

New Jersey Provider Newsletter



2020 • Issue II

Quality

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. <http://www.wellcare.com/NJCare2020ID>

WellCare
Member: First Name Last Name
Address: 12345678
Phone: 800-440-1234
Policy #: X1234
Member ID: 0001234
Member Name: MEDICARE
Member ID: 0001234
Card Issued: 08/10/2019

2020

Exciting Authorization Rule Enhancements
Your Partner in Medicare Quality Care
Newark Water Crisis & Lead Poisoning

What's changing?

- Font size will be increased
- Copays will be removed

When will the new ID cards go into effect?

Members will begin receiving the new ID cards in the mail beginning in November and throughout December of 2019. The new cards will become effective January 1, 2020.

How does this affect me?

Beginning January 1, 2020, WellCare Providers must log on to our secure self-service portal to confirm the member's copay and eligibility. Many of you already do this, as the portal contains the most reliable and up-to-date member information.

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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 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.

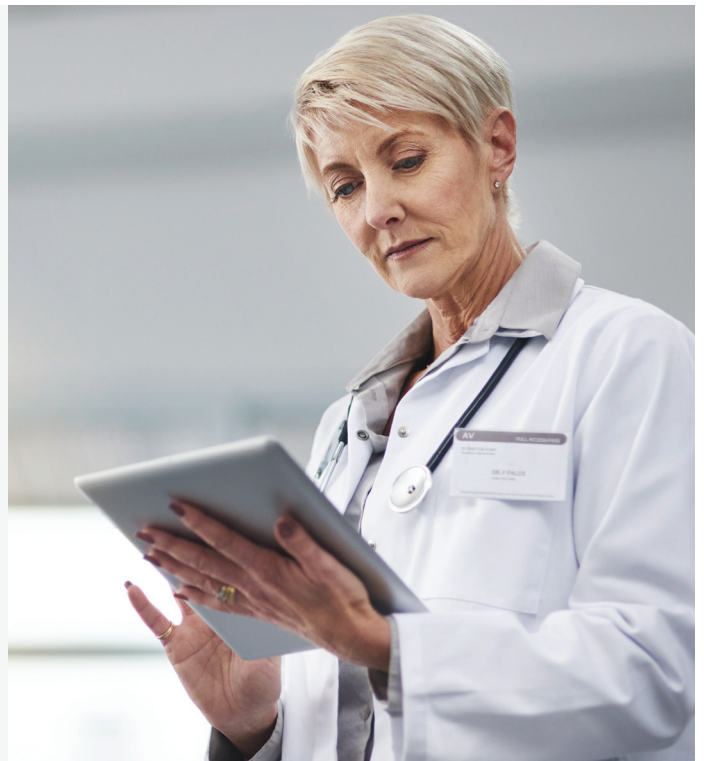
WellCare will be extending coverage for COVID-19. This important step is being taken in partnership with other major insurers and with the support of the White House Coronavirus Task Force.

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 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>



Emphasizing Good Oral Health to Members

Primary Care Providers – Help your patients achieve better oral health by them the following:

- 1 Brush teeth and floss twice daily
- 2 Use fluoride toothpaste
- 3 Rinse mouth after meals
- 4 The importance of routine dental care
- 5 Balanced diet (avoiding sugary foods/snacks)
- 6 Use of mouth guards for contact activities Fluoride Varnish Application available at Physician's office, CPT99188 ICD-10 code Z41.8

Children:

- Avoid thumb sucking
- Avoid pacifiers
- Don't overuse the bottle
- Importance of dental visit by 12 months of age or first tooth eruption, whichever comes first
- Don't overuse the bottle
- Importance of dental visit by 12 months of age or first tooth eruption, whichever comes first



Medication Adherence and RxEffect™

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.

RxEffect™ is an online platform available to WellCare Medicare provider groups to help improve members' medication use.

Talk to your WellCare associate today to get users from your office access to the RxEffect™ portal.



This web portal:

- ✓ Is sponsored by WellCare – so there is no cost to our provider partners
- ✓ Uses predictive modeling to target the patients who need it most
- ✓ Uses real-time monitoring of pharmacy claims and is updated daily
- ✓ Includes opportunity flags for 30-day conversions, diabetic patients not on statins, Appointment Agendas and high-risk medications



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 8am to 5pm.



Providers Role with Immunizations

Providers play a key role in establishing and maintaining a practice wide commitment to communicating effectively about vaccines and maintaining high vaccination rates - from providing educational materials, to being available to answer questions.

Most parents/guardians are open to immunizations and therefore, they just need to be informed what immunizations are due for the child. Confused parents may choose to delay or refuse immunizations for their child due to misperceptions of disease risk and vaccine safety. During a two-way discussion with a parent/guardian about vaccinations, it is essential to make a strong recommendation for immunization. As a trusted professional, your advice is meaningful for final acceptance.

Source:

<https://www.cdc.gov/vaccines/hcp/conversations/talking-with-parents.html>



Help educate parents on the prevention and spread of disease. It will be important to remind them of the value of comprehensive well-child checkups. If a vaccine is declined, parents/guardians should be reminded of immunization recommendations at future visits.

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 to guide 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

Appointment Access and Availability

WellCare is required by the Centers for Medicare & Medicaid Services and state regulations to administer appointment access and availability audits. Appointment Access standards are documented below.

Type of Appointment:
• Emergency services: Immediately upon presentation
• Urgent Care: Less than 24 hours
• Symptomatic acute care: Less than 72 hours
• Routine non-symptomatic visits, including annual gynecological examinations or pediatric and adult immunization visits: Less than 28 days
• Specialist referrals: Less than 4 weeks
• Urgent Specialty Care: Within 24 hours of referral
• Baseline physicals for new adult enrollees: Within 180 calendar days of initial enrollment
• Baseline physicals for new children enrollees and adult clients of DDD: Within 90 days of initial enrollment, or in accordance with EPSDT guidelines.
• Prenatal care: <ul style="list-style-type: none"> – Within 3 weeks of a positive pregnancy test – Within 7 days of request in first and second trimester – Within 3 days of identification of high-risk – Within 3 days of first request in third trimester
• Routine physicals: Within 4 weeks
• Lab and radiology services: <ul style="list-style-type: none"> – Within 3 weeks for routine – Within 48 hours for urgent care
• Initial pediatric appointments: Within 3 months of enrollment
• Dental appointments: <ul style="list-style-type: none"> – Emergency: No later than 48 hours, or earlier as the condition warrants, of injury to sound natural teeth and surrounding tissue and follow-up treatment by a dental provider – Urgent: Within 3 days of referral – Routine: Within 30 days of referral
• MH/SA appointments: <ul style="list-style-type: none"> – Emergency services: Immediately upon presentation at a service delivery site – Urgent: Within 24 hours of the request – Routine: Within 10 days of the request
• Maximum number of intermediate/limited patient encounters for PCPs and Pediatricians: 4 per hour for adults and children.
• Waiting time in office: Less than 45 minutes

For additional information, please refer to the Provider Manual posted on the WellCare Provider Portal located at: www.wellcare.com/New-Jersey/Providers/Medicaid.

Nurse Advice Line

Members, parents, caregivers or guardians have access to the Nurse Advice Line at **1-800-919-8807**. It's available 24 hours a day, 7 days a week.



You can also find this number in member letters, member handbooks, the Quick Reference Guide on WellCare's website at www.wellcare.com/New-Jersey/Providers/Medicaid.

The Nurse Advice Line is available to answer health-related phone calls, and when appropriate, make referrals to the Care Management team for follow-up and assessment of Care Management needs.

The screenshot shows the WellCare website interface. At the top, there is a navigation bar with the WellCare logo, a search bar, and links for Login/Register, Contact Us, Help, New Jersey, and English. Below this is a secondary navigation bar with links for Need a Plan, Members, Providers, and Corporate, along with a 'Find a Provider/Pharmacy' button. The main content area has a blue header for 'Medicaid Providers' with a breadcrumb trail 'Providers / Medicaid Overview'. A green callout box provides information about 2019-nCoV resources. The main section is titled 'Overview & Resources' and contains text about WellCare's commitment to high-quality care. A sidebar on the right lists various resources: Overview, Claims, Authorizations, Forms, Pharmacy, Quality, Behavioral Health, Training, and Managed Long Term Services and Supports.

WellCare
Beyond Healthcare. A Better You.

Search Wellcare

Login / Register Contact Us Help New Jersey English

Need a Plan Members Providers Corporate Find a Provider/Pharmacy

Size

Medicaid Providers

Providers / Medicaid Overview

Access NJ Health resources for diagnosis/treatment of 2019-nCoV (Novel Coronavirus).
Learn more.

Overview & Resources

WellCare partners with providers to develop and deliver high-quality, cost-effective health care solutions. We understand that maintaining a healthy community starts with providing care to those who need it most. We are committed to improving the quality of life of our millions of members, who often include some of our nation's most vulnerable populations.

Managed Long Term Services and Supports (MLTSS)

MLTSS refers to the delivery of long-term services and supports through New Jersey Medicaid's NJ FamilyCare managed care program. MLTSS is designed to expand home and community-based services, promote community inclusion, and ensure quality and efficiency to those individuals that had previously received those services through one of four separate State Waiver programs.

- Overview
- Claims
- Authorizations
- Forms
- Pharmacy
- Quality
- Behavioral Health
- Training
- Managed Long Term Services and Supports



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.

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



Provider Formulary Updates

Medicaid:

The Preferred Drug Lists (PDL) has been updated. Visit www.wellcare.com/WellCare/New-Jersey/Providers/Medicaid/Pharmacy to view the current PDL and pharmacy updates.

Medicare:

There have been updates to the Medicare formulary. Find the most up-to-date, complete formulary at www.wellcare.com/New-Jersey/Providers/Medicare/Pharmacy.

You can also refer to the Provider Manual to view more information regarding our pharmacy Utilization Management (UM) policies and procedures. Provider Manuals are available at www.wellcare.com/New-Jersey/Providers/Medicaid and www.wellcare.com/New-Jersey/Providers/Medicare.

It Benefits Your Practice To Keep Your Provider Demographic Information Current

As a WellCare participating provider, it is very important for you to keep your demographic information current. When you update your information with WellCare to keep it current, it helps:

- Ensure you and your practice/facility receive proper notifications from WellCare
- Avoid claim payment issues caused by outdated demographic information
- Ensure you receive proper referrals based on your specialty and/or subspecialty
- Ensure members who need to contact you for services have your correct address/phone number

To ensure the above occurs, if any of the following changes, please tell us in advance or as soon as possible:

- Office phone number
- Fax Number
- Office address
- Correspondence Address
- Office Hours
- Hospital Affiliation
- Panel status
(Are you accepting new Medicare/Medicaid patients?)
- National Provider Identifier (NPI)
- Tax Identification Number (TIN)
- Group Name

To Submit Your Updated Information

Per your contract, at least 30 days' advance notice is required and you should include contact information in case we need to follow up with you.

You can submit updates by:



Mailing a letter on your letterhead with the updated information to:
WellCare Health Plans of NJ
 550 Broad St. 12th floor
 Newark, NJ 07102
 Attention: Provider Relations Department



Emailing: NJPR@wellcare.com



Call: 1-855-538-0454

Thank you for keeping your information up to date with us.

WellCare appreciates everything you do to improve the health and well-being of our members.





Beyond Healthcare. A Better You.

WellCare of New Jersey
550 Broad Street
Newark, NJ 07102

We're Just a Phone Call or Click Away



Medicare: 1-855-538-0454



Medicaid: 1-888-453-2534



www.wellcare.com/New-Jersey/Providers

Provider Resources

Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information. Access the secure portal using the *Secure Login* area on our home page. You will see *Messages from WellCare* on the right.

Resources and Tools

Visit www.wellcare.com/New-Jersey/Providers to find guidelines, key forms and other helpful resources for both Medicare and Medicaid. 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 such as Claims, Appeals, Pharmacy, etc. These are located at www.wellcare.com/New-Jersey/Providers/Medicaid or www.wellcare.com/New-Jersey/Providers/Medicare.

Additional Criteria Available

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available on our website at www.wellcare.com/New-Jersey/Providers/Clinical-Guidelines.