

Thank You for being Wellcare Members' Trusted Source for Care



You have the best interest of your patients at heart. More than that, you have their trust. But you aren't available 24/7/365. So when your office is closed, we want to help them get the care they need, when they need it. Discussing alternatives to the Emergency Room (ER) for non-emergent needs gives patients a choice in how they can access care when you are not available.

Care Options for Wellcare Patients



24/7 Nurse Advice Line
For all patients all the time!

Wellcare members can talk to a registered nurse any time — day or night with this free service. The 24/7 Nurse Advice Line provides quick, reliable advice for both mental and physical health concerns that aren't life-threatening. **Call 1-800-581-9952 (TTY 711)**



Virtual Care
For patients who feel the need to "see" a provider ASAP.

Wellcare offers Virtual 24/7 Care for non-emergency health issues. They can use this option to get the medical advice they are seeking by phone or video. They can set up an account on **Teladoc.com/wellcare**.



Urgent Care Center
For patients that seek in-person, after hours care for a non-emergent injury or illness.

Many patients think Urgent Care Centers are just not as good as an ER. But many Urgent Cares offer a variety of services that patients are often looking for like lab testing and imaging — and without the ER wait. Wellcare members can find an in-network Urgent Care on our website or by calling member services.

Urgent Care: sprain or broken bone, ear infection, sore throat, body pain with fever/wheezing, minor cuts and burns.

Emergency Room: thoughts of self harm/suicide, bleeding that doesn't stop, drug overdose, severe pain, chest pain, coughing or vomiting blood.

(continued)

For more than 20 years, Wellcare has offered a range of Medicare products, which offer affordable coverage beyond Original Medicare. Beginning Jan. 1, 2022, our affiliated Medicare product brands, including Allwell, Health Net, Fidelis Care, Trillium Advantage, and 'Ohana Health Plan transitioned to the newly refreshed Wellcare brand. If you have any questions, please contact Provider Relations.



By Allwell
By Fidelis Care
By Health Net
By 'Ohana Health Plan
By Trillium Advantage



Local Pharmacist

For patients who may struggle with medication management or a chronic condition.

If you have patients that frequently end up in the ER because of a medication concern, remind them that their pharmacist can also help. They can assist in-person or over the phone with questions about side-effects and often teach patients how to use health equipment.



988 Suicide and Crisis Line

For patients needing immediate mental health assistance.

The 988 Suicide & Crisis Lifeline provides confidential help for mental health, drug use or suicidal concerns when members need it quickly. They can text or call 988 or chat at **988lifeline.org**. Spread the word about this resource and order free 988 materials for your office at **orders.gpo.gov/SAMHSA988/Pubs.aspx**.



Scan to access the Wellcare Provider Portal for more resources to support you and your practice.



Tips for Patients with a Pattern of ER use:

- Ask your Wellcare Engagement Representative for a list of your high ER utilizing patients.
- Determine symptoms that led the member to go the ER.
- Discuss symptoms awareness, tracking, and self-management skills for at home.
- Wellcare provides care management programs for those with complex needs and/or those that need support managing their conditions. Contact your Provider Engagement Representative for assistance with a referral.
- Ask if they know when and where to seek care when they can't see you.
- Learn more about incentives available for lowering your patient ER utilization.
- Request materials for your office about Wellcare care options.



Thank you for being a trusted partner in the health care decisions of those you care for.

For more information, please contact your Wellcare Provider Engagement Account Manager.