaccinate
- Discuss with your patients any concerns or barriers that may prevent them from getting the vaccine
- Remind patients that the flu vaccine can protect them from the severe effects of the flu
- Remind patients that the flu vaccine protects them from spreading of the flu to others

Please visit the CDC website for the most up-to-date information and patient education materials about the upcoming flu season. Remember that administration of vaccines is an essential medical service.

Source: Centers for Disease Control and Prevention; accessed 08/26/20  
<https://www.cdc.gov/vaccines/pandemic-guidance/index.html>

## Congratulations and Thank You! You Helped Us Earn 4.5 out of 5 stars in Performance Excellence in Patient Care!

### 4.5 out of 5 stars!

*What does this mean for you.*

Earning 4 or more stars qualifies WellCare for federal bonus payments. We return these payments to members through additional or enhanced benefits.

This helps you:

- Improve relationships with patients.
- Pay attention to preventive care and early detection of disease.
- Focus on programs that help manage chronic conditions.
- Grow your patient base. (Five-Star rating plans are granted a Special Enrollment Period, which lets Medicare beneficiaries enroll throughout the year).

The Five-Star Quality Rating System measures patient experiences

The Centers Medicare & Medicaid Services (CMS) uses a Five-Star Quality Rating System to measure the experiences you patients have with you and with us.

We are rated on a scale of 1 to 5 stars, with 5 being the highest. These ratings are published on the Medicare Plan Finder at [www.medicare.gov](http://www.medicare.gov).

**Thank you!**

We appreciate your hard work and dedication, which is shown in our members' quality of care. This 4.5 Star Rating reflects the strong partnership and trust we share with each other.

Award Name	Awardee Name
2020 IPA of Excellence 4-Star Award	Seoul Medical Group
2020 IPA of Excellence 4-Star Award	Orange County Advantage Medical Group
2020 IPA of Excellence 4-Star Award	Korean American Medical Group
2020 IPA of Excellence 4-Star Award	Affiliated Partners IPA
2020 IPA of Excellence 4-Star Award	Noble AMA Select IPA
2020 IPA of Excellence 4-Star Award	Primary Care Associates of California
2020 IPA of Excellence 4-Star Award	Southland Advantage Medical Group
2020 IPA of Excellence 4-Star Award	Family Care Specialists Medical Group
2020 IPA of Excellence 4-Star Award	Associated Dignity Medical Group
2020 IPA of Excellence 4-Star Award	United Physicians International
2020 IPA of Excellence 4-Star Award	Advanced Medical Doctors of California
2020 IPA of Excellence 4-Star Award	Citrus Valley Physician Group
2020 IPA of Excellence 4-Star Award	PremierCare Health Services
2020 IPA of Excellence 4-Star Award	Allied Physician of California
2020 Membership Growth Champion	Heritage Provider Network
2020 Membership Growth Champion	SeaView IPA
2020 Highest Overall Quality Champion	Seoul Medical Group
2020 Highest Rated Physician Award	Dr. Carlos Rodriguez
2020 Quality Improvement Award	Imperial Health Holdings
2020 Quality Improvement Award	Primary Care Associates of California
2020 COVID Telehealth Champion	Family Care Specialists Medical Group



## 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 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](mailto: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.

## 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>.



## Affirmative Statement

WellCare's Utilization Management Program decision making is based only on appropriateness of care, service and existence of coverage. WellCare does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

If you have questions about this program, please call Customer Service at **1-866-999-3945**. TTY users call **711**.



**Community**  
Connections HELP Line  
1-866-775-2192



## 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](http://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](http://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.