

# PROVIDER Update



NEWS & ANNOUNCEMENTS

FEBRUARY 9, 2024

UPDATE 24-157

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## Provider Communications and Operations Manual Updates for January 2024

**Access the Wellcare website for the latest operational and Plan updates and changes to better service your patients**

The tables starting on page 2 outline provider communications posted online and operations manual changes made in January 2024.

- **Communications posted online:** This includes the posting date, material number and title, type of communication, applicable audience, and a summary of the communication.
- **Provider operations manual changes:** This includes the effective date, operations manual section, topic and summary of change.

### Access communications

Follow these steps to access communications online:

- 1 Go to at [www.wellcare.com/California/Providers](http://www.wellcare.com/California/Providers).
- 2 Select Provider Bulletins.

### Access the operations manual

Follow these steps to access the operations manual online:

- 1 Go to at [www.wellcare.com/California/Providers](http://www.wellcare.com/California/Providers).
- 2 From the Provider menu at the top of page, select *Overview* under the Medicare column.
- 3 Download the provider manual PDF document.

### Additional information

If you have questions regarding the information contained in this update, contact 866-999-3945.

#### THIS UPDATE APPLIES TO MEDICARE PROVIDERS:

- Physicians
- Independent Practice Associations
- Hospitals
- Ancillary Providers

#### PROVIDER SERVICES

866-999-3945

#### PROVIDER PORTAL

[provider.wellcare.com/california](http://provider.wellcare.com/california)

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Wellcare Health Plans, Inc. | P.O. Box 31370 | Tampa, FL 33631-3372

## Communications posted online in January 2024

| Date posted | Number and title  | Type of notice       | Audience   | Summary  |  |
|-------------|---|----------------------|--|--|--|
| 1/31/24     | <b>24-107m</b> , Find Out What Changed: AB 1369 Expands Access to Care for Eligible Patients via Telehealth | Legislative          | <ul style="list-style-type: none"> <li>• Physicians</li> <li>• IPAs</li> </ul> | <ul style="list-style-type: none"> <li>• Hospitals</li> <li>• Ancillary providers</li> </ul> | As of January 1, 2024, California Assembly Bill 1369 permits a physician or surgeon who is licensed in another state to provide care via telehealth to a patient who has an immediate life-threatening condition. Review this notice for additional details. |
| 1/31/24     | 24-115m, Stay Informed With the Winter 2024 <i>Provider Pulse</i> Newsletter                                | News & Announcements | <ul style="list-style-type: none"> <li>• Physicians</li> <li>• IPAs</li> </ul> | <ul style="list-style-type: none"> <li>• Hospitals</li> <li>• Ancillary providers</li> </ul> | The Winter 2024 issue of the quarterly Provider Pulse newsletter is available online, including instructions on how to access it. Articles in this issue focus on quality improvement efforts and health equity across the state.                            |

## Provider operations manual changes in January 2024

| Effective date | Section                         | Topic   | Summary  |
|----------------|---------------------------------|---|--|
| 1/1/24         | Various sections                | Various topics  | Removed all references to Dual Special Needs Plan (D-SNP) since Wellcare no longer has DSNP in 2024.   |
| 1/1/24         | Wellcare Health Plan – Benefits | Wellcare Health Plan – Benefits   | Removed information about special supplemental benefits for chronically ill (SSBCI) benefits for the chronically ill, as this has been replaced with the value-based insurance design (VBID) program for California D-SNP members.                           |
| 1/1/24         | Pharmacy Services               | Pharmacy Services   | Replaced CVS with Express Scripts because Express Scripts is the pharmacy benefit manager in 2024.   |
| 1/5/24         | Utilization Management          | Inpatient Acute Discharge   | Updated to include reference to the new Transitions of Care Management (TRC) worksheet, which can be used to help support transitions of care and ensure appropriate documentation and reconciliation of discharge medications to improve care coordination. |
| 1/3/24         | Customer Service                | Member Rights & Responsibilities  | Updated member rights and responsibilities according to information included in members' Plan contract for 2024.   |
| 1/3/24         | Introduction & Overview         | Action Needed: Sign This State-Mandated Data Sharing Agreement or Risk a Corrective Action Plan | Added information about requirement for providers to sign a data-sharing agreement in accordance with rules set for through the California Health and Human Services Data Exchange Framework and California Assembly Bill 133.                               |