

# Provider Newsletter

## California

wellcare

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## You Make a Difference!

Think about it – you have the honor of working in health care, whether in the role of provider, medical assistant, nurse, front desk, back office or facility support. Your work matters. It touches patients, coworkers, families and ultimately, communities.

You have the privilege of making an impact on patients' health and wellness, two areas that everyone counts among the most important things in life.

You also have our support to back your day-to-day work. Together, we can continue to improve the quality of care for members and touch lives with positive change!

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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.





# Renew Your Outlook with Our Provider Resilience Sessions

## JOIN OUR WEBINARS THAT ENERGIZE AND SUSTAIN THE HEALTH CARE WORKFORCE

Health care providers can face extreme stressors and unexpected transitions – especially during a pandemic. During this series of 30-minute interactive and participatory sessions, we will reflect on what sustains us in our professional and personal lives.

Resiliency sessions are held every fourth Tuesday of the month (except November and December) through 2022. A variety of times are available to accommodate schedules.

Use this Zoom link to drop into sessions.

<https://centene.zoom.us/j/96645591696?pwd=NkVCKzJyaGhiQnlLbG9zeWhwcm1Mdz09>

Password: 921210

### Mark your calendar

Date	Time (PT)
June 28, 2022	8:30 a.m., noon, 3 p.m.
July 26, 2022	8:30 a.m., noon, 3 p.m.
August 23, 2022	8:30 a.m., noon, 3 p.m.
September 27, 2022	8:30 a.m., noon, 3 p.m.
October 25, 2022	8:30 a.m., noon, 3 p.m.
November 15, 2022	8:30 a.m., noon, 3 p.m.
December 13, 2022	8:30 a.m., noon, 3 p.m.

### About our facilitator

Dr. Jeffrey Ring is a health psychologist, author, speaker and consultant for projects related to health equity, medical education, integrated whole-person care and medical leadership. Dr. Ring has extensive clinical experience with health practitioner resilience and vitality through teaching, consultation and retreats.



## Make HEDIS<sup>®</sup> Performance Easy with Cozeva<sup>®</sup>

**TOGETHER WITH COZEVA, WE CAN SUPPORT A HEALTHY COMMUNITY ONE MEMBER AT A TIME**

### What is Cozeva?

COZEVA<sup>®</sup> is a best-in-class reporting and analytics platform that displays up-to-date information on performance for clinical quality and risk adjustment measures. The user-friendly platform gathers data from multiple sources and provides insights into opportunities to address care gaps and chronic conditions for patients to improve your Healthcare Effectiveness Data and Information Set (HEDIS<sup>®</sup>) performance.

View a **recorded training webinar** to learn more.

### Start using Cozeva now!

Through Cozeva you have access to a list of non-compliant patients across all measures. Use this data to plan measure-focused outreach with less paper reports! Cozeva also gives you the ability to “attest” to compliance for individual care gaps. You can upload proof-of-service documentation, then witness the real-time impact to measure rates and incentives.

Wellcare is offering the Cozeva technology solution at no cost. There is no limit to the number of licenses (user accounts) that your practice can claim!



**For more information on Cozeva, please contact your assigned Provider Relations representative or email [HN\\_Provider\\_Relations@healthnet.com](mailto:HN_Provider_Relations@healthnet.com).**

## Better Accessibility for Patients, Thanks to New Exam Tables

Providers who needed special exam tables to improve accessibility and offer more equitable care purchased them, thanks to a grant from Health Net. Health Net provided 35 tables at a total cost of more than \$244,000 in early 2022.

Health Net identified the providers as not having an accessible exam table by using Physical Accessibility Review Survey (PARS) data. PARS is an assessment that Health Net completes at all Medi-Cal primary care physician, high-volume specialist, ancillary, Community-Based Adult Services (CBAS) and behavioral health provider sites.

The tables improve accessibility for all providers and members who need them. Without such a table, a provider might not be able to properly examine a member who may have a disability. For example, a member using a wheelchair who is unable to transfer to a standard exam table would not be able to receive cervical cancer screening.

Look for more news about the results of this initiative later this year in upcoming newsletters.



## Improve Your Patients' Experience with Timely Access

### MAKE APPOINTMENTS OR RESPOND TO PATIENTS WITHIN REGULATORY STANDARDS

Appointment wait time standards<sup>1</sup> must be met by primary care physicians (PCPs) or specialty care physicians (SCPs). Your patients have the right to appointments within these standards.

Appointment	Appointment standard
<b>URGENT CARE</b>	
Urgent care appointment with PCP	Within <b>24 hours</b> of request
Urgent care appointment with SCP	Within <b>24 hours</b> of request
Urgent care appointment with non-physician mental health provider	Within <b>24 hours</b> of request
<b>NON-URGENT</b>	
Non-urgent care appointment with PCP	Within <b>7 business days</b> of request
Non-urgent care appointment with SCP	Within <b>7 business days</b> of request
Non-urgent care appointment with non-physician mental health provider	Within <b>6 business days</b> of request
Appointment for specialty care	Within <b>30 business days</b> of request

**In-office wait time for scheduled appointments must not exceed 15 minutes.**

<sup>1</sup>The Department of Health Care Services (DHCS), Department of Managed Health Care (DMHC), Centers for Medicare & Medicaid Services (CMS) and National Committee for Quality Assurance (NCQA) require health plans to assess and report availability by contracted providers.

### Directing patients to the appropriate after-hours care can:

- ✓ **Reduce improper use** of emergency room services.
- ✓ **Improve health** outcomes.

Be sure to discuss after-hours and weekend access to care during your first visit with each patient and at least yearly.

After-hours access	Standard
Emergency care	Call 911 or go to the emergency room.
Urgent care	Call the provider's office 24 hours a day, 7 days a week.

(continued)

Scripts are available so you can tell your patients how to access timely care when they call after business hours. Sample scripts can be found on the provider portal.

Phone response	Standard
Phone answer time at provider's office	Answer calls within <b>30 seconds</b> .

### Non-emergency timely access standards for behavioral health services.

Access type	Standard
Access to urgent care (that does not require prior authorization) with a behavioral health provider	Within <b>48 hours</b>
Access to urgent care (that requires prior authorization) with a behavioral health provider	Within <b>96 hours</b>
Access to non-urgent appointment with non-physician behavioral health care provider for routine care	Within <b>10 business days</b> of request
Access to non-urgent appointment with psychiatrist for routine care	Within <b>15 business days</b> of request

### Check out the Provider Manual for more information. Follow these steps:

- 1 Log on to [www.wellcare.com/California/Providers/Medicare](http://www.wellcare.com/California/Providers/Medicare).
- 2 Select *Resources*, and then you will be directed to a page where you can download a PDF document of the Provider Manual.



**Reminder: Interpreter services must be available at the time of the appointment. To request interpreter services for members, contact 866-999-3945.**



## Reminder: Opioid Prescribing Guidelines

In 2016, 11.5 million Americans reported misusing opioid drugs. In response to the ongoing opioid overdose epidemic, the Centers for Disease Control and Prevention (CDC) Guideline for Prescribing Opioids for Chronic Pain recommends avoiding a threshold of > 90 morphine milligram equivalents (MME)/day.

For those members with  $\geq 90$  MME/day, the following are helpful tips and reminders:

- 1** Baseline and ongoing assessment of pain and function [e.g., Pain Intensity and Interference, PEG (Pain, Enjoyment, General Activity) Scale].
- 2** Evaluate risk of harm or misuse.
- 3** Assess for optimization of non-opioid therapies.
- 4** Determine whether to continue, adjust, taper or discontinue opioid therapy during each visit.
- 5** Consider non-pharmacological therapeutic measures as an adjunct to opioids for long-term pain management.

### Reference

Dowell D, Haegerich TM, Chou R. CDC Guideline for Prescribing Opioids for Chronic Pain — United States, 2016. MMWR Recomm Rep 2016;65(No. RR-1):1–49. DOI: <http://dx.doi.org/10.15585/mmwr.rr6501e1>.



## Provider Formulary Updates

Find the complete Formulary at [www.wellcare.com/California/Providers/Medicare/Pharmacy](http://www.wellcare.com/California/Providers/Medicare/Pharmacy).

To find the Provider Manual, visit [www.wellcare.com/California/Providers/Medicare](http://www.wellcare.com/California/Providers/Medicare).

Also, refer to the Provider Manual to view more information regarding Wellcare's pharmacy Utilization Management (UM) policies and procedures.

## Provider Bulletins



**Remember to view the online Provider Bulletins regularly for important updates and notices.**



Provider bulletins are located at [www.wellcare.com/en/California/Providers/Bulletins](http://www.wellcare.com/en/California/Providers/Bulletins).



## Other Resources Online

### Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information.

Visit [www.wellcare.com/California](http://www.wellcare.com/California), then select *Providers*.

### Resources and Tools

Visit [www.wellcare.com/California](http://www.wellcare.com/California), then select *Providers* to find guidelines, key forms and other helpful resources. 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 including Claims, Appeals and Pharmacy.

These are at [www.wellcare.com/california/providers/medicare](http://www.wellcare.com/california/providers/medicare).

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are also available on our website. Click on *Clinical Guidelines* under Tools.

## We're Just a Phone Call or Click Away



**Wellcare:**  
**866-999-3945**



[www.wellcare.com/medicare](http://www.wellcare.com/medicare)