

PROVIDER

Newsletter

NCQA AWARDS WELLCARE OF GEORGIA ACCREDITED STATUS

WellCare of Georgia, Inc. is pleased to announce it has been awarded accredited status from the National Committee for Quality Assurance (NCQA), an independent, nonprofit organization that assesses and reports on the quality of the nation's managed care plans. WellCare of Georgia's NCQA New Health Plan Accreditation is based on a voluntary review of how a health plan ensures that its members are receiving high-quality care.

WellCare is committed to continuous quality improvement, and we believe that has been validated by the NCQA accreditation. Each of our employees, providers and management contributed to the accreditation process in some way, and we are proud of this achievement.

The NCQA accreditation survey process includes on- and off-site evaluations of more than 60 standards conducted by a team of physicians and managed care experts. A committee of physicians analyzes the team's finding and makes the final determination on accreditation based on the performance level of the plan being evaluated to NCQA's standards.

This accreditation assures our members that they are receiving quality health care. WellCare has a long and proud tradition of providing quality care. Receiving objective recognition of that is rewarding for all of us.

"Health plans that step forward to participate in NCQA's New Health Plan Accreditation program early on in their history are to be especially commended," NCQA President Margaret E. O'Kane said. "Our standards are rigorous, and by meeting them, WellCare of Georgia has shown that it is well designed and serious about the quality of care it provides."

The NCQA accreditation process evaluates how well a health plan manages quality throughout every part of its delivery system—physicians, hospitals, affiliated providers and administrative services—to continuously improve health care for its members.

NCQA's New Health Plan Accreditation Program applies to health plans that are less than 36 months old. The program is distinct from NCQA's MCO Accreditation Program.

PROVIDER MATERIALS UPDATE

The following correspondence was placed on Banner Messages or 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:

- Update on Prior Authorization Changes
- Update to Medicaid Provider Reimbursement
- Does your paper claim have an NPI?
- Coordination of Benefits
- Update for Federally Qualified Health Centers and Rural Health Clinics
- Georgia Medicaid Care Management Organizations Act

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.

APPOINTMENT TIMELINESS STANDARDS

At WellCare, we know at some point our members will need to access care for regular and sick visits. The visits to your practice and/or facility should happen in a timely manner. There are standards in place to make sure our members are seen quickly by our network of providers.

WellCare does phone audits on all of our providers each year to find out if they are meeting the applicable standards. Providers that do not meet the standards are placed on a Corrective Action Plan (CAP) and will be contacted by our staff.

APPOINTMENT TYPE	APPOINTMENT TIMELINESS STANDARD
PCP – adult routine visit	21 calendar days
PCP – adult sick visit	72 hours
PCP – child sick visit	24 hours
PCP – child routine visit	Within 90 calendar days of signing up with WellCare
OB initial visit	Within 14 calendar days
Specialist	30 calendar days
Dental	30 calendar days
Non-emergency hospital stays	30 calendar days
Mental health providers	14 calendar days
Urgent care providers	24 hours
Emergency providers	Immediately – 24 hours a day, 7 days a week and without prior authorization

If you have any questions about WellCare's Medicaid appointment timeliness standards, or if you need help with other issues, please contact our Provider Hotline at **1-866-231-1821**. More information can be found on our Web site at georgia.wellcare.com.

FREQUENTLY ASKED QUESTIONS ABOUT ELECTRONIC FUNDS TRANSFER (EFT)

WellCare recently introduced EFT/ERA services to our providers. This free service is available through PaySpan Health and is managed by our partners Payformance and Wachovia.

Below are some questions providers have asked since the rollout of EFT/ERA service. To find out more information, please visit the PaySpan Health Web site at www.payspanhealth.com.

- Q. How do I register for EFT?
- A. Enrolling is quick and simple. Using the registration code sent to you in your WellCare enrollment letter, go to the PaySpan Health Web site, www.payspanhealth.com. It will take 5 to 10 minutes to complete the online enrollment process. You will then confirm the test deposit, usually within two business days. Once confirmed, all subsequent payments will be sent via EFT.
- Q. I have forgotten my password, now what?
- A. Call Payformance at **1-877-331-7154**, Monday–Friday, 7am to 9pm Eastern to reset your password. Payformance can also assist with:
- File processing inquiries
 - Administrator account additions
 - 835 posting questions
- Q. How can I get any other EFT questions answered?
- A. WellCare Customer Service and/or Provider Relations can assist you with:
- Initial support concerning product inquiries
 - Provider registration process
 - Receiving account-management assistance
 - User security questions
 - Payment questions
 - General process questions

Please call your Provider Relations representative or the Provider Hotline with any questions at **1-866-231-1821**.

SURVEY SHOWS SATISFIED MEMBERS AND PROVIDERS

WellCare of Georgia, Inc. strives to deliver and improve member and provider satisfaction continuously. The findings of recent surveys of both groups show the results of our efforts and highlight opportunities for growth.

WellCare's partnership with participating providers is paying off for members as survey results reflected high member satisfaction. Some highlights of the results included:

- 87.3 percent of members reported being able to have their child seen for routine care as soon as they wanted
- 87.8 percent of members reported being able to have their child seen as soon as they wanted when their child needed care right away
- 95.8 percent of members reported that delays in health care while waiting for approval from the health plan were “not a problem”
- 92.6 percent of members reported their child was “usually” or “always” treated with courtesy and respect at the doctor's office or clinic
- 91.3 percent of members responding to the adult survey reported that they “usually” or “always” were treated with courtesy and respect by Customer Service

In the results of the provider satisfaction survey, WellCare found several opportunities to provide better service to participating providers. Some steps WellCare is taking in that regard include:

- Addressing complaints on specific Provider Relations service issues immediately (one-on-one meeting between manager and representative)
- Implementing a mechanism to survey providers after Provider Relations representative encounters
- Implementing WellCare-wide standards for Provider Relations representative outreach and education of the provider community
- Adding claims specialist positions to assist with claims-resolution issues
- Tracking Provider Relations office visits and other work via an online database
- Enhancement of online tools for practitioners

WellCare of Georgia thanks its participating providers for their partnership in serving members and for their continued support as we strive to improve our service.

Member and Provider satisfaction surveys are conducted by The Myers Group.



REDUCE DENIED CLAIMS

BE AWARE OF SNIP GUIDELINES WHEN FILING

All claims and encounter transactions submitted via paper, direct data entry (DDE) or electronically will be validated for transaction integrity/syntax based on Strategic National Implementation Process (SNIP) guidelines.

All electronic claims and encounters require validation of transaction integrity/syntax at levels 1 through 3 of the SNIP national guidelines.

SNIP levels:

SNIP Type 1—EDI Syntax Integrity: Validates the file and record structure for each type of transaction.

SNIP Type 2—HIPAA Syntax-Specific Requirements: Validates that the transaction sets adhere to the HIPAA implementation guides.

SNIP Type 3—Balancing: Validates if claim summary totals balance to the line item detail.

WellCare's Claims and Encounter Companion Guides are available on georgia.wellcare.com.

Please correct and resubmit any claims that are rejected for lack of compliance to the Plan's claim and encounter submission requirements. For additional information, please contact your Provider Relations representative or the Provider Hotline at **1-866-231-1821**.

BREAKING DOWN WALLS

EFFECTIVE COMMUNICATION WITH PATIENTS

Patients often face a frightening time when they seek treatment, especially when they don't understand what a physician is telling them about their condition. Good communication can help alleviate any fear or anxiety they might experience.

As a partner in rendering health care services to patients, providers have an obligation to inform them of their medical conditions. It is your responsibility to communicate medical terms in a manner that can be understood by the patient.

Here are some things you can do to help break down communication barriers:

- Assess what the patient already knows: Encourage patients to keep you informed.
- Assess what the patient wants to know.
- Be empathetic.
- Take the time to explain all treatment options.
- Keep it simple: Explain medical information in easily understandable language.
- Be sure to answer all the patient's questions.

PROVIDER FORMULARY UPDATE

GENERIC MEDICATIONS

Generic equivalents for the following medications have recently become available. Remember to inform your patients that the U.S. Food and Drug Administration (FDA) requires that generic drugs have the same quality, strength, purity and stability as their brand-name counterparts. Health professionals and consumers can be assured that FDA-approved generic drugs have met the same rigid standards as the innovator drug. To gain FDA approval, a generic drug must:

- Contain the same active ingredients as the innovator drug (inactive ingredients may vary);
- Be identical in strength, dosage form and route of administration;
- Have the same use indications;
- Be bioequivalent;
- Meet the same batch requirements for identity, strength, purity and quality; and
- Be manufactured under the same strict standards of the FDA's good-manufacturing-practice regulations required for innovator products.

Generic drugs have exactly the same active ingredients and effects as brand-name drugs, but they can cost 30 percent to 80 percent less.

These generic drugs will be available to WellCare's members at the lowest co-payment (when applicable).

NEW GENERICS		
BRAND NAME	GENERIC	THERAPEUTIC CLASS
Fosamax® tablet	Alendronate	Second-generation Bisphosphonate
Risperdal®	Risperidone	Atypical Antipsychotic
Wellbutrin XL®	Budeprion XL	Antidepressant
Depakote®	Divalproex Sodium	Anticonvulsant
Vibramycin® Oral Suspension	Doxycycline Monohydrate Oral Suspension	Antibiotic
Ceftin® Oral Suspension	Cefuroxime Axetil Oral Suspension	Second-generation Cephalosporin
Yasmin®	Ocella	Oral Contraceptive
Lamictal®	Lamotrigine	Anticonvulsant

The following changes have been made to WellCare's **Medicaid Formulary**:

ADDITIONS	REMOVALS
Methitest® Humatrope® Cetirizine Pantoprazole Fenofibrate	Norditropin®



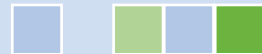
WellCare of Georgia, Inc.
211 Perimeter Center Parkway
Suite 800
Atlanta, GA 30346

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Quality Assurance (NCQA)
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product effective July 28, 2008.*



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PATIENT SAFETY TAKES PRIORITY

WellCare of Georgia strives to support providers in meeting patient safety goals. In order to monitor the compliance of our providers, a Web-based patient safety audit was conducted to assess the patient safety plans for 129 of WellCare's partner hospitals. We appreciate the time participants took to respond to this audit of patient safety topics.

Areas assessed ranged from electronic software to lines of communication. WellCare found the following areas of improvement scored below an 89 percent threshold:

1. Electronic medical records
2. Automated order entry
 - Medications
 - Treatment
 - Testing

3. Integration of information technology
4. Reporting safety event information to external entities

One of WellCare's quality improvement objectives is to educate providers on their compliance with these patient safety objectives. To support universal protocol, we will continue to monitor each contracted facility's accreditation and certification status.

A strong network of providers is instrumental to WellCare's continuing success in patient safety initiatives. We would like to thank those of you who took the time to participate in the survey.

Harness the Power of WellCare's Web Capabilities

OVERVIEW

On georgia.wellcare.com and www.wellcare.com, you and your staff will have secure Web access to a variety of easy-to-use tools created to streamline your day-to-day administrative tasks with the Plan.

KEY FEATURES & BENEFITS

Our Web site gives you immediate access to what you need most. All participating providers can leverage the following features:

- **Claims Submission Status & Inquiry**
 - Submit a claim.
 - Correct and resubmit a claim.
 - Check the status of a claim.
 - Customize and download reports.
- **Member Eligibility & Co-pay Information**—Searchable member database provides you with member effective and term dates, plan type, PCP contact and co-pay information.
- **Authorization Requests**—You may submit authorization requests online, attach clinical documentation and check authorization status. You may also print and/or save copies of authorization forms once received in your online mailbox.
- **Pharmacy Service & Utilization**—View and download a copy of our preferred drug list, see drug recalls, access pharmacy utilization reports and obtain information about our pharmacy services.
- **Provider News**—View and download our latest announcements.

- **Your Inbox**—A provider-specific inbox where you receive notices and key reports regarding claims, eligibility inquiries and authorization requests.
- **Provider & Pharmacy Look-Up**—Search the online Provider Directory by geographic location and medical specialty to refer members to in-network services.
- **Provider Handbooks**—A complete copy of WellCare's Provider Handbook is available online, including all necessary forms and educational materials.

YOUR REGISTRATION ADVANTAGE

The WellCare of Georgia Web site allows you to have as many administrative users as needed and can tailor views, downloading options and e-mail details. You may also create individual sub-accounts for your staff, keeping separate billing and medical accounts. Once you have registered for our Web site, please keep your login and password information for future reference.

HOW TO REGISTER

To register or for more information about our Web capabilities, please contact your Provider Relations representative or our Customer Service department.

