



Nebraska

Provider Newsletter



August 2018

Quality

Your Role in Flu Prevention

It is important for you to talk to your patients about the flu vaccine. The 2017-2018 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 2018-2019 flu season, here are some reminders from the Centers for Disease Control and Prevention (CDC) on how you can help 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 or 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.

Affirmative Statement

WellCare's Utilization Management Program makes decisions based only on appropriateness of care, service and existence of coverage. WellCare does not reward practitioners or other providers for issuing denials of coverage. There are no financial incentives to encourage decisions that result in underutilization.

If you have questions about this program, please call Provider Services at the number at the end of this newsletter.



Healthy Rewards:

The Healthy Rewards Program rewards members for taking small steps toward healthier lives. When they complete primary care provider (PCP) visits, prenatal visits and certain health checkups, members earn rewards that are placed on a prepaid Visa® card or they can choose a gift. The more services members complete, the more they earn. Providers can encourage their patients to take part in this program by signing applicable activity reports (Provider ID must be included).

For more information on the Healthy Rewards Program, contact your Provider Relations representative or call the Provider Services phone number at the end of this newsletter.

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.



TPV and All Encounter Submissions

WellCare Heritage Health has activated a Strategic National Implementation Process (SNIP) for all inbound encounter (ENC) and Third-Party Vendor (TPV) submissions to align with state requirements. The change became effective Aug. 30. Institutional and professional ENC/TPV submissions will be rejected if not billed with the correct unit of measure for any billed NDC (National Drug Code).

It is important that you/your organization comply with these submission requirements in order for your claims/encounters to be processed in a timely manner and to avoid rejections.

Rejection Description – Invalid unit of measure for NDC

At this time, inbound fee for service (FFS) submissions will be set to “warning,” but all providers submitting FFS submissions for Nebraska Medicaid members should begin billing the correct unit of measure for any billed NDC.

We remain committed to helping you submit clean electronic institutional (837I) and professional (837P) submissions. Please see the provided Nebraska State documents for billing the correct unit of measure for an NDC and the 5010 encounter companion guides on the WellCare/Heritage Health Medicaid Providers Portal.

State Resource Links:

<http://dhhs.ne.gov/medicaid/Documents/PB1363.pdf>
<http://dhhs.ne.gov/medicaid/Documents/pb0803.pdf>

5010 Encounter Professional and Institutional (837I) Companion Guides:

<https://www.wellcare.com/en/Nebraska/Providers/Medicaid/Claims>

For additional information, providers can reach out to our EDI Department at

EDI-Master@wellcare.com.

For eligibility/benefit information, claim status or other claims-related questions you may have, please call WellCare’s Customer Service at **1-855-599-3811**.



CommUnity
Assistance Line

CAL NUMBER VIDEO RELAY
1-866-775-2192 1-855-628-7552

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

Provider Resources



1-855-599-3811



www.wellcare.com/Nebraska/Providers

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 homepage. You will see *Messages from WellCare* on the right. Provider Homepage - www.wellcare.com/en/Nebraska/Providers.

Resources and Tools

You can find guidelines, key forms and other helpful resources from the homepage as well. You may 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/en/Nebraska/Providers/Medicaid.

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/en/Nebraska/Providers/Clinical-Guidelines.

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