



## RxEffect Provider Tool

RxAnte offers an innovative quality platform called RxEffect. The platform is free to Provider groups and offers targeted patient lists, daily claim updates, and a strong workflow support for your practice to support medication adherence. Active use of the RxEffect tool has been shown to improve adherence, quality measure outcomes, and enrollee outreaches.

### Be on the lookout for exciting new RxEffect Enhancements including:

- ✓ New PCP Attribution – Helps Providers engage more effectively in RxEffect
- ✓ Appointment Agendas – Available after March to capture HCCs and proper risk-adjustment
- ✓ Improved dashboard reporting and the ability to save filters for improved efficiency

- ✓ Polypharmacy Measures – Improves the ability to manage and outreach medically complex enrollees
- ✓ Bonus Incentive Program – Offers additional incentives for Providers active within the RxEffect tool during the program period

Check out the RxEffect Video here:

<https://www.youtube.com/watch?v=loEKiM7veZQ>

To learn more about RxEffect, visit [www.rxante.com](http://www.rxante.com) and speak with your Provider Relations and/or Quality representative.

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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.





## We Are Entering HEDIS Chart Chase Season ...

**AT WELLCARE HEALTH PLAN, WE VALUE EVERYTHING YOU DO TO DELIVER QUALITY CARE TO OUR MEMBERS – YOUR PATIENTS – AND TO ENSURE THEY HAVE A POSITIVE HEALTHCARE EXPERIENCE.**

That is why each year we are required to report on clinical quality measures to the Centers for Medicare & Medicaid Services (CMS). The quality measures are based on the Healthcare Effectiveness Data and Information Set (HEDIS®) specifications developed by the National Committee for Quality Assurance (NCQA) and other state-defined measures. In compliance with the HEDIS standards, we request medical records for certain measures to collect information that typically cannot be found in a claim or an encounter.

WellCare has contracted with Change Healthcare to collect and abstract the medical records required for completion of HEDIS review. CMS and the state agency require us to comply with NCQA auditing procedures. This includes reviewing the information that Change Healthcare has abstracted from the record and verifying that the record has the information they documented.

### What does this mean to you?

#### **Change Healthcare Medical Record Collection Process**

**Change Healthcare will contact your office to schedule medical record collection between Jan. 1 and April 30 for Medicare member charts.**

You will be contacted by Change Healthcare because we have identified that you are either the assigned or previous Primary Care Provider (PCP) of the member, or have submitted a claim or encounter that relates to a HEDIS clinical measure we are required to report to the state agency and CMS.

Due to the limited time frame to collect and abstract the medical records, we ask that your office accommodate this request for chart collection via fax, mail or on-site session at the earliest mutually agreeable date. Once Change Healthcare has scheduled the session, they will fax you a copy of the member pull list that will include instructions for preparing the records. If you require assistance from Change Healthcare in pulling charts, you can ask for their help directly or have files ready for them when they arrive.



#### **Please be aware**

that Change Healthcare contracts with other health plans to collect charts for HEDIS and Medicare RAPS reviews. This limits the number of health plans that will need to schedule time in your office. If you have questions about scheduling, please call Change Healthcare Provider Relations at 1-855-767-2650



## Changes in CMS Star Rating Chapters

AS WE MOVE INTO 2021, THERE WILL BE AN INCREASED FOCUS ON MEMBER SATISFACTION AS THIS WILL BE THE ULTIMATE DRIVER OF THE CMS STAR RATING.

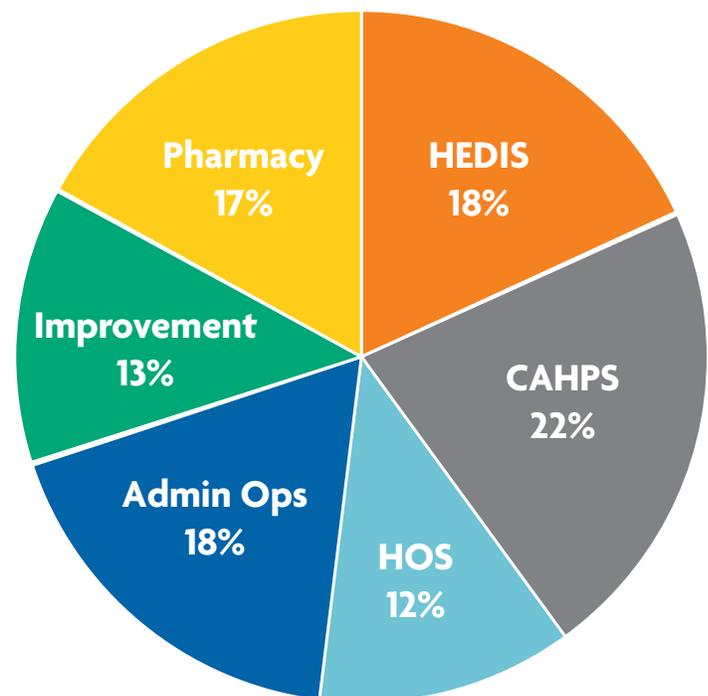
Chapter	CY 2020	CY2021
HEDIS	18%	15%
Pharmacy	17%	10%
CAHPS	22%	31%
HOS	12%	9%
Admin/Ops	18%	25%
Improvement	13%	10%

The member's perception of care received across every point of service will be evaluated. The key to success is ensuring that our members/your patients are receiving exceptional care not only in your office or with the Health Plan's Customer service team but expanding CAHPS Initiatives/Education to Ancillary Vendors/Providers. Members will provide feedback in the surveys not only on the PCP and Health Plan but also on the Pharmacies with some of the following questions:

- How was the process when filling their medications?
- Was there a long wait?
- Was the medication available?
- Was the copay too high?
- Urgent Care/Emergency Services: Does the member feel they received the care that was expected?

Setting expectations and being an advocate/resource to our members is going to be a key component in driving these results to a favorable space.

**CY20 Percentage by Weight**





## Peer Recognition: The Winners Are...

WE PROMOTE BETTER HEALTH OUTCOMES BY RECOGNIZING QUALITY PROVIDERS. READ ON TO FIND OUT WHO RECEIVED RECENT PLAN AWARDS.

### 2020 Summit Awards for Quality Care - You can be the next winner!

The Centene Foundation for Quality Healthcare sponsors the Summit Awards to recognize providers for outstanding service, high quality of care and the best in quality medical delivery. We identify winners using quality-based criteria and recognize them through:

- ✓ a national press release
- ✓ a plan-regional press release
- ✓ an engraved vase
- ✓ a catered luncheon for the physician office



### Read on for the profiles of three such recent awardees:

- Chukwuemeka Ndulue, MD
- AltaMed Medical and Dental Group – South Gate
- Clinicas De Salud

## AltaMed Medical and Dental Group – South Gate Receives 2020 Physician Summit Award

**AltaMed Medical and Dental Group – South Gate has been awarded the 2020 Health Net Centene Physician Summit Award from Health Net.** The site is part of AltaMed Health Services, the nation's largest federally qualified independent health center in the nation. The award recognizes providers for top tier service and quality of care provided to members.

When assessed against the complete set of 18 different adult and child measures for reporting year 2019, South Gate scored 76.6 and 80. More than 60% of the health centers measures are better than the 75th percentile, giving AltaMed the best performance in Health Net's entire provider network in California.

*“For more than 50 years our mission has been to provide access to exceptional quality of care to all, regardless of their ability to pay,”* said Cástulo de la Rocha, AltaMed president and CEO. *“This recognition is a testament to our team's commitment to serving our community and putting patients at the center of everything they do.”*

AltaMed Medical and Dental Group – South Gate houses 39 patient exam rooms and 10 dental rooms. Services offered at this location include family medicine, pediatric care, OB/GYN, behavioral health and a pediatric urgent care center in partnership with Children's Hospital Los Angeles (CHLA), the state's leader in specialized pediatric care.

*“Health Net is pleased to recognize AltaMed Medical and Dental Group for the excellent service that the dedicated leadership and staff provide to our members in the South Gate area,”* said Brian Ternan, President and CEO of Health Net of California and California Health and Wellness Plan. *“Our goal at Health Net is to provide the highest quality of care and services to our members. That would not be possible without outstanding providers. With the 2020 Summit Award for Excellence in Care, we thank Cástulo de la Rocha and his team for giving community members the opportunity to live longer and healthier lives.”*

## Chukwuemeka Ndulue, MD, Receives California Health & Wellness Plan 2020 Summit Award for Excellence in Care

**Dr. Chukwuemeka Ndulue of Marysville, California, was recently awarded the 2020 Summit Award for Excellence in Care from California Health & Wellness Plan (CHWP) and its parent company, Centene Corporation.** Centene has sponsored this annual award since 2008 to recognize practitioners for their exemplary performance in a variety of quality measures.

Dr. Ndulue received the award due to the extraordinary efforts he and his staff have made to deliver quality pediatric care and clinical excellence to CHWP members. Specifically, Dr. Ndulue's outstanding accomplishments include:

- More than 85% of his preschool patients got their annual well-child visit.
- About 77% of his young adult patients also got their immunization shots — and more than 93% of the time, they received counseling on nutrition and physical activity.
- He delivered higher quality across all pediatric quality-of-care measures than any of his peers in the local market — and better than 90% of doctors across the nation.

*“California Health & Wellness is pleased to recognize Dr. Chukwuemeka Ndulue for the excellent service he provides to our members in the Marysville area,”* said Brian Ternan, President and CEO of Health Net of California and CHWP. *“Our goal at California Health & Wellness is to provide the highest quality of care and services to our members. That would not be possible without outstanding providers. With the 2020 Summit Award for Excellence in Care, we thank Dr. Ndulue and his team for their ongoing dedication to helping Northern California children live healthier lives.”*



## Clinicas De Salud

Clinicas De Salud had 30% of all measures at or better than the 75th percentile and nearly 50% at or better than the 50th percentile. They demonstrated the

strongest performance among all California Health & Wellness plans for the full set of adult HEDIS measures.



# WellCare Awards Providers for Excellence

## ANNUAL QUALITY AWARDS HONOR MEDICAL GROUPS AND A TOP PHYSICIAN

### WellCare of California values your efforts to provide high-quality care to Medicare patients!

In January 2020, WellCare Health Plans and Health Net joined to better serve members, providers, partners and communities. This joining of organizations allows us to become a more robust health plan and enhance the delivery of best-in-class care to our members.

To show their appreciation for your providing quality care to Medicare patients, WellCare recently presented 21 providers with awards based on quality and growth.

### Criteria

WellCare selected 14 medical groups as winners based on a star rating. To calculate the rating, WellCare tracks and maintains medical group quality data using the Centers for Medicare & Medicaid Services (CMS) Star Ratings system throughout each calendar year. WellCare then ascribes a star rating from 1–5 (with 5 being best) to provider groups. A group must achieve a quality rating of 4 stars or higher to win.

Additional awards apply for medical groups that had the highest year-over-year improvement on their star rating, the most overall growth or that quickly adapted to providing telehealth technology the most effectively.

Lastly, WellCare honored the group with the highest overall score and an individual physician with high performance on member satisfaction surveys.

## Award Categories



Provider Group Star Rating



Quality Improvement Award



Highest-Rated Physician Award



Highest Overall Quality Champion



Membership Growth Champion



COVID Telehealth Champion

## Refer below for a full list of winners:



### 2020 IPA of Excellence 4-Star Award

Seoul Medical Group

Orange County Advantage Medical Group

Korean American Medical Group

Affiliated Partners IPA

Noble AMA Select IPA

Primary Care Associates of California

Southland Advantage Medical Group

Family Care Specialists Medical Group

Associated Dignity Medical Group

United Physicians International

Advanced Medical Doctors of California

Citrus Valley Physician Group

PremierCare Health Services

Allied Physician of California



### 2020 Highest Overall Quality Champion

Seoul Medical Group



### 2020 Highest Rated Physician Award

Dr. Carlos Rodriguez



### 2020 COVID Telehealth Champion

Family Care Specialists Medical Group



### 2020 Membership Growth Champion

Heritage Provider Network

SeaView IPA



### 2020 Quality Improvement Award

Imperial Health Holdings

Primary Care Associates of California



## Thank You for our Growth Together: WellCare of California Increases Membership by More than 20K Members Year-Over-Year

After a very busy and obviously unique Annual Enrollment Period (AEP), WellCare of California is happy to share that we have grown to nearly 60,000 members across six counties: Los Angeles, Orange, San Bernardino, Riverside, San Joaquin and Ventura. Thank you for the partnership role you play in making WellCare the choice of so many Medicare Advantage patients. Notably, WellCare exceeded 3,000 new members in our newest county, San Joaquin, which began providing services to prospective members on

January 1, 2021. **Overall, WellCare of California grew by 56.3% year-over-year and has more than doubled its membership since 2018.** Thank you to our entire network of provider partners for your continued growth. If you have any recommendations for how we can support you better, or would like to offer suggestions on how we can make our future products more innovative, please email our Director of Provider Network Management, [Daniel.Dugger@wellcare.com](mailto:Daniel.Dugger@wellcare.com).

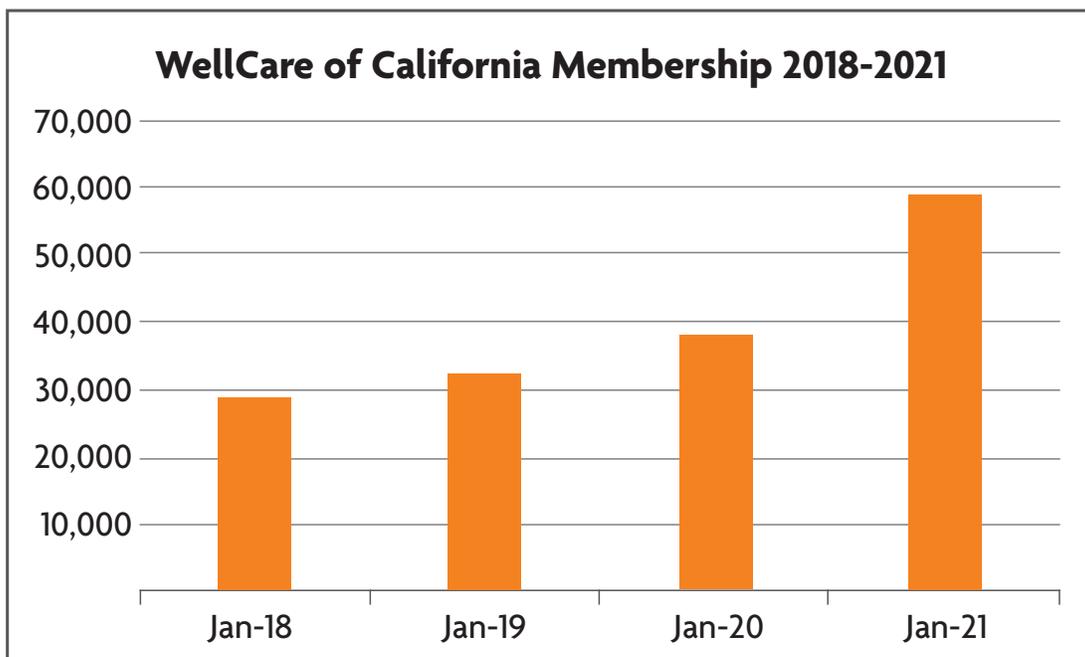
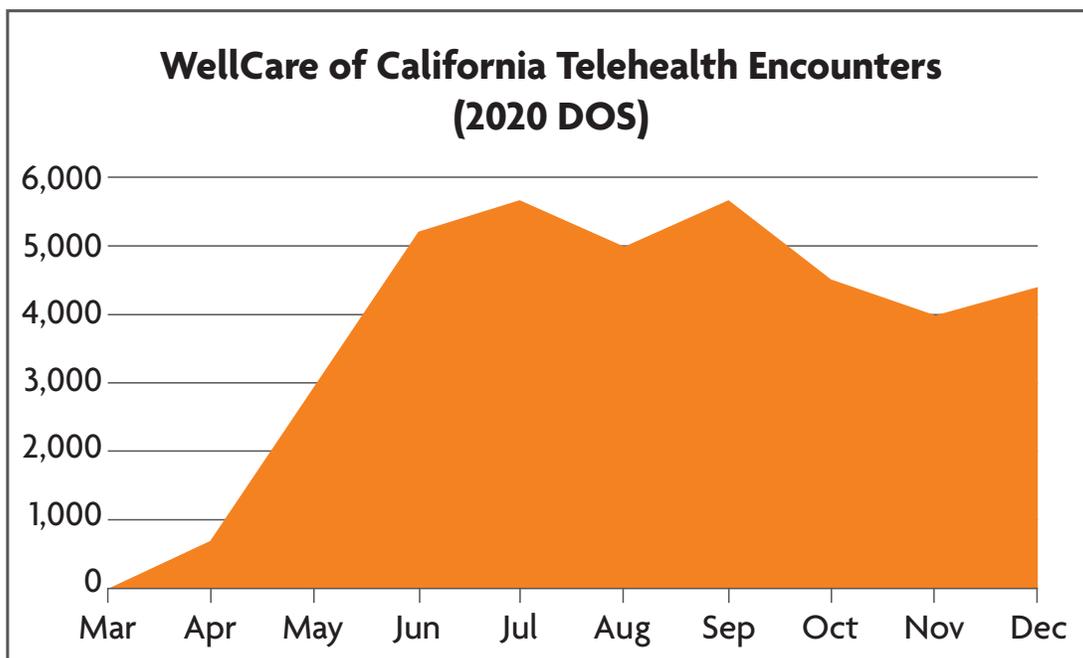


Exhibit 1: WellCare of California Growth Since 2018

## WellCare's Pay-for-Quality Program Continues into 2021

As we embark upon another calendar year, we cannot reiterate our gratitude to our physician network enough. As physicians, you have adapted incredibly,

and in record speed. As of early January 2021, we have received **more than 37,000 telehealth encounters** since March 2020. This means some of you are not only seeing patients in your office(s) and clinic(s) you are also seeing members tele-digitally.



*Exhibit 2: WellCare of California Telehealth Encounters  
March 2020 – December 2020 as of January 11, 2021.*

In whatever manner you see your patients in 2021, we are appreciative of your commitment to caring for them. As you do, we are pleased to continue offering our Pay-For-Quality Program in 2021. For the 2019 program year, which paid out through 2020, WellCare of California rewarded physicians with nearly **\$1 million** in total payments for completing Annual Wellness Exams and closing Hierarchical Condition Category(s) (HCCs).

By the second quarter of 2021, our network and quality teams will be deploying our 2021 Pay-for-

Quality Program which will be rebranded “Continuity of Care Program”. Please look out for updates and forthcoming deployment.

Regarding eligibility for the 2021 Continuity of Care Program or should your office need assistance with telehealth training, or support in outreaching to members, please do not hesitate to contact our Director of Provider Network Management, **Daniel.Dugger@wellcare.com** who will be happy to facility support.



## Health Net Earns High Marks in CMS 2021 Star Ratings Report

Health Net recently announced its Medicare Advantage plans in California earned high marks from the CMS in the annual Star Quality Ratings for rating year 2021.

Health Net, which serves more than three million members in its commercial and government-sponsored plans, received a 4-out-of-5 Star rating for its Medicare Advantage plans in the state. This year marks the third year in a row Health Net has earned a rating of 4 Stars or higher on this prestigious report.

CMS publishes its annual Star Ratings to help Medicare beneficiaries make more informed decisions when selecting a health plan.

Medicare plans are ranked on a scale of 1 to 5 Stars, with 5 Stars representing the highest level of quality. The annual ratings are determined by a number of factors, including clinical care, member service experience, and member feedback gathered annually on how well plans did in several categories, including quality of care and customer service.

In 2021, Health Net will continue to offer Medicare Advantage plans in Alameda, Fresno, Imperial, Kern, Los Angeles, Orange, Placer, Riverside, Sacramento, Santa Clara, San Bernardino, San Diego, San Francisco, Stanislaus, Tulare and Yolo counties.

“*These ratings reflect our uncompromised commitment to ensuring our members have access to high-quality, comprehensive health care and services. At Health Net, we are committed to meeting the needs of our members, improving our products and services, working collaboratively with our network of providers and enhancing our quality activities to encourage a culture of excellence.*”

Brian Ternan, President and CEO of Health Net of California and California Health and Wellness.



## 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.

**Please send updates via the following methods:**

Providers participating through an IPA/Medical Group partner shall send update notifications directly to your contracted IPA(s) and/or Medical Group in accordance with your contract. If you need additional information on where to submit your demographic changes, please contact your affiliated IPA(s) or Medical Group.



### Providers contracted directly with WellCare:

**Mail:**

WellCare  
Attn: Network Management  
10803 Hope Street, Suite B  
Cypress, CA 90630

**Email:**

[ECProviderServices@WellCare.com](mailto:ECProviderServices@WellCare.com)

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



## Community Connections Help Line

**1-866-775-2192**

We offer non-benefit resources such as help with food, rent and utilities.



## 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 <https://www.payspanhealth.com/nps> or call your Provider Relations representative or PaySpan at **1-877-331-7154** with any questions.

**NOTE:** We will only deposit into your account, **not** take payments out.



## Provider Formulary Updates

Find the complete Formulary at <https://www.wellcare.com/California/Providers/Medicare/Pharmacy>.

To find the Provider Manual, visit <https://www.wellcare.com/California/Providers/Medicare>.

You can also refer to the Provider Manual to view more information regarding WellCare's pharmacy Utilization Management (UM) policies and procedures.



## Affirmative Statement

WellCare's Utilization Management Program decision making is based only on appropriateness of care, service and existence of coverage. WellCare does not specifically reward practitioners or other individuals for issuing denials of coverage. Financial incentives for UM decision makers do not encourage decisions that result in underutilization.

If you have questions about this program, please call Customer Service at **1-866-999-3945**. TTY users call **711**.



## Provider Bulletins

**Remember to view the online Provider Bulletins regularly for important updates and notices.**

Provider bulletins are located at <https://www.wellcare.com/en/California/Providers/Bulletins>



## Provider Resources

### Provider News – Provider Portal

Remember to check messages regularly to receive new and updated information.

Visit <https://provider.wellcare.com> and click on the *Providers* tab.

### Resources and Tools

Visit <https://provider.wellcare.com> to find guidelines, key forms and other helpful resources. You may also request hard copies of documents by contacting your Provider Relations representative.

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

These are at [www.wellcare.com/medicare](http://www.wellcare.com/medicare), click on *Resources* under your state.

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are also available on our website, click on *Clinical Guidelines* under Tools.

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



WellCare:  
1-866-999-3945



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