

# Provider Newsletter Hawai'i

2023 • Issue 1 • Medicare



## Getting Needed Care

ACCESS TO MEDICAL CARE, INCLUDING PRIMARY CARE, SPECIALIST APPOINTMENTS AND APPOINTMENT ACCESS, ARE KEY ELEMENTS OF QUALITY CARE.

Each year, the **Consumer Assessment of Healthcare Providers and Systems (CAHPS®)** survey asks patients questions like:

- ✓ In the last six months, how often was it easy to get appointments with specialists?
- ✓ In the last six months, how often was it easy to get the care, tests, or treatments you needed through your health plan?
- ✓ In the last six months, when you needed care right away, how often did you get care as soon as you thought you needed?
- ✓ In the last six months, not counting the times when you needed care right away, how often did you get an appointment for your healthcare at a doctor's office or clinic as soon as you thought you needed?
- ✓ In the last six months, how often did you see the doctor you were scheduled to see within 15 minutes of your appointment time?

*(continued)*

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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.



## Getting Needed Care *(continued)*

**To ensure your patients are satisfied with their ease of access and to increase the possibility of a higher CAHPS score:**

- ✓ See members within the set access and availability standards.
- ✓ Schedule appointments in a reasonable window for each request.
- ✓ Follow up with members after referring them to specialists to ensure that care is being coordinated.
- ✓ Provide all information for specialists, tests, and procedure authorizations, and follow up as necessary.
- ✓ Reduce time in the waiting room to no more than 15 minutes from the appointment time.



Remember to view the online Provider Bulletins regularly for important updates and notices. Provider bulletins are located at [www.wellcare.com/Hawaii/Providers/Bulletins](http://www.wellcare.com/Hawaii/Providers/Bulletins)



## Coordination of Care

**HERE ARE MORE TIPS TO PROVIDE THE NEEDED CARE FOR YOUR PATIENTS:**



**Review medications with your patients.**



**Remind your patients about annual flu shots and other immunizations.**



**Call or contact your patients to remind them when it's time for preventive care services,** such as annual wellness exams, recommended cancer screenings, and follow-up care for ongoing conditions such as hypertension and diabetes.



**Offer to schedule specialist and lab appointments** while your patients are in the office.



**Make sure your patients know you are also working with specialists on their care.**

Ensure you receive notes from specialists about patients' care, and reach out to specialists directly if you have not gotten consultation notes.



**Tell your patient the results of all test and procedures.**



**Share decision making with patients to help them manage care.**



**Follow up on all authorizations requested for your patient.**



## Mental Health Medication Adherence



An estimated **18.1% (43.6 million)** of U.S. adults ages 18 years or older suffer from mental illness in any given year. Mental health disorders can be debilitating for patients and can also be linked with physical health and other chronic conditions such as asthma, arthritis, cardiovascular disease, cancer, diabetes, and obesity.

The importance of promoting mental health medication adherence can help improve and maintain other disease states. Here are some strategies for improving medication adherence for mental health patients:

- ✓ **Psychoeducation:** May involve an individual or group counseling session with or without the use of written or audiovisual materials on diagnoses, medications, and potential side effects.
- ✓ **Cognitive Behavioral Therapy (CBT):** Helps the patient link medication adherence to symptom reduction and improving personal health.
- ✓ **Symptom and side effect monitoring:** Side effects can discourage patients from taking their medication. Ongoing monitoring of both symptom relief and side effects may help address concerns early on, before a patient stops taking their medication(s).
- ✓ **Utilizing long-acting medications:** May be more effective for extended periods of time and may reduce the risk of relapse.
- ✓ **General medication adherence:** Promoting general medical adherence techniques helps patients remember to take their medications on time every day.

### Sources:

Substance Abuse and Mental Health Services Administration, "Behavioral Health Trends in the United States: Results from the 2014 National Survey on Drug Use and Health", retrieved from:  
<https://www.samhsa.gov/data/sites/default/files/NSDUH-FRR1-2014/NSDUH-FRR1-2014.htm>

Mental Health Clinician, "How to increase medication adherence: What works?", retrieved from:  
<https://meridian.allenpress.com/mhc/article/2/8/230/36971/How-to-increase-medication-adherence-What-works>



## Providers Love Our Live Chat!

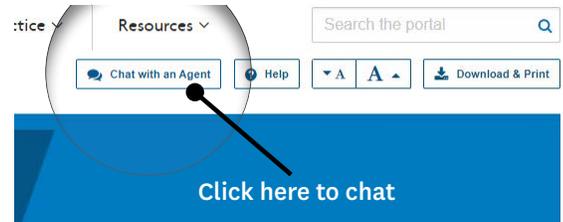
INCREASINGLY, PROVIDERS ARE CHOOSING TO CHAT WITH A LIVE AGENT ON THE PROVIDER PORTAL.

### Providers are talking – about the live-chat feature on our Provider Portal, that is!

So far in 2021, live chats with our agents have increased at an unprecedented rate. As of the third quarter, more than 10 percent of our inbound interactions happened via live chat, as opposed to traditional phone calls.

That's because live chat is **the easiest and fastest way** to get access to basic status updates on a member's eligibility, claims, or authorizations. In addition, our live-chat agents are able to help with complex, on-the-spot inquiries. This means less time waiting on hold to speak to an agent on the phone. Best of all, live chat has the highest score for first contact resolution among all of our communication channels.

The next time you or someone in your office has a question, remember that **live chat is just a click away!**



### Need Access?



If you'd like to learn more about the Provider Portal and its features, or would like to request access for you and your office, email **AWSEscalations@WellCare.com**. We're here to answer any questions you have about live chat and more!



## Referring Members to Behavioral Health Services



**A recent Surgeon General's report estimates that up to 15 percent of the U.S. population may need behavioral health (BH) care in any given year, and that a large percentage of these individuals will go undiagnosed or undertreated.**

Many individuals identify their primary care physician (PCP) as the provider they would most likely consult for a mental health problem. While many BH conditions, including depression, anxiety, and attention deficit hyperactivity disorder, can be effectively managed and treated in the primary care setting, more complicated BH conditions may require the involvement of a BH specialist.

### **Below are some clinical situations that might warrant BH specialist consultation:**

- ▶ Your patient is having suicidal or homicidal thoughts.
- ▶ Your patient is displaying psychotic symptoms.
- ▶ Your patient has a history of multiple BH related inpatient admissions or emergency department visits.
- ▶ Your patient has received multiple BH diagnoses, or has a co-existing substance use or personality disorder.
- ▶ Your patient is unresponsive to first-line BH therapeutic interventions.



**Please contact our Customer Service team at 1-888-846-4262 if you would like assistance with referring your patient to a BH provider.**



## Electronic Funds Transfer (EFT) Through PaySpan®

FIVE REASONS TO SIGN UP TODAY FOR EFT:

- 1** You control your banking information.
- 2** No waiting in line at the bank.
- 3** No lost, stolen, or stale-dated checks.
- 4** Immediate availability of funds - **no** bank holds!
- 5** No interrupting your busy schedule to deposit a check.



### Setup is easy and takes about five minutes to complete.

Please visit [www.payspanhealth.com/nps](http://www.payspanhealth.com/nps) or call your Provider Relations representative or PaySpan at **1-877-331-7154** with any questions. We will only deposit into your account, **not** take payments out.



## 2023 Wellcare By 'Ohana Medicare Provider Manual



The 2023 Wellcare By 'Ohana Medicare Provider Manual is located at [www.wellcare.com/Hawaii/Providers/Medicare](http://www.wellcare.com/Hawaii/Providers/Medicare) under the *Overview and Resources* section. Click on the *Resources* drop-down menu to view the document.



## Updating Provider Directory Information

WE RELY ON OUR PROVIDER NETWORK TO ADVISE US OF DEMOGRAPHIC CHANGES SO WE CAN KEEP OUR INFORMATION CURRENT.

To ensure our members and Provider Relations staff have up-to-date provider information, please give us advance notice of changes you make to your office phone number, office address or panel status (open/closed). Thirty-day advance notice is recommended.



### New Phone Number, Office Address or Change in Panel Status:

 **Mail:**

**Wellcare By 'Ohana Health Plan  
ATTN: Provider Operations  
949 Kamokila Blvd., Suite 350  
Kapolei, HI 96707**

 **Fax:**

**1-866-788-9910**

Thank you for helping us maintain up-to-date directory information for your practice.



## Provider Formulary Updates

### Medicare:

Updates have been made to the Medicare Formulary. Find the most up-to-date complete formulary at [www.wellcare.com/Hawaii/Providers/Medicare/Pharmacy](http://www.wellcare.com/Hawaii/Providers/Medicare/Pharmacy).

You can also refer to the Provider Manual available at [www.wellcare.com/Hawaii/Providers/Medicare](http://www.wellcare.com/Hawaii/Providers/Medicare), hover over *Provider* drop down and click *Overview* under Medicare icon. You can also view more information on our pharmacy UM policies and procedures.

### Community Care Services:

Visit [www.ohanaccs.com/provider/pharmacy](http://www.ohanaccs.com/provider/pharmacy) to view the current PDL and pharmacy updates. You can also refer to the *Provider Manual* available at [www.wellcare.com/Hawaii/Providers/Community-Care-Services/](http://www.wellcare.com/Hawaii/Providers/Community-Care-Services/) to view more information on our pharmacy UM policies and procedures.



## Access to Staff

If you have questions about the utilization management program, please call Customer Service at **1-888-505-1201**. TTY users call **711**. Language services are offered.

You may also review the Utilization Management Program section of your Provider Manual. You may call to ask for materials in a different format. This includes other languages, large print and audio. There is no charge for this.



## Provider Resources

### Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information. Access the secure portal using the Secure Login area on our home page. You will see Messages on the right. Provider Homepage – <https://provider.wellcare.com/Provider/Login>.

**Remember, you can check the status of authorizations and/or submit them online. You can also chat with us online instead of calling.**

### Resources and Tools

You can find guidelines, key forms and other helpful resources from the homepage as well. You may request hard copies of documents by contacting your Provider Relations representative.

Refer to our Quick Reference Guide for detailed information on areas including Claims, Appeals and Pharmacy.

These are located at [www.wellcare.com/Hawaii/Providers](http://www.wellcare.com/Hawaii/Providers), select *Overview* from the Providers drop-down menu for Medicaid, Medicare and Community Care Services (CCS).

### Additional Criteria Available

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available at [www.wellcare.com/Hawaii/Providers/Clinical-Guidelines](http://www.wellcare.com/Hawaii/Providers/Clinical-Guidelines).

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

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Medicare: 1-888-505-1201



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