



A WNS COMPANY

PO Box 31472

Tampa, FL 33631-3472



Provider Notification: Medical Oncology and Radiation Therapy

Dear Provider,

Effective March 1, 2022, Wellcare will be expanding its Medicare services in the Texas market. We are notifying all our new and existing providers of this expansion to provide awareness about the contracted vendors with whom we partner to provide services.

Wellcare is committed to ensuring you receive information about process changes that may affect your office operations. You are receiving this notice because members in your practice may be affected by this change.

Wellcare has partnered with the specialty benefits manager, HealthHelp, to administer its quality review process. This new process is designed to improve care quality and patient safety while reducing utilization and expenditures. Effective March 1, 2022, all requests for the tests and procedures listed below will go through HealthHelp except when these services are rendered in an emergency or inpatient setting.

- **Medical oncology:** chemotherapy, hormone therapy, biologics, prophylactics
- **Radiation therapy:** 2D3D, brachytherapy, stereotactic, proton beam, neutron beam, IMRT

NOTE: A complete list of procedure codes requiring a quality review tracking number can be found at <https://healthhelp.com/wellcare>.

Please see the additional pages of this letter for answers to frequently asked questions. If you have additional questions or need more information about Wellcare's policies and procedures, please visit <http://www.wellcare.com> or call **1-800-288-5441**.

We look forward to working with you in this new partnership.

Thank you,

Wellcare of Texas



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Frequently Asked Questions

What is HealthHelp's program for Wellcare?

HealthHelp provides a quality review program that improves care quality and increases the efficiency of healthcare expenditures. HealthHelp does this by providing expert peer-to-peer consultation and the latest evidence-based medical criteria for reviewing medical oncology and radiation therapy procedures. The HealthHelp quality review process involves collecting relevant clinical information from the ordering/treating provider's office and reviewing this information alongside current evidence-based guidelines. If the requested service does not meet evidence-based guidelines, a HealthHelp oncologist or other specialist will initiate a provider-to-provider consultation with the requesting physician to discuss the appropriateness of the treatment/test requested, patient safety, and possible alternatives.

What does this mean to you?

Effective March 1, 2022, you or your office staff will need to submit a quality review request when ordering medical oncology and radiation therapy procedures. You will be able to do this via phone, fax, or a web-based ordering system. HealthHelp will review your request against evidence-based guidelines, and a quality review tracking number will be issued, as appropriate.

Where can I get more information?

Educational materials and program implementation information are available at <https://healthhelp.com/wellcare>. HealthHelp also offers 30-minute webinars that include additional information about the new quality review process such as tips, procedure codes, fax request forms, and contact information. To request a webinar, please contact HealthHelp program support at **1-800-546-7092**.

How do I submit a request?

Beginning March 1, 2022, ordering physicians may request a quality review tracking number for medical oncology and radiation therapy services using one of the following methods:

- **Web:** <https://healthhelp.com/wellcare>
- **Phone:** 1-888-210-3736
- **Fax:** 1-888-210-3769 (form can be obtained at the above website)



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*NOTE: The most efficient method for obtaining a quality review tracking number is through the web. Please contact HealthHelp program support at **1-800-546-7092** if you need assistance with setting up web access.*

What are HealthHelp's hours of operation?

HealthHelp representatives are available **Monday through Friday from 7 a.m. to 10 p.m., Central time**. Outside of these hours, you may submit requests for a quality review via the web portal or fax.

What should I do if I have an urgent need?

For a medically necessary request that requires **immediate handling** due to an unforeseen illness, injury, or condition that could affect the patient's health, **please call 1-888-210-3736**. If you choose to fax your urgent request, please ensure that legible contact information is included for the ordering provider/designee, stating how they may be reached within the next 24 hours, in case additional clinical information is needed to complete the review.

All urgent requests will be handled within the state-specific or federal program-mandated expedited timeframes, as appropriate. HealthHelp strives to complete all expedited requests for review within 24 hours of receipt, unless a more stringent timeframe is mandated by specific state regulations.