

WELLCARE

PARTNERS WITH DUANE READE

WellCare announces a new contract with Duane Reade for Durable Medical Equipment (DME). Duane Reade provides a comprehensive selection of medical supplies and DME. Please contact the WellCare Medical Management team at 1-800-288-5441 or fax your request for DME authorization to 1-877-431-8859.



Spring 2006

PROVIDER Newsletter



PROVIDER RESOURCES

www.wellcare.com

Log on to the WellCare Web site 24 hours a day, 7 days a week if you need to:

- Find a provider
- Complete referrals and authorizations
- Check claim status and member eligibility
- Download updated manuals and forms

You will need to register to have access to these services. Select the Providers tab on the WellCare homepage to begin.

NYPR@wellcare.com

Email us if you need to:

- Request authorization and referral forms, directories, manuals
- Refer new providers for the network

For all other inquiries, give us a call: Provider Service Center 1-800-288-5441

PROVIDER

MANUAL AT WELLCARE.COM

WellCare's Provider Manual is now at www.wellcare.com. The site also offers easy access to information and tools, including quick reference guides, contact information, and forms for conducting business with WellCare.

1. Visit www.wellcare.com and select Providers on the menu bar.
2. Login by entering your username and password.
3. Choose Resources followed by Provider Manual.

If you are not registered, visit www.wellcare.com and click on the Providers tab followed by Register. Simply follow the instructions to register, and repeat steps one through three (above) to access the Provider Manual.

To receive a hard copy of the Provider Manual, please call your Provider Relations Representative, or email your request to nypr@wellcare.com.

NEW INITIATIVES

TO PREVENT CHILDHOOD OBESITY

The New York City Department of Health and Mental Hygiene (DOHMH) launched several new initiatives in an effort to prevent childhood obesity. The measures range from educational campaigns to innovative physical activity training in order to help fight this significant health threat to children.

"Nearly half of the City's elementary school students are either overweight or obese, and 21 percent are obese as early as kindergarten," said DOHMH Commissioner Thomas R. Frieden, MD, MPH. "Even a small increase in physical activity can help prevent excess weight gain and reduce risks later in life."

A new booklet titled "Helping Children Reach a Healthy Weight" contains tips to help increase physical activity and improve nutrition. So far, over 600,000 booklets and magnets have been distributed to elementary school students and their parents. Training also has begun for pre-kindergarten teachers in the SPARK program (Sport, Play and Active Recreation for Kids), which provides skills and equipment for structuring physical activity into a child's day. To date, SPARK has reached approximately 1,200 staff from day care centers, pre-K classes, elementary schools and after-school programs citywide.

The educational materials emphasize risks of being overweight and offer practical advice on how to prevent it. Central to the campaign are the "Habits of Healthy Kids," outlining simple tips for staying fit:

- Spending at least 1 hour a day being physically active
- Limiting TV and video games to no more than 1 hour per day
- Eating smaller portions
- Drinking water instead of soda
- Eating less fast food (not more than once a week)

Other DOHMH efforts to get children active and healthy include:

- Training for DOHMH's Bureau of Day Care staff to observe nutrition standards in day care centers and provide further nutrition training and technical assistance.
- A "TeenSpeak" campaign that includes a brochure created with input from a group of Bronx teens, whose photos and personal experiences appear throughout the book.
- "Shape Up New York," a free fitness program for the entire family, held at parks, recreation centers, public housing units and local community centers in DOHMH's target regions (South Bronx, Harlem and Central Brooklyn).

For more information on maintaining a healthy weight, visit <http://www.nyc.gov/health>. For copies of the "Helping Children Reach a Healthy Weight" brochure, visit <http://www.nyc.gov/html/doh/html/cdp/cdp-obesity.shtml>. For copies of the "TeenSpeak" brochure, visit http://www.nyc.gov/html/doh/downloads/pdf/cdp/cdp_teenspeakfit.pdf.

Source: New York City Department of Health and Mental Hygiene. Health E-News, November 18, 2005.

NY1038_02_06 ©WellCare 2006



EDI CLAIM

SUBMISSION EXPEDITES

PROVIDER PAYMENTS

Providers who submit their claims electronically get paid up to 15 days faster than those who submit paper claims. Take advantage of electronic filing to reduce your faxing and mailing expenses, and lower the chances of rejected claims. See the chart below for some helpful information. If you have any questions, call our EDI Team at 1-813-243-0071.

Clearinghouse	Payer ID	Phone #
ACS EDI Gateway	77004	1-800-987-6720
Legacy	14163	1-888-751-3271
SSI Group	14163	1-800-881-2739x333
WebMD	14163	1-800-735-8254

UPDATED

MENTAL HEALTH GUIDELINES

FOR PEOPLE WITH HIV

The Mental Health Guidelines Committee of the New York State Department of Health AIDS Institute has updated the "Cognitive Disorders and HIV/AIDS: HIV-Associated Dementia and Delirium" chapter, which is now available on the Web.

THIS UPDATE INCLUDES THE FOLLOWING:

- A new table to help clinicians with the differential diagnosis of symptoms that may be suggestive of HIV-associated dementia (HAD)
- A list of tests that may be useful in identifying and staging HAD, and new appendices demonstrating three of the tests
- Greater emphasis placed on optimizing the antiretroviral (ARV) regimen to achieve systemic viral suppression, rather than choosing ARV drugs that penetrate the blood-brain barrier to treat patients with HAD
- A new table of possible causes of delirium

To review the new guidelines in depth, visit http://hivguidelines.org/public_html/center/clinical_guidelines/mental_health_guidelines/mental_health_intro.htm.

You can also access them by going to the Clinical Guidelines section of the HIV Clinical Resource site: www.hivguidelines.org.

Source: New York State Department of Health

NEW HIV

PREVENTION GUIDELINES POSTED ON WEB

The Office of the Medical Director, New York State Department of Health AIDS Institute, has announced that the first chapter from the Physicians' Prevention Advisory Committee, co-chaired by Victoria Sharp, MD, and Monica Sweeney, MD, is now available on the Web.

"How to Integrate Prevention into Primary Care" is the first chapter in a set of guidelines developed to provide prevention strategies to primary care practitioners treating HIV-infected patients. The chapter includes:

- Models for prevention counseling for different clinical environments
- An overview of the spectrum of interventions that can be used for prevention counseling
- Suggestions of materials and tools that may augment prevention messages
- A section on the role of referrals in prevention
- A discussion of the importance of clinician education

Forthcoming chapters will address prevention of transmission, prevention of secondary disease, health promotion and maintenance, and public health issues.

To review the new guidelines in depth, visit http://hivguidelines.org/public_html/center/clinical-guidelines/prev/prev.htm.

You can also access them by going to the Clinical Guidelines section of the HIV Clinical Resource site: www.hivguidelines.org.

Source: New York State Department of Health



HIV/AIDS

SURVEILLANCE STATISTICS RELEASED

The HIV Epidemiology Program of the New York City Department of Health and Mental Hygiene (DOHMH) has posted its 2004 HIV/AIDS surveillance statistics on their Web site: <http://www.nyc.gov/html/doh/html/ah/hivtables2004.shtml>.

Included are 2004 data on new diagnoses of HIV (non-AIDS), concurrent HIV/AIDS and AIDS, the number of persons living with HIV and AIDS, and the number of deaths among persons with HIV and AIDS. The data are shown by sex, race, age, borough, HIV transmission factor and United Hospital Fund neighborhood for New York City overall.

The data will answer the majority of the most frequently asked questions about HIV and AIDS in New York City. For questions or additional analyses, contact the HIV Epidemiology Program at hivreport@health.nyc.gov, or call 1-212-442-3388.

Source: New York City Department of Health and Mental Hygiene

BREASTFEEDING:

HELPFUL RESOURCES

Breastfeeding has great potential to enhance maternal and child health. The American Academy of Family Physicians recommends that, with few medical exceptions, most mothers and babies can and should breastfeed *exclusively* for the first 6 months and in combination with other foods until at least 12 months. Breastfeeding is not recommended for women with HIV and certain other conditions.

Promotion and support of breastfeeding should begin in prenatal care and continue after delivery and during pediatric care. Unless medical contraindications exist, babies should be put to their mother's breast within the first hour after birth. All New York City Health and Hospitals Corporation (HHC) hospitals have certified lactation consultants who conduct classes and provide consultation before and after delivery. The American Academy of Pediatrics recommends supplementing breastfeeding with Vitamin D drops 200 mIU, until the infant begins to consume at least 500 ml of commercial formula.

Pediatric providers should be able to refer families to local lactation consultants and support services. Structured educational programs are more effective than written materials alone. Refer to the following resources for more information.

FOR PROVIDERS:

- Breastfeeding policies and resources: www.aafp.org, www.acog.org, www.aap.org and www.apha.org
- Safety of maternal medications during breastfeeding: <http://www.perinatology.com/exposures/druglist.htm>
- Recommendations for breastfeeding promotion in the hospital: www.babyfriendlyusa.org
- International Lactation Consultant Association: www.ilca.org
- Academy of Breastfeeding Medicine: www.bfmed.org

FOR FAMILIES:

- La Leche League of Manhattan: www.lllmanhattan.com or 1-212-794-4687
- NYS WIC Program Regional Breastfeeding Coordinator: 1-212-268-7593
- The National Women's Health Information Center: www.4women.gov/breastfeeding or 1-800-994-9962

Source: New York State Compendium



GRAND OPENING IN CHINATOWN

We are pleased to announce the grand opening of the WellCare office in Chinatown, located next to Charles B. Wang Health Clinic, the renowned community health center. It will serve members of WellCare's Medicaid, Family Health Plus, Child Health Plus, Medicare and Medicare Part D products. The office is open daily at 123 Walker Street, New York, NY 10013 to assist with enrollment and member support.

PSC

AND WEB SITE OFFER PROVIDER INFORMATION

WellCare is pleased to announce the expansion of our Provider Service Center (PSC). A Center representative can be reached at 1-800-288-5441 for:

- Claims Status
- Member Eligibility
- Provider Participation Status
- Location of Specialists

This information and much more is available on www.wellcare.com. If you have not already registered, please do so today by clicking on the Providers tab followed by Register.



New York City
11 W. 19th St., 2nd Floor
New York, NY 10011
212-337-5195 fax

Mid Hudson Valley
One Civic Center Plaza, Ste. 107
Poughkeepsie, NY 12601
845-471-0539 fax

Capital District
2 E-Comm
324 Broadway
Albany, NY 12207
518-463-5070 fax

New York City
11 W. 19th St., 2nd Floor
New York, NY 10011
212-337-5195 fax

Mid Hudson Valley
One Civic Center Plaza, Ste. 107
Poughkeepsie, NY 12601
845-471-0539 fax

Capital District
2 E-Comm
324 Broadway
Albany, NY 12207
518-463-5070 fax

NOTIFICATION REQUIRED

- Specialist consultations, with or without treatment
- Physical, Occupational, and Speech Therapy (initial 3 visits with notification only; additional therapy subject to authorization)

AUTHORIZATION REQUIRED

- All out-of-network services
- Ambulance transportation in non-emergent situations
- Cardiac/pulmonary rehabilitation programs
- Court-ordered services
- CT Scan, MRA, MRI, PET, SPECT, and Ultrasound at contracted free-standing or hospital network facilities
- Diagnostic laboratory services performed at hospital, network or non-contracted facilities—NB: PCP offices and contracted labs do not require notification/authorization
- Dialysis
- Durable Medical Equipment, orthodontics, prosthetics
- Domiciliary, rest home and custodial care admissions
- Genetic testing
- Health Education Programs
- Hearing services
- Home Health Care Services
- Hospice Care Services
- Hospital observation and admissions
- Hospital-based outpatient services
- Inpatient Mental Health and Alcohol/Substance Abuse
- New technology and experimental procedures
- Nuclear cardiovascular stress tests; EEG and EMG at free-standing or other hospital network facility
- Nutritional counseling

- Pain management program
- Occupational, Physical and Speech Therapy—after 3 initial visits
- Outpatient alcohol and substance abuse
- Radiation Therapy
- Rehabilitation facility admissions
- Respiratory therapy services
- Respite Care Services
- Skilled nursing facility admissions
- Sterilization procedures
- Surgical procedures (including but not limited to ambulatory surgery, cosmetic surgery, orthognatic surgery, bariatric surgery, plastic surgery, caesarean-section, organ and tissue transplants, penile implants, circumcision and elective surgery) performed at network hospital, free-standing or other non-hospital network facilities
- Termination of pregnancy/sterilization

NO NOTIFICATION OR AUTHORIZATION FORM REQUIRED

- Diagnosis and treatment of sexually transmitted and communicable diseases
- Diagnostic radiology services (X-Ray), EKG
- Emergent care services
- Emergent transportation services
- Family planning services (except sterilization and termination of pregnancy)
- Immunizations (as medically indicated), except those required for employment or travel
- Mammograms
- Outpatient OB/GYN services
- Primary care provider office visits, including preventive medicine services
- Routine office laboratory services

REFERRAL REQUIRED

- Office or other outpatient consultations, with or without treatment
- Diagnostic radiology services (e.g., X-Ray, MRI, MRA, PET, SPECT, CT Scan, and Ultrasound) at contracted free-standing or hospital network facilities
- Diagnostic laboratory services (e.g., chemistry, microbiology, disease oriented panels, and genetic testing) at free-standing or designated hospital network facilities
- Other diagnostic tests/services/procedures (e.g., ECG, EEG, EKG, and EMG) at free-standing or other hospital network facilities
- Physical, Occupational, and Speech Therapy (initial 3 visits with referral form only, additional therapy subject to authorization)
- Radiation Therapy, Chemotherapy, Dialysis

AUTHORIZATION REQUIRED

- Hospital observation and admissions
- Hospital-based outpatient services
- Hospital-based diagnostic laboratory services (except designated hospitals)
- Ambulance transportation in non-emergent situations
- Domiciliary, rest home and custodial care admissions
- Rehabilitation facility admissions
- Skilled nursing facility admissions
- Surgical procedures (including but not limited to ambulatory surgery, cosmetic surgery, orthognatic surgery, bariatric surgery, plastic surgery, caesarean-section, organ and tissue transplants, penile implants, circumcision and elective surgery) performed at network hospital, free-standing or other non-hospital network facilities
- Inpatient Mental Health and Alcohol/Substance abuse
- Cardiac/pulmonary rehabilitation programs
- Durable Medical Equipment, orthodontics, prosthetics

- Home Health Care Services
- Respite Care Services
- Hospice Care Services
- Health Education Programs
- Outpatient alcohol and substance abuse
- Court ordered services
- Physical therapy services—after initial 3 visits
- Occupational therapy services—after initial 3 visits
- Speech therapy services—after initial 3 visits
- Respiratory therapy services
- Sterilization procedures
- Termination of pregnancy
- Hearing services
- New technology and experimental procedures

NO REFERRAL OR AUTHORIZATION FORM REQUIRED

- Emergent transportation services
- Emergent care services
- Primary care provider office visits, including preventive medicine services
- Immunizations (as medically indicated), except those required for employment or travel
- Outpatient OB/GYN services
- Mammograms
- Family planning services (except sterilization and termination of pregnancy)
- Diagnosis and treatment of sexually transmitted and communicable diseases

IMPORTANT PHONE NUMBERS

MEDICAL MANAGEMENT
800-288-5441

Referral/Auth 800-246-7983 fax
Inpatient Review 877-431-8860 fax
DME, PT, ST and OT 877-431-8859 fax

WELLCARE CUSTOMER SERVICE
800-288-5441

PROVIDER RELATIONS
212-337-5197 fax

MARKETING/ENROLLMENT
800-992-6095

CLAIMS

800-288-5441
WellCare HMO Inc.
P.O. Box 31372
Tampa, FL 33631-3373

EDI 800-960-2530 x1447

BEHAVIORAL HEALTH (Health Integrated)
800-241-1103

LABORATORY (LabCorp)
800-788-9091 NYC
800-631-5250 Upstate

DENTAL (Healthplex)
800-468-9868

CHIROPRACTIC (Access)
800-789-2642

OPTOMETRY (Block Vision)
800-879-6901

PHARMACY (WHI)
800-207-2568 Group 856257

RISK MANAGEMENT
813-290-6200 x1412

COMPLIANCE & FRAUD
866-678-8355

MEDICAL MANAGEMENT
800-288-5441

Referral/Auth 800-246-7983 fax
Inpatient Review 877-431-8860 fax
DME, PT, ST and OT 877-431-8859 fax

WELLCARE CUSTOMER SERVICE
800-288-5441

PROVIDER RELATIONS
212-337-5197 fax

MARKETING/ENROLLMENT
800-288-5441

CLAIMS

800-288-5441
WellCare HMO Inc.
P.O. Box 31372
Tampa, FL 33631-3373

EDI 800-960-2530 x1447

BEHAVIORAL HEALTH (Health Integrated)
800-241-1103

LABORATORY (LabCorp)
800-788-9091 NYC
800-631-5250 Upstate

DENTAL (Healthplex)
800-468-9868

CHIROPRACTIC (Access)
800-789-2642

OPTOMETRY (Block Vision)
800-879-6901

PHARMACY (WHI)
800-207-2568 Group 856257

RISK MANAGEMENT
813-290-6200 x1412

COMPLIANCE & FRAUD
866-678-8355

IMPORTANT PHONE NUMBERS