



Nebraska
Provider
Newsletter



March 2019

Quality

Helping Patients Quit Smoking

- **Ask** every patient about tobacco use
- **Advise** patients to quit with tailored, personalized messages
- **Refer** patients to the **Nebraska Tobacco Quitline** at www.QuitNow.ne.gov. The **Fax Referral Form** can be found online under the **Health Care Providers** tab.
- **Please note:** All tobacco cessation products require a prescription.



English: 1-800-QUIT-NOW (784-8669)
Spanish: 1-855-DÉJELO-YA (335-3569)
TTY: 1-877-777-6534
Fax: 1-800-438-3114
Web coaching:
www.QuitNow.net/nebraska



Communicating Effectively for Continuity of Care

The Institute of Medicine identifies Care Coordination as a key strategy that may improve the effectiveness, safety and efficiency of the U.S. healthcare system. Care coordination involves deliberately organizing patient care activities and sharing information among all providers concerned with a patient's care to achieve safer and more effective care.

Patients are often unsure about why they are being referred to a specialist, and what to do after seeing a specialist. Also, Specialists do not consistently receive clear details about why patients are being referred or information on tests or procedures that have already occurred. Likewise, Primary Care Physicians often do not receive information about the Specialist visit.

The goal of Care Coordination is to deliver safe, appropriate and high-quality healthcare while also meeting a patient's needs and preferences. It is also important to communicate information received through care coordination to patients.

Wellcare of Nebraska assesses Care Coordination through several avenues, including the 5.0H Child CAHPS Survey. This survey gives the member's perspective on whether their Primary Care Physician seemed up to date about the care they received from other providers.

Here are some things you can do to support care coordination:

- Establish accountability and agree on responsibility
- Communicate and share knowledge
- Assess patient needs and goals
- Monitor and follow-up
- Link to community resources

Well-designed coordination of care can improve outcomes for everyone – patients, providers and payers.

Source: Agency for Healthcare Research and Quality, "Care Coordination", retrieved from <https://www.ahrq.gov/professionals/prevention-chronic-care/improve/coordination/index.html>

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.





Updating Provider Directory Information

We rely on our provider network to advise us of demographic changes so we can keep our information current.

To ensure our members and Care Management 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.

New Phone Number, Office Address or Change in Panel Status:

Please call us at **1-855-599-3811**. Thank you for helping us maintain up-to-date directory information for your practice.



Community Connections HELP Line

1-866-775-2192

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

Electronic Funds Transfer (EFT) through PaySpan®

Five reasons to sign up today for EFT:

- 1 You control your banking information.
- 2 No waiting in line at the bank.
- 3 No lost, stolen, or stale-dated checks.
- 4 Immediate availability of funds – no bank holds!
- 5 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 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.

Provider Relations Team

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