

PROVIDER

Newsletter

2010 MEDICARE BENEFIT YEAR

CO-PAYMENT CHANGES

The 2010 benefit year is here. Many of WellCare's Medicare Advantage plans' co-payment amounts have increased for the 2010 year. This is the direct result of reductions in reimbursement from the Centers for Medicare & Medicaid Services (CMS) for Medicare Advantage plans in 2010.

Along with higher co-payment amounts in 2010, WellCare members may be responsible for more than one co-payment at a single provider on a single date of service. Multiple co-payments may be charged when certain diagnostic services are performed in a professional or outpatient hospital setting. There are five possible categories of services for which a co-payment may be charged, in addition to the office or facility visit co-payment:

Category of Services	2010 Amount
1. Lab services (e.g., urinalysis)	\$0 co-payment
2. Basic diagnostic radiological services (flat film X-ray only)	\$0 co-payment
3. Basic diagnostic tests (e.g., allergy test, EKG)	\$20 co-payment
4. Advanced diagnostic tests (cardiac stress test only)	\$50 co-payment
5. Advanced diagnostic radiological services (e.g., MRI, ultrasound)	\$50 co-payment

Members are responsible for only one co-payment *per category* of services listed above per provider and per date of service. Therefore, a patient who has multiple basic diagnostic tests during your office visit should be responsible for the appropriate office visit co-payment plus one \$20 co-payment for all basic tests.

Remember, an office or facility visit co-payment applies only when a consultation or procedure is performed.

Renewing Medicare Advantage members were advised of co-payment changes via their Annual Notification of Changes (ANOC) for the 2010 benefit year, which was mailed to members in October 2009.

If you have questions, please call Provider Services at 1-866-334-7730 or your Provider Relations representative.

PROVIDER MATERIALS UPDATE

The following correspondence was placed on the Web site's *Messages* or was faxed to providers since our last newsletter and can be found at georgia.wellcare.com. Click on the *Provider* tab, and *Messages from WellCare* is located in the right column. Remember to check the messages regularly to receive new and updated information such as:

- Check Claims Status Now in Real Time
- Mammography Guidelines
- Claims Payment Policies
- HEDIS Outreach Initiatives
- Important Change to Medicaid PDL
- Helping Members Schedule Important Preventive Care
- Billing Vaccine Codes
- Check Member Eligibility in Real Time

WEB RESOURCES

WellCare Preventive and Clinical Practice Guidelines, Early and Periodic Screening, Diagnostic and Treatment (EPSDT) documents, Pharmacy Guidelines, Cultural Competency Plan and other helpful resources are available at georgia.wellcare.com. A summary of the Cultural Competency Plan is available under Section 14 of the Provider Handbook. If you would like to receive a copy of the complete Cultural Competency Plan, please contact your Provider Relations representative.

Providers may also request hard copies by contacting their Provider Relations representative. For additional information, please contact the Provider Hotline at 1-866-231-1821.



PROVIDER SELF-SERVICE OPTIONS

GUIDE TO ACCESSING OUR SERVICES

WellCare is proud to offer our providers several self-service options. By having valuable information and features available online and via our newly enhanced interactive voice response (IVR) systems, you are able to conduct transactions when it is convenient for you. The user-friendly solutions give you immediate access to pertinent information regarding member eligibility, your submitted claims, authorization requests and more.

OPTION 1 – WELLCARE'S WEB SITES

Visit our Web sites at www.wellcare.com for Medicare or georgia.wellcare.com for Medicaid. Once you become a registered user of the provider portals, you can verify eligibility, check claims status and receive updates on authorization requests. If you still have questions, you can submit an e-mail form under the *Contact Us* option.

Members can also use the Web site for information such as submitting questions, requesting changes of information, printing temporary ID cards, and much more.

OPTION 2 – AVAILITY'S WEB SITE

Register for free on Availity's Web site at www.availity.com to access real-time HIPAA 276/277 Claim Status Electronic transactions and HIPAA 270 Eligibility Request and 271 Payer Response transactions. You can check member eligibility and claim status information for all of the health plans partnered with Availity. Increased functionality will be coming in the future.

Availity is a resource, but should not be used in place of the Georgia Health Partnership (GHP) Web site (www.ghp.georgia.gov/wps/portal) for patient eligibility information. The Georgia Department of Community Health (DCH) requires Care Management Organizations to accept the GHP eligibility Web portal screen shot as proof of eligibility. For provider verifications under the 72-hour rule, the DCH GHP portal is the only source that may be used.

OPTION 3 – IVR

Call our WellCare automated IVR telephone system. This toll-free number can be found at the top of the WellCare **Quick Reference Guides**. Use the IVR system to check the status of authorizations and claims or verify eligibility. You may also speak with a Customer Service representative if you are unable to find answers on the Web or through the IVR system.

If you still need assistance, contact your local Provider Relations representative. Your representative can help with questions regarding contracts, credentialing/configuration and persistent claims/authorization issues.

E-PRESCRIBE ENABLES BETTER CLINICAL OUTCOMES

Are you familiar with e-prescribing? E-prescribing, or electronic prescribing, is an electronic way of communicating among prescribers, pharmacies, pharmacy benefit providers and health plans regarding prescription and prescription-related information. Various IT vendors provide this service.

E-prescribing is a valuable resource that contributes to improved clinical outcomes and safety for patients. WellCare strongly encourages physicians to take advantage of this resource.

E-prescribing gives you the ability to:

- Enhance the clarity of prescription information by eliminating the need for hand-written prescriptions;
- Obtain formulary and benefit information directly from WellCare, providing you with information such as formulary alternatives, prior authorization contact information and co-payment information instantly;
- Obtain a patient's medication-fill history with WellCare, including the prescriptions written by specialists or other prescribers, decreasing the likelihood of drug-to-drug interactions;
- Obtain fill-status notifications alerting you when a medication has been picked up by your patient, partially filled, or returned to stock by the pharmacy because of failure of the patient to pick up the prescription;
- Communicate with retail pharmacies electronically, reducing the number of phone calls and increasing the efficiency of office personnel; and
- Improve the overall quality of care that you provide to your patients.

It is important to note that e-prescribing **does not apply to controlled substances**. All providers must have National Provider Identifier (NPI) numbers in order to participate in e-prescribing. To obtain an NPI, or for more information on NPI, visit the National Plan and Provider Enumeration System at <https://nppes.cms.hhs.gov/NPPES/Welcome.do>.



CLINICAL COVERAGE GUIDELINES AVAILABLE ON THE WEB

WellCare has made Clinical Coverage Guidelines (CCGs) available via our Web site, georgia.wellcare.com for Medicaid and www.wellcare.com for Medicare.

The CCGs are evidence-based documents detailing the medical necessity of given procedures or technologies. The guidelines set consistent criteria for the coverage of a procedure or technology, leading to greater consistency and efficiency in clinical decision-making. This consistency and efficiency results in better provider-company interactions and increases the quality of our members' health.

Follow this path to access the guidelines:

georgia.wellcare.com > *Provider Resources* > *Clinical Coverage Guidelines* (Medicaid)

www.wellcare.com > *Provider Resources* > *Clinical Coverage Guidelines* (Medicare)

The guidelines are arranged alphabetically and are formatted as PDF files. If you wish to search by keyword or acronym to find a particular CCG, please type CTRL+F and in the *Find and Replace* dialog box, type the keyword or acronym you wish to search by.

Clinical Coverage Guidelines

The Clinical Coverage Guidelines (CCG) are evidence-based documents detailing the medical necessity of given procedures or technologies. The guidelines set consistent criteria for the coverage of a procedure or technology, leading to greater consistency and efficiency in clinical decision making. This consistency and efficiency results in better provider-company interactions and increases the quality of our members' health.

Click on the desired link below to open or download a copy of WellCare's CCGs, which are sorted alphabetically.

If you wish to search by keyword or acronym to find a particular CCG, please type CTRL-F and in the "Find and Replace" dialog box, type the keyword or acronym you wish to search by.

A • B • C • D • E • F • G • H • I • J • K • L • M • N • O • P • Q • R • S • T • U • V • W • X • Y • Z

A

- Acupuncture IIS-107
- Axial/Oblique Tomographic Imaging for Deep Vein Thrombosis IIS-130
- Adenosine Stress Test IIS-146
- Air Purified Beds IIS-117
- Ambulatory Blood Pressure Monitoring IIS-041
- Antepartum Fetal Surveillance IIS-111
- Arterial Clipping/ligature for Treatment of Obstructive Compulsive Disorder IIS-045
- Artificial Disc Replacement IIS-045
- Artificial Heart Devices IIS-074

B

- Bariatric Surgery IIS-056

FORMULARY UPDATE

GENERIC NEWS

The generic drugs listed below are now available to WellCare of Georgia Medicaid and Medicare members at the lowest co-payment (if applicable):

BRAND NAME	GENERIC NAME	THERAPEUTIC CLASS
Augmentin® 250mg-62.5mg/5mL Suspension*	Amoxicillin Trihydrate/Potassium Clavulanate 250mg-62.5mg/5mL Suspension (Medicaid only—Quantity Limit: 300mL/31 days)	Anti-infective Agent
Casodex® 50mg Tablets	Bicalutamide 50mg Tablets (covered on Medicare only)	Anti-androgen Agent
Colazal 750mg Capsule*	Balsalazide Disodium 750mg Capsule	Gastrointestinal Agent
Plan B® 0.75mg Tablet*	Next Choice 0.75mg Tablets (Quantity Limit: 4 Tablets = 2 boxes/31 days)	Emergency Oral Contraceptive
Prograf® 0.5mg, 1mg, 5mg Capsules*	Tacrolimus Anhydrous 0.5mg, 1mg, 5mg Capsules (Prior Authorization— Medicare only)	Immunosuppressive Agent

*These brand-name drugs have been removed from the WellCare of Georgia Medicaid Preferred Drug List.

The following changes have been made to the WellCare of Georgia Medicaid Preferred Drug List:

ADDITIONS	REMOVALS
<ul style="list-style-type: none"> • Butalbital-Caff-APAP-Cod Capsules 	<ul style="list-style-type: none"> • Alprazolam Intensol™ 1mg/mL Oral Solution (Concentrate)
<ul style="list-style-type: none"> • Cholestyramine Light Packet, Powder (QL: 756gm/31 days *Powder only*) 	<ul style="list-style-type: none"> • Balagan™ 54mg-14mg/mL Otic Solution
<ul style="list-style-type: none"> • Ciclopirox 8% Nail Lacquer (PA) 	<ul style="list-style-type: none"> • Cortane-B® Otic Solution
<ul style="list-style-type: none"> • Cimzia® 200mg/mL Prefilled Syringe for Injection 	<ul style="list-style-type: none"> • Diazepam Intensol™ 5mg/mL Oral Solution (Concentrate)
<ul style="list-style-type: none"> • Copaxone® 20mg/mL Solution for Injection Kit 	<ul style="list-style-type: none"> • Enbrel® 25mg Powder for Injection, 25mg/0.5mL & 50mg/mL Solution for Injection, SureClick™ 50mg/mL Autoinjector
<ul style="list-style-type: none"> • Cozaar® 25mg, 50mg, 100mg Tablets (QL: 31/31 days and a Step Edit) 	<ul style="list-style-type: none"> • Iressa® 250mg Tablets
<ul style="list-style-type: none"> • Cytra-2 Oral Solution (QL: 3600mL/31 days) 	<ul style="list-style-type: none"> • Kuric™ Cream
<ul style="list-style-type: none"> • Cytra-3 Solution (QL: 3600mL/31 days) 	<ul style="list-style-type: none"> • Lamisil AT® <ul style="list-style-type: none"> - Cream (Athletes Foot, Jock Itch) - Powder - Solution
<ul style="list-style-type: none"> • Fluphenazine HCl 2.5mg/5mL Elixir, 5mg/mL Solution 	<ul style="list-style-type: none"> • Lantus® 100 units/mL Cartridge, Vial, SoloSTAR® Pen
<ul style="list-style-type: none"> • Fosrenol® 500mg, 750mg, 1000mg Chewable Tablets 	<ul style="list-style-type: none"> • Lorazepam Intensol™ 2mg/mL Oral Concentrate

chart continued on next page

WellCare of Georgia Medicaid Preferred Drug List continued

ADDITIONS	REMOVALS
<ul style="list-style-type: none"> • Hyzaar® 50/12.5mg, 100/12.5mg, 100/25mg Tablets (QL: 31/31 days and a Step Edit) 	<ul style="list-style-type: none"> • Moban® 5mg, 10mg, 25mg, 50mg Tablets
<ul style="list-style-type: none"> • Ipratropium Bromide 0.02% Nebulizer Solution 	<ul style="list-style-type: none"> • Pantoprazole 20mg, 40mg Delayed-Release Tablets
<ul style="list-style-type: none"> • Ipratropium-Albuterol 0.5-3mg/3mL Nebulizer Solution (QL: 720mL/31 days) 	<ul style="list-style-type: none"> • Renagel® 400mg, 800mg Tablets
<ul style="list-style-type: none"> • Lansoprazole 15mg, 30mg Delayed-Release Capsules (with a Step Edit) 	<ul style="list-style-type: none"> • Renvela® 800mg Tablets
<ul style="list-style-type: none"> • Levemir® 100 units/mL Vial, Flexpen® (QL: 60mL/31 days) 	<ul style="list-style-type: none"> • Tinactin® <ul style="list-style-type: none"> - Aerosol - Cream - Jock Itch Cream - Powder - Liquid Spray - Pump Spray - Solution
<ul style="list-style-type: none"> • Melphalon HCl 50mg Vial (PA) 	
<ul style="list-style-type: none"> • Ortho All-Flex 65mm, 70mm, 75mm, 80mm Diaphragm 	
<ul style="list-style-type: none"> • OtiRx™ 0.1%-1%-1% Otic Solution 	
<ul style="list-style-type: none"> • PEG 3350/Electrolyte Solution (QL: 4000mL/31 days) 	
<ul style="list-style-type: none"> • Phenidryl Syrup (with an Age Limit ≤ 20 years old) 	
<ul style="list-style-type: none"> • Poly-Vitamin Drops 	
<ul style="list-style-type: none"> • Poly-Vitamin with Fluoride 0.25mg/mL, 0.5mg/mL Drops 	
<ul style="list-style-type: none"> • Poly-Vitamin with Iron & Fluoride 0.25mg/mL, 0.5mg/mL Drops 	
<ul style="list-style-type: none"> • Prezista® 150mg Tablets 	
<ul style="list-style-type: none"> • Tri-Vi-Sol™ with Iron Drops 	
<ul style="list-style-type: none"> • Tri-Vitamin Drops 	
<ul style="list-style-type: none"> • Urea 40%, 50% Cream 	
<ul style="list-style-type: none"> • Venlafaxine ER 37.5mg, 75mg, 150mg, 225mg Tablets (QL: 31/31 days and a Step Edit) 	

PA = Prior authorization required

QL = Quantity limit

The following additions have been made to the WellCare Medicare Formulary:

ADDITIONS
<ul style="list-style-type: none"> • Colcrys™ 0.6mg Tablets
<ul style="list-style-type: none"> • Cytra-2 Oral Solution (QL: 3600mL/31 days)
<ul style="list-style-type: none"> • Cytra-3 Solution (QL: 3600mL/31 days)
<ul style="list-style-type: none"> • GaviLyte-G Solution
<ul style="list-style-type: none"> • Hectorol® 1mcg Capsules
<ul style="list-style-type: none"> • Invega® Sustenna™ 39mg, 78mg, 117mg, 156mg, 234mg Prefilled Syringes (PA)
<ul style="list-style-type: none"> • Ixiaro® 6mcg/0.5mL Syringe
<ul style="list-style-type: none"> • Ketorolac 300mcg/10mL Vial (QL: 20mL/31 days)
<ul style="list-style-type: none"> • Nitro-Bid® 2% Ointment
<ul style="list-style-type: none"> • Norpace® CR 100mg Capsules SA
<ul style="list-style-type: none"> • Ofloxacin 0.3% Otic Drops
<ul style="list-style-type: none"> • Prezista® 150mg Tablets
<ul style="list-style-type: none"> • Pristiq® 50mg, 100mg Tablets (PA: new starts only)

PA = Prior authorization required

QL = Quantity limit

We have changed the quantity limits per month for the following medication on the WellCare of Georgia Medicaid Preferred Drug List:

QUANTITY LIMIT INCREASE

- Mebendazole 100mg Chewable Tablets quantity limit has been increased from 2/31 days to 6/31 days

Planned Market Drug Withdrawals:

COMPANY NAME	DRUG NAME	DATE OF REMOVAL	COMMENTS
King Pharmaceuticals	Intal® Inhaler	July 31, 2009	Intal® Inhaler will be available until current inventories are exhausted.
Targacept, Inc.	Inversine® 2.5mg Tablets	September 30, 2009	Inversine® 2.5mg Tablets will be available until current supplies are exhausted.
Novo Nordisk	<ul style="list-style-type: none"> • Novolin® R InnoLet® • Novolin® N InnoLet® • Novolin® 70/30 InnoLet® • Novolin® R PenFill® • Novolin® N PenFill® • Novolin® 70/30 PenFill® 	December 31, 2009	Effective January 1, 2010, the listed insulin delivery devices will no longer be available.

2010 PLAN YEAR UPDATES

Listed below are some important changes that are going to be made to the WellCare of Georgia Medicaid Preferred Drug List and to the WellCare Medicare Formulary for the 2010 plan year, effective January 1, 2010:

WellCare of Georgia Medicaid Preferred Drug List:

ADDITIONS	REMOVALS
• Novolin® 70/30 Insulin (QL: 60mL/31 days)	• Humalog® Insulin
• Novolin® N Insulin (QL: 60mL/31 days)	• Humalog® Mix 50/50 Insulin
• Novolin® R Insulin (QL: 60mL/31 days)	• Humalog® Mix 75/25 Insulin
• Novolog® Insulin (QL: 60mL/31 days)	• Humulin® 70/30 Insulin
• Novolog® Mix 70/30 Insulin (QL: 60mL/31 days)	• Humulin® N Insulin
	• Humulin® R Insulin
	• Humulin® R U-500 (Concentrated) Insulin

QL = Quantity limit

WellCare Medicare Formulary updates for the 2010 Benefit Year:

REMOVALS

- Actonel® 5mg, 30mg, 35mg, 75mg, 150mg Tablets
- Actonel® with Calcium 35mg/125mg Tablet
- Alendronate Sodium 5mg, 10mg Tablets
- Alphagan® P 0.1%, 0.15% Ophthalmic Solution
- Androgel® 25mg/2.5gm, 50mg/5gm
- Androgel® Pump 1%
- Android® 10mg Capsule
- Avelox® 400mg Tablet
- Benicar® 5mg, 20mg, 40mg Tablets
- Benicar HCT® 20/12.5mg, 40/12.5mg, 40/25mg Tablets
- Betimol® 0.25%, 0.5% Ophthalmic Solution
- Caduet® 2.5/10mg, 2.5/20mg, 2.5/40mg, 5/10mg, 5/20mg, 5/40mg, 5/80mg, 10/10mg, 10/20mg, 10/40mg, 10/80mg Tablets
- Celebrex® 50mg, 100mg, 200mg, 400mg Capsules
- Clarinex® 5mg Tablet, 0.5mg/mL Syrup
- Clarinex® Reditabs® 2.5mg, 5mg
- Clarinex-D® 24 Hour 5/240mg Tablet
- Enbrel® 25mg Powder for Injection, 25mg/0.5mL & 50mg/mL Solution for Injection, SureClick™ 50mg/mL Autoinjector
- Humalog® Insulin
- Humalog® Mix 50/50 Insulin
- Humalog® Mix 75/25 Insulin
- Humulin® 70/30 Insulin
- Humulin® N Insulin
- Humulin® R Insulin
- Humulin® R U-500 (Concentrated) Insulin
- Lipitor® 10mg, 20mg, 40mg, 80mg Tablets
- Lofibra® 54mg Tablet, 67mg Capsule, 134mg Capsule, 160mg Tablet, 200mg Capsule
- Loratadine 10mg Tablet
- Nexium 20mg, 40mg Capsules; 20mg, 40mg Packets
- Nexium® I.V. 20mg, 40mg
- Nizatidine 150mg, 300mg Capsules
- Prevacid® 15mg, 30mg Capsules
- Prevacid Solutab™ 15mg, 30mg
- Proair® HFA Metered Dose Inhaler
- Rozerem® 8mg Tablet
- Solaraze® 3% Gel
- Stalevo® 50mg, 75mg, 100mg, 125mg, 150mg, 200mg Tablets
- Travatan® 0.004% Ophthalmic Solution
- Travatan Z® 0.004% Ophthalmic Solution
- Vesicare® 5mg, 10mg Tablets

ADDITIONS

- Cimzia® Kit (PA)
- Demeclocycline HCL 150mg, 300mg Tablets
- Enjuvia™ 0.3mg, 0.45mg, 0.625mg, 0.9mg, 1.25mg Tablets
- Granisetron HCL 1mg Tablet (QL: 31/31 days)
- Granisetron HCL 0.1mg/mL, 1mg/mL Solution for Injection (QL: 10mL/31 days)
- Lansoprazole 15mg, 30mg Delayed-Release Capsules
- Mesalamine 4g/60mL Rectal Enema Suspension
- Novolin® 70/30 Insulin (QL: 60mL/31 days)
- Novolin® N Insulin (QL: 60mL/31 days)
- Novolin® R Insulin (QL: 60mL/31 days)
- Novolog® Insulin (QL: 60mL/31 days)
- Novolog® Mix 70/30 Insulin (QL: 60mL/31 days)
- Promacta® 25mg, 50mg Tablets (PA: new starts only)
- Tazorac® 0.05%, 0.1% Topical Cream and Gel
- Testim® 1% Topical Gel (PA)
- Vfend® 50mg, 200mg Tablets; 200mg Powder for Injection; 400mg/mL Powder for Suspension (PA)
- Xalatan® 0.005% Ophthalmic Solution (QL: 2.5mL/31 days)
- Xenazine® 12.5mg, 25mg Tablets (PA)
- Xolair® 150mg Powder for Injection (PA)

PA = Prior authorization required QL = Quantity limit



FOSTERING THE DOCTOR-PATIENT RELATIONSHIP TO IMPROVE QUALITY OF CARE

Establishing good relationships with patients, and especially new patients, can be a key factor to achieving improved quality of care. The following includes tips and considerations to keep in mind when interacting with patients:

- While physicians may tend to focus on the science and process of diagnosing an illness, it is important to remember that patients are concerned with their feelings and disruptions to their life. Patients want to be known as human beings with psychosocial needs and not just the outer covering of an illness. It is possible for patients to have their feelings hurt if they perceive that their illness is being reduced to a mechanical process.
- Soliciting a patient's concerns through open-ended questions such as, "What's been going on since you were here last," invites the patient to open up and volunteer information. This subtle encouragement may result in patients who are more forthcoming with information and ultimately facilitate a more accurate diagnosis.
- Working on a good patient-physician relationship builds mutual trust, which can translate to improved patient compliance. The patient-physician relationship is usually the best predictor of whether the patient will follow the physician's recommendations and advice.
- Patients should be respected as experts on their own bodies. A solid patient-physician relationship can foster mutual respect that opens the door to merge the physicians' scientific knowledge with patients' insights of what is going on with their health.
- It is not uncommon for patients to complain that their physicians do not offer explanations, answer questions or even notify them of test results. These complaints may be the result of miscommunication, but they can be reduced or even eliminated through a strong patient-physician relationship where both parties are comfortable in offering additional information and asking questions.
- A physician who is proactive in reaching out to patients who seldom or never come into the office for medical care may foster better patient-physician relationships. Even if these are patients who do not suffer from chronic illness, it is important to communicate the importance of preventive screening. The education provided could help the physician's efforts and the patient's trust that quality care will be provided.

Source:

Charting the Doctor-patient Relationship. Seaman, B. Available at:

<http://www.spiralnotebook.org/chartingthedoctorpatientrelationship/index.html>



CHILD PREVENTIVE HEALTH GUIDELINES

The 2008 Recommendations for Preventive Pediatric Health Care (Periodicity Schedule), can be viewed by accessing the American Academy of Pediatrics (AAP) Web site at practice.aap.org/content.aspx?aid=1599, on the georgia.wellcare.com portal, or by contacting your Provider Relations representative. It is very important to use the 2008 Bright Futures/AAP guideline for the appropriate health check and risk assessment during the member's well-child check up.

MODEL OF CARE

COLLABORATIVE PROGRAM IS DEDICATED TO IMPROVING MEMBERS' OVERALL HEALTH

The Model of Care for Medicare beneficiaries in Special Needs Plans (SNP) has evolved since 2003 to include health risk assessments (HRA) and individualized care plans (ICP).

WellCare reaches out to SNP members within 90 days of joining our plan and then annually to conduct an HRA. Then WellCare builds a team for each member that is dedicated to improving his/her health by coordinating care. This team, the interdisciplinary care team (ICT), works with a care manager to create an ICP by analyzing and incorporating the results of the HRA. An ICP will include short- and long-term goals and objectives as well as measurable outcomes.

The care manager may contact you to become part of the ICT. Some Model of Care outcomes the ICT will strive to achieve are:

- Reduce hospitalizations and skilled nursing facility placements

- Improve self-management and independence
- Improve mobility and functional status
- Improve pain management
- Improve quality of life as self-reported
- Improve satisfaction with health status and health service

A member enrolling in one of WellCare's SNPs under the new Model of Care requirements for 2010 will receive:

- Health assessments to identify risks and concerns
- An individualized care plan
- Coordination of care through their care manager
- Transition of care across health care settings and providers

If you have any questions, please contact your Provider Relations representative.

DORAL DENTAL IS NOW DENTAQUEST

EFFECTIVE DEC. 1, 2009

Doral Dental changed its name to DentaQuest, effective Dec. 1, 2009. Doral has been part of the DentaQuest family of companies since 2004.

Doral assures there will be no interruption of service as a result of this event. Providers may continue to communicate with them via their Provider Web Portal for claims submission, member eligibility verification and other standard business needs.

- Their address remains the same
- Their phone numbers remain the same
- Their Web site changed to www.dentaquest.com in December 2009.

PROVIDER FREQUENTLY-ASKED QUESTIONS:

Q. Do providers need to submit claims, authorizations, etc. to a different street address?

A. No. All Medicaid, CHIP and Medicare claims and other such transactions will be sent to their existing address. All of their phone numbers will remain the same.

Q. Did Doral's Web site/Web address change?

A. As of December 2009, Doral's Web site address changed from www.doralusa.com to www.dentaquest.com.

Q. Will providers continue to be paid in the same manner and will the check name change?

A. Everything about provider payments remains the same except that the name on the check will read DentaQuest instead of Doral.

Please contact your Provider Relations representative if you have any questions, or visit DentaQuest's Web site at www.dentaquest.com.

Source: Doral Dental

PROMOTE COLORECTAL CANCER SCREENINGS

RESEARCH FROM AMERICAN CANCER SOCIETY

Health plans like WellCare, the Centers for Medicare & Medicaid Services (CMS), and other third-party payers are using physicians' colorectal cancer screening rates as a quality measure.

HOW PHYSICIANS CAN IMPROVE SCREENING RATES

- **Your Recommendation**
Regular recommendations by patients' physicians are the single most important factor in patient decisions whether to be screened for colorectal cancer.
- **An Office Policy**
Research shows that creating an office policy that encourages all associates to promote screening is the foundation of a systematic approach to colorectal cancer screening. Ensure clinical practices are built on clear policies, well-designed systems, effective communication and quality reviews.
- **An Office Reminder System**
Creating and implementing an office reminder system for physicians, your patients or both can help people with busy schedules and competing priorities to remember their screening appointments.
- **Effective Communication**
Effective communication is a cornerstone of an excellent practice. A physician's communication skills are related to patient satisfaction, which could influence willingness to be screened.

RESOURCES FOR CLINICIANS

The "Primary Care Clinician's Evidence-Based Toolbox and Guide," which provides suggestions for more efficient screening practices, was created by clinicians for clinicians and may help improve colorectal cancer screening rates in actual practice.

This guide includes:

- A checklist for increased screenings, office policies, reminder systems and communication aids
- Sample office screening policies
- Template phone scripts for patient follow-up
- Sample reminder letters to patients at average and increased risk
- A sample tracking sheet for preventive care examinations
- Descriptions of electronic reminder systems for patients and physicians

The guide is available online at the Web sites of the National Colorectal Cancer Roundtable (www.nccrt.org) and the American Cancer Society (www.cancer.org/colonmd).

If implemented, the best practices contained in this guide may help improve colorectal cancer screening rates among your patients.

Sources:

American Cancer Society, Inc. No. 080152, 2009. Available at www.cancer.org.

National Colorectal Cancer Roundtable. Web site: www.nccrt.org.

Thomas Jefferson University. Web site: www.jefferson.edu.

SAVE TIME WHEN YOU CALL WELLCARE

USE THE PROVIDER SERVICES IVR SYSTEM TO YOUR ADVANTAGE

As a reminder, when you require information relating to WellCare, please dial the Provider Services phone number for the appropriate plan as follows:

If your call relates to **Medicaid**, please dial **1-866-231-1821**. Prompt #3 will take you to the provider menu. If your call relates to **Medicare**, please dial **1-866-334-7730** and select Prompt #4.

When you use the correct telephone number and select the correct prompts, you eliminate the need to be transferred to a different department. This will save valuable time for you and your staff.

2008 EPSDT MEDICAL RECORD REPORT CARD

Please use this information to compare your Early and Periodic Screening, Diagnostic and Treatment (EPSDT) medical record documentation practices with the results of 65 randomly selected WellCare of Georgia primary care providers' offices.

Element Reviewed	Q1 2008	Q2 2008	Q3 2008	Q4 2008	2008 Average
Number of records reviewed	120	120	121	120	481
1 Documentation is legible	100%	92%	100%	100%	98%
2 History and physical (H&P) and developmental history are updated	98%	84%	66%	91%	85%
3 Allergies and adverse reactions properly displayed	94%	97%	92%	94%	94%
4 Growth: Measured, plotted on graph and documented in progress	97%	93%	94%	92%	94%
5 BMI documented in medical record	63%	48%	78%	87%	71%
6 Vision: Measurement and method documented in chart	93%	84%	98%	98%	93%
7 Hearing: Measurement and method documented in chart	93%	80%	97%	97%	92%
8 Referral/treatment noted between the PCP and specialist	100%	100%	100%	100%	100%
9 Follow-up for abnormal values documented in chart	100%	100%	95%	96%	98%
10 Developmental/behavioral assessment documented in chart	76%	78%	75%	93%	81%
11 Appropriate unclothed physical exam documented in the record	99%	100%	100%	100%	100%
12 Immunization status completed for age	88%	95%	87%	90%	90%
13 Tuberculin risk assessment completed and documented	71%	57%	78%	57%	65%
14 Tuberculin test completed and documented	50%	100%	100%	100%	94%
15 Hgb and/or Hct test documented	85%	88%	79%	96%	87%
16 Lead blood screening documented at 12 and 24 months	61%	68%	77%	78%	71%
17 Health education and counseling noted	100%	98%	88%	97%	95%
Average Score	90%	85%	88%	91%	89%
Percent of practitioners scoring higher than 80%	83%	60%	68%	100%	77%

Remarks: Providers need to improve documenting BMI, TB risk assessment, Hgb/Hct tests and lead blood screenings at 12 and 24 months.

Thank you to all who participated in the EPSDT medical record reviews in 2008.



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MEDICARE

REFERRING MEDICARE MEMBERS FOR SUPPLEMENTARY BENEFITS

The chart below outlines WellCare's service vendors for routine dental, hearing and vision benefits in 2010. When referring Medicare members for any of these services, please remind them that using in-network providers helps lower health care and member out-of-pocket costs.

Please note that availability of benefits and level of coverage varies by plan and county. For more information, please call WellCare Provider Services at 1-866-334-7730.

BENEFIT	VENDOR NAME
Routine dental services, such as preventive care	DentaQuest
Routine hearing exam & hearing aid	HearUSA Inc.
Routine vision exam & eye wear	Advantica EyeCare

