



Choices for a Healthy Life



Disease Management Program

The goal of WellCare's Disease Management Program is to identify child and adult members with asthma, diabetes, HIV/AIDS, high-risk pregnancies and other complex conditions, and provide them with education to encourage behavior changes that will improve their health and reduce complications of their disease.

Providers are a key component to the success of a comprehensive disease management program. Providers may be our best resource by:

- taking initiative to assist in the identification of members who would benefit from case management programs and notify the Plan; and
- managing the collaborative effort to develop a member's treatment plan and case management interventions with WellCare, specialists and the member and/or the member's family.

Our case management program is also available for members in the aged, blind or disabled population for assistance with coordination and continuity of care.

Member Identification

WellCare strives to identify members most in need of disease management by utilizing clinical criteria related to each specific disease. Members are identified through the analysis of monthly claims, authorizations, encounter, and eligibility requests, as well as inpatient census reports. In addition, a provider may refer a member or members may self-refer to the program. Once enrolled, a member may choose to disenroll from the program at any time.

Enroll a Member

Providers may refer a member to the program by calling WellCare's Disease Management Unit at (866) 593-2538.

Once enrolled in the program, the members receive:

- Introductory letter and educational materials
- Telephonic health assessments by a Disease Management Unit nurse
- Home visits, as necessary
- Educational mailings
- Periodicity letters
- Flu/pneumonia vaccination reminders
- Case Management referral, as necessary

Providers with members enrolled in the program will receive:

- Introductory letter
- Monthly membership lists that include those members with asthma and diabetes
- Fax alerts
- Provider newsletters
- Educational CME in-services on asthma and diabetes
- Clinical Practice and Preventive Health Guidelines

Additional Information

WellCare Disease Management Unit

Phone: (866) 593-2538

Fax: (813) 290-6257

ACD Extension: 4004

Hours: 8:00am to 6:00pm ET,
Monday – Friday

Please see the WellCare Provider Handbook for additional information.