



# WellCare of Nebraska

**August 2016**

**Skilled Nursing Facilities Webinar**



## Vision

To be a leader in government-sponsored health care programs in collaboration with our members, providers and government partners. We foster a rewarding and enriching culture to inspire our associates to do well for others and themselves.

## Mission

Our members are our reason for being. We help those eligible for government-sponsored health care plans live better, healthier lives.

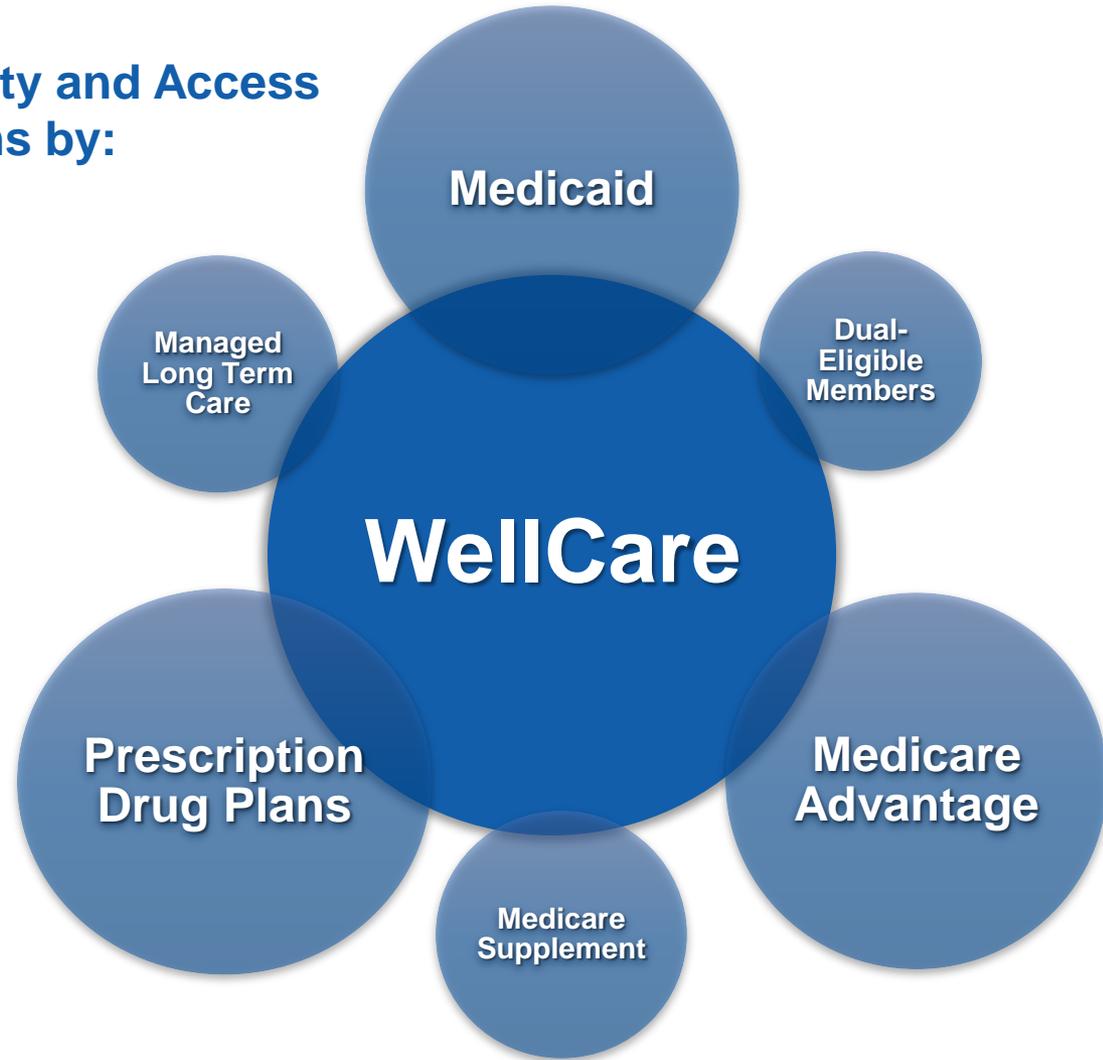
## Core Values

- Partnership
- Integrity
- Accountability
- One Team



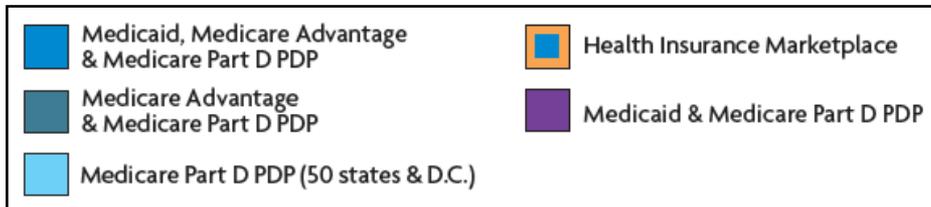
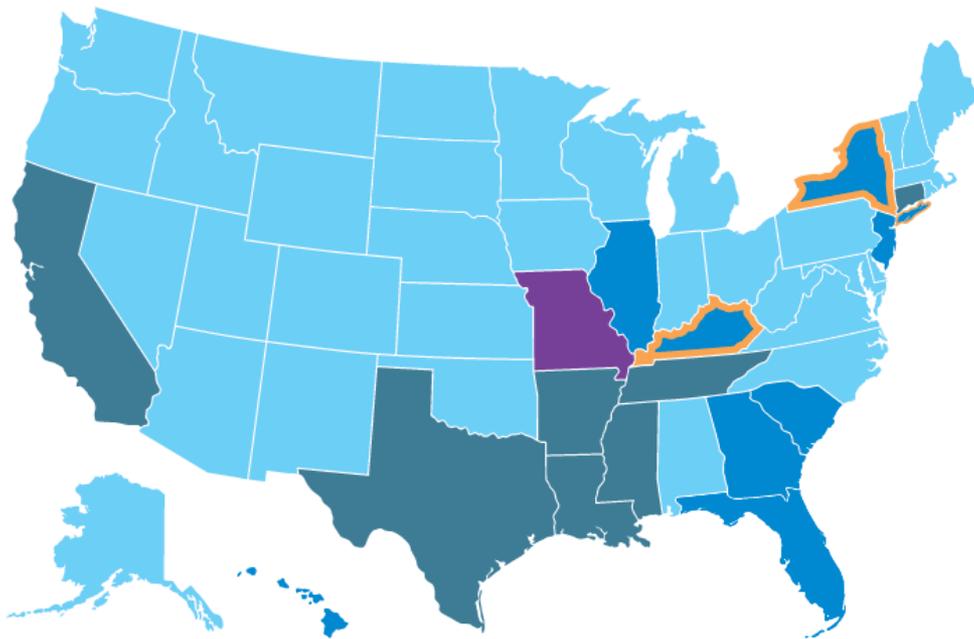
## Reduce Cost and Improve Quality and Access for Government Health Programs by:

- Providing managed care services targeted to government-sponsored health care programs, focusing on Medicaid, Medicare and Prescription Drug Plans
- Serving a variety of people including families; children; and the aged, blind and disabled; includes a focus on low-income, dual-eligible populations
- Improving quality of care, increasing health care access and improving outcomes for members
- Relieving providers of administrative work and hassles
- Providing cost savings for government customers and taxpayers



## Company Snapshot

### OUR PRESENCE



#### **Founded in 1985 in Tampa, Fla.:**

- Serving 3.7 million members nationwide
- 365,000 contracted health care providers
- 68,000 contracted pharmacies

#### **Serving 2.4 million Medicaid members, including:**

- Aged, Blind and Disabled (ABD)
- Children's Health Insurance Program (CHIP)
- Family Health Plus (FHP)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)

#### **Serving 1.4 million Medicare members, including:**

- 326,000 Medicare Advantage members
- 1 million Prescription Drug Plan (PDP) members

#### **Serving the full spectrum of member needs:**

- Dual-eligible populations (Medicare and Medicaid)
- Health Care Marketplace plans
- Managed Long Term Care (MLTC)

#### **Spearheading efforts to sustain the social safety net:**

- The WellCare Community Foundation
- WellCare Associate Volunteer Efforts (WAVE)
- Advocacy Programs

#### **Significant contributor to the national economy:**

- A FORTUNE 500 and Barron's 500 company
- 7,000 associates nationwide
- Offices in all states where the company provides managed care

- Provider contract packets have been mailed to Medicaid providers across the state.
- Following receipt of SNF rates, distribution of contract packets is in process. If you have not already received a contract packet, you may contact us to request one.
- Packets include:
  - *Informational Cover Letter*
  - *Participating Provider Agreement (the contract)*
  - *WellCare Fact Sheet*
  - *Provider Profile sheet*
  - *IRS Form W-9 (“Request for Taxpayer Identification”)*
  - *Nebraska Ownership/Controlling Interest and Conviction Disclosure Form*
- Instructions for help with completing any of the requested information is also included.

- WellCare follows the specific credentialing process and corresponding criteria set forth by NCQA.
- Once a credentialing application is received, WellCare's credentialing team will conduct primary source verification as appropriate and prepare the provider's file for review by the Credentials Committee.
- "Clean" credentialing files are reviewed weekly by our Medical Directors and approved accordingly.
- Chaired by our Medical Director, the Credentials Committee meets monthly and makes the final recommendation to accept providers as fully-approved participants in WellCare's provider network.

Providers properly credentialed in 2016 will have a contract effective date of January 1, 2017 to coincide with the launch of Heritage Health.

For providers who submit their contracts and are credentialed after January 1, 2017, contracts will be effective the first day of the following month.

The provider will receive a letter advising them of their contract's effective date, along with an executed copy of the contract. The letter will also include their new WellCare provider identification number and instructions on how to register as a participating provider on our website.

There are several things a provider can do to avoid delays in the contracting and credentialing process.

- Ensure that the group name (or individual provider's name) *EXACTLY* matches the name reflected on IRS Form W-9.
- If the answer is “yes” to any of the disclosure questions on the Nebraska Ownership/Controlling Interest and Conviction Disclosure form, please include explanation.

1. Claims must be submitted within **180 days** of the date of service.
2. Claims will be processed and paid or denied within **15 business days** of receipt.
3. Daily check runs for both paper checks and electronic funds transfer (EFT) payments, except for Sundays and the last day of each month.

You may submit claims to WellCare three ways:

1. Electronic Submission via Electronic Data Interchange
  - a) WellCare's preferred clearinghouse is RelayHealth
2. Direct Data Entry through secure web portal
3. Paper Claims may be mailed to:

**WellCare of Nebraska  
Claims Department  
PO Box 31372  
Tampa, FL 33631**

## •Provider Appeals

- ❑ A Provider may request an Appeal regarding Provider payment or contractual issues, on his or her own behalf within **90 calendar days** from the original utilization management notice of action or claim denial.
- ❑ Cases filed after **90 calendar days** will be denied for untimely filing. If the Provider feels they have filed their case within the appropriate time frame, the Provider may submit documentation showing proof of timely filing.
- ❑ The plan will review the authorization denial, claim or claim-related issue for resolution and respond to the provider within **60 calendar days** of the day after the date of submission to the Plan.
- ❑ When submitting an appeal, the provider must:
  - Supply specific, pertinent documentation that supports the appeal.
  - Include all medical records that apply to the service.
  - Submit the appeal and accompanying documentation to the address below:

**WellCare Appeals**  
**P.O. Box 31368**  
**Tampa, FL 33631-3368**  
**Fax: 1-866-201-0657**  
**Telephone: 1-866-334-7927**

**Hours of Operation: Monday–Friday, from 8 a.m. to 7 p.m.**

WellCare of Nebraska's Utilization Management (UM) program includes review processes such as notifications, referrals, prior authorization, concurrent review and/or retrospective review.

## Prior Authorization

- WellCare of Nebraska requires prior authorization for elective or non-emergency services, as designated by WellCare of Nebraska.
- **Reasons for requiring authorization may include:**
  - Review for medical necessity
  - Appropriateness of rendering provider and/or place of service
  - Appropriateness of setting
  - Care and Disease management considerations
- **Decision Timeframes:**
  - Notice will be given as expeditiously as a member's condition requires, but will not exceed 14 calendar days from receipt of request. Certain requests have specific contractual timeframes (ex., pharmacy requests must be turned around within 24 hours)
  - Expedited requests will not exceed 72 hours from receipt of request
- **Prior authorizations may be requested three ways:**
  - Online via the secure Provider Portal
  - Fax
  - Phone for urgent requests

## Retrospective Review

- WellCare of Nebraska reviews post-service requests for authorizations of inpatient admissions or outpatient services when there are retro-eligibility instances (please submit proof of retro eligibility when submitting a retro review request).
- Retrospective review includes making coverage determinations for the appropriate level of services, quality issues, utilization issues and the rationale behind failure to follow WellCare of Nebraska's prior authorization guidelines.
- A retrospective review can be initiated by WellCare of Nebraska or the provider.
- Retrospective reviews may take up to 30 days to make a determination.

## Resources Available On Web Portal:

### Clinical Coverage Guidelines (CCGs)

We offer a helpful search tool that allows providers to search evidence-based guidelines detailing the medical necessity of procedures or technologies.

### Clinical Practice Guidelines (CPGs)

Best-practice recommendations based on available clinical outcome trend and scientific evidence.

### Authorization Look-up Tool

An easy way to verify authorization requirements by CPT code and place of service.

## Authorization Lookup Tool

WellCare Health Plans  [Login / Register](#) [Contact Us](#) [Help](#) [Illinois](#)

[Need a Plan](#) [Members](#) [Providers](#) [Corporate](#)

[Find a Provider/Pharmacy](#)

[PDF](#) [Print](#) [Page Help](#)

### Providers

Providers / Authorization Lookup

### Related Information

[CareCore National](#)

### Authorization Lookup

Please select your line of business and enter a CPT to look up authorization for services.

Select Line of Business

Enter CPT Code

[Reset](#)

[Lookup](#)

### Resources:

- [CPT Code Additions to Authorization Required List – Effective 4/1/16](#)
- [Medicaid Quick Reference Guide](#)
- [Medicare Quick Reference Guide](#)

WellCare Health Plans Search WellCare Login / Register Contact Us Help Illinois

Need a Plan Members Providers Corporate Find a Provider/Pharmacy

PDF Print Page Help

## Providers

Providers / Authorization Lookup

### Authorization Lookup

Please select your line of business and enter a CPT to look up authorization for services.

Select Line of Business  
IMD - Harmony Illinois (Medicaid)

Enter CPT Code  
99363

Reset Lookup

Results as of : 6/8/2016 11:57:28 AM

**CPT Code :**

99363

**Description :**

ANTICOAGULANT MANAGEMENT FOR AN OUTPATIENT TAKING WARFARIN, PHYSICIAN REVIEW AND INTERPRETATION OF INTERNATIONAL NORMALIZED RATIO

**11 Office :**

No Authorization Required

**22 Outpatient Hospital :**

No Authorization Required

**24 Ambulatory Surgery :**

No Authorization Required

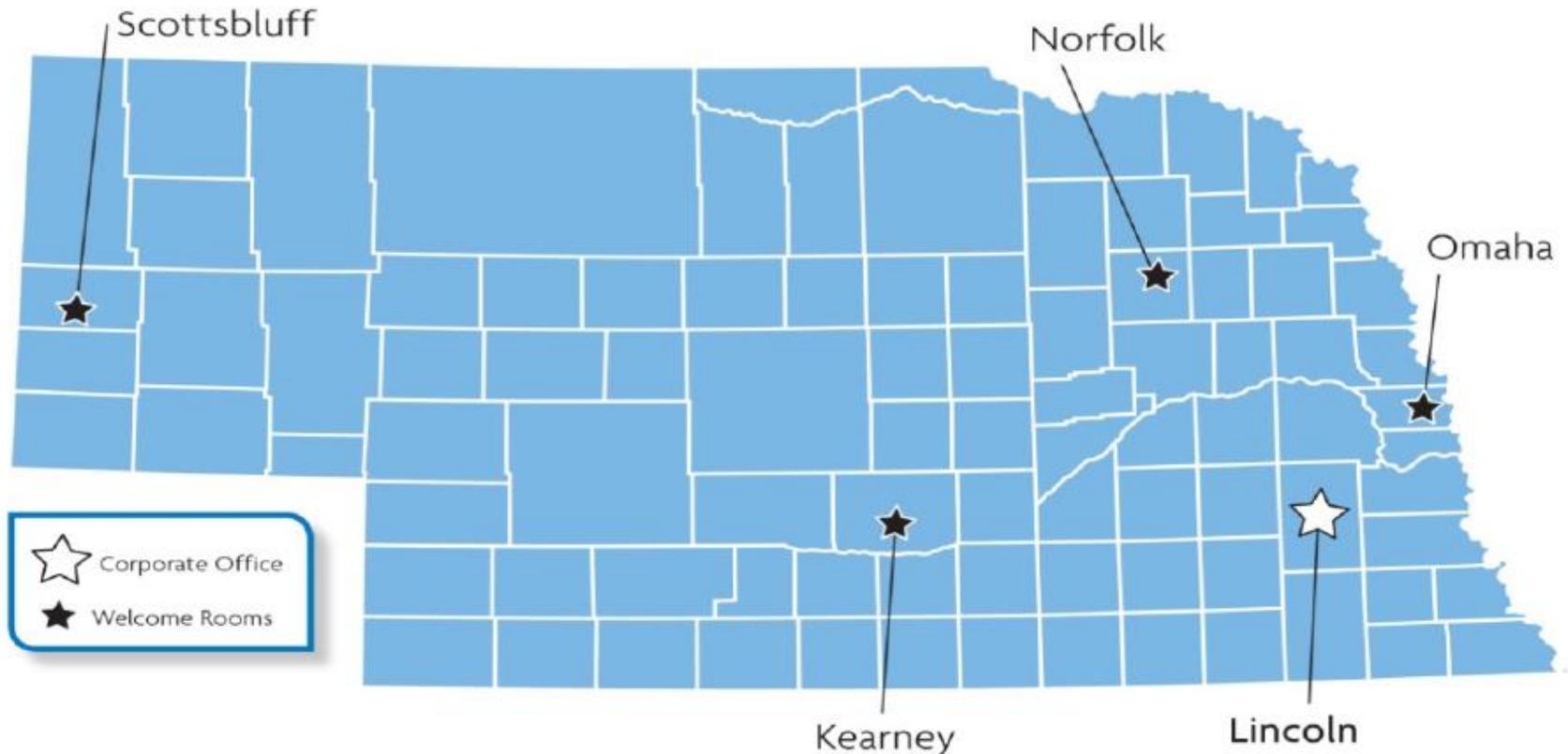
#### Resources:

- CPT Code Additions to Authorization Required List – Effective 4/1/16
- Medicaid Quick Reference Guide
- Medicare Quick Reference Guide

### Related Information

[CareCore National](#)

- WellCare of Nebraska will have Care Coordinators located throughout the state.
  - Care Coordinators will collaborate with providers' existing care management resources



## **Admissions**

- Collaboration with hospital to determine appropriate level of skilled care upon discharge
- InterQual<sup>®</sup> criteria is used for admission authorizations
- Length of stay based upon medical necessity

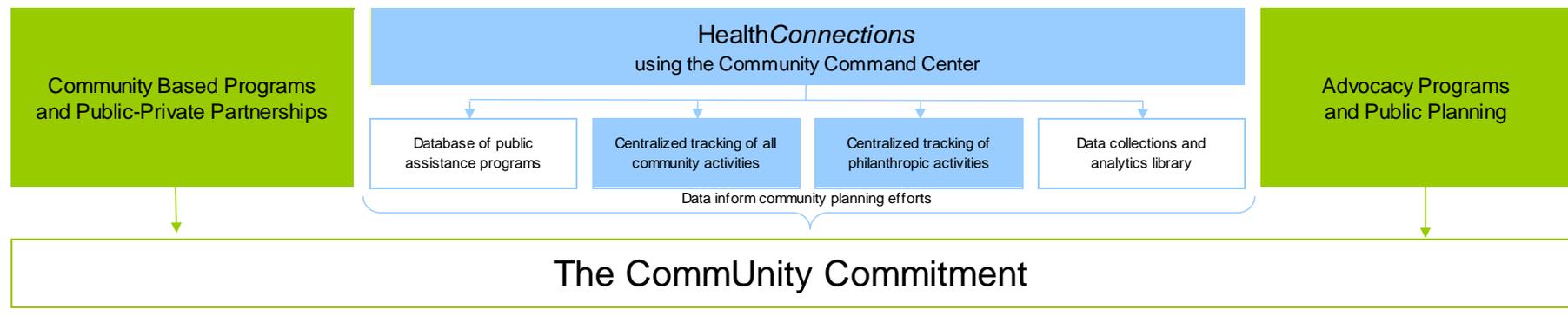
## **Concurrent Review**

- Prior to expiration of initial authorization, facility may contact Utilization Management for concurrent review and provide additional supporting documentation

## **Discharge Planning**

- Begins upon admission to SNF
- Cooperative effort of care management teams from both WellCare and facility and may also include additional community providers
- Social assessment will be completed to identify barriers and ensure safe discharge to community

## Advocacy and Community Based Programs



## Linking Social Services with Health Outcomes

- Assembling data on the social service network in all states served by WellCare (by zip code)
- Assessing the viability of the social service network in all states served by WellCare
- Preparing resource analytics to identify social service gaps
- Implementing community-based, gap-fill solutions
- Measuring impact of social supports on health

## **Additional levels of skilled care:**

- LTACH
- Acute Inpatient Rehabilitation
- Skilled Home Care

Prior authorization process is the same for all levels of skilled care.

For questions/support or to request a contract packet:

[NetworkExpansion@wellcare.com](mailto:NetworkExpansion@wellcare.com)

Phone: 1-855-599-3814

Fax: 1-877-277-1815

***Local Contacts:***

Contracting: Tracy Smith, Senior Director of Network Management

[Tracy.Smith@wellcare.com](mailto:Tracy.Smith@wellcare.com)

402-802-6936

Health Services: Melanie Surber RN, Director of Field Health Services

[Melanie.Surber@wellcare.com](mailto:Melanie.Surber@wellcare.com)

402-326-5822