



CDC Opioid Guidelines

IN 2016, 11.5 MILLION AMERICANS REPORTED MISUSING OPIOID DRUGS.

In response to the ongoing opioid overdose epidemic, The Centers for Disease Control and Prevention (CDC) Guideline for Prescribing Opioids for Chronic Pain recommends avoiding a threshold of > 90 MME/day.

For those members \geq 90 MME/day, the following are helpful tips and reminders:

- ✓ Baseline and ongoing assessment of pain and function (e.g., Pain Intensity and Interference, PEG (Pain, Enjoyment, General Activity) Scale)
- ✓ Evaluate risk of harm or misuse
- ✓ Assess for optimization of non-opioid therapies
- ✓ Determine whether to continue, adjust, taper, or discontinue opioid therapy during each visit
- ✓ Consideration of non-pharmacological therapeutic measures as an adjunct to opioids for long-term pain management

Reference







Dowell D, Haegerich TM, Chou R. CDC Guideline for Prescribing Opioids for Chronic Pain — United States, 2016. *MMWR Recomm Rep* 2016;65(No. RR-1):1–49. DOI: <http://dx.doi.org/10.15585/mmwr.rr6501e1>

In This Issue

Quality

-  CDC Opioid Guidelines
-  Patient Follow-Up

Operational

-  Live-Chat Offerings
-  Electronic Funds Transfer
-  Provider Formulary Updates
-  Provider Demographic Info
-  Provider Bulletins
-  Provider Resources



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.





Patient Follow-Up

After Hospitalization for Mental Illness (FUH)



A major problem found in patients who have been hospitalized for mental disorders is their failure to report for follow-up within 30 days following discharge.

Excluding day of discharge, a follow-up is recommended within seven to 30 days. This visit, whether virtual or on-site, has been shown to decrease the likelihood of psychiatric re-admission and improve overall patient outcomes.

Source: NCQA

Retrieved from <https://www.ncqa.org/hedis/measures/follow-up-after-hospitalization-for-mental-illness/>

After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA)



Patients with alcohol or other drug (AOD) abuse issues are likely to have high propensity for Emergency Department (ED) use rather than to seek other care options.

Timely follow-up care after ED visit for these individuals has been shown to reduce further substance abuse and future ED visits and/or hospitalization related to AOD abuse.

Source: NCQA

Retrieved from <https://www.ncqa.org/hedis/measures/follow-up-after-emergency-department-visit-for-alcohol-and-other-drug-abuse-or-dependence/>

Care for Children Prescribed ADHD Medication (ADD)



Greater than 6% of children diagnosed with attention deficit/hyperactivity disorder (ADHD) are prescribed medication to help manage symptoms of hyperactivity, impulsiveness, and attention/concentration issues.

Monitoring by a pediatrician or other prescribing health professional is key in ensuring medications are prescribed and managed appropriately.

Source: NCQA

Retrieved from <https://www.ncqa.org/hedis/measures/follow-up-care-for-children-prescribed-adhd-medication/>



WellCare's Provider Portal Has Live-Chat Offerings

CHECK OUT ALL THE NEW WAYS PROVIDERS CAN EASILY ACCESS IMMEDIATE ASSISTANCE

Providers have more options to easily access help thanks to the new Chat offers that are now available on the Provider Portal!

Live-Chat agents are trained to quickly – and accurately – answer your questions.

Live-Chat Offers on the Provider Portal:



Provider Home Page



Claim Main Page



**Care Management
Home Page
(Authorizations)**



**Claims Appeals &
Disputes Page**



If you would like more information on Live-Chat on the Provider Portal, please contact your provider representative.



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.

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



Provider Formulary Updates

Medicaid:

The Preferred Drug Lists (PDL) has been updated. Visit www.wellcare.com/WellCare/New-Jersey/Providers/Medicaid/Pharmacy to view the current PDL and pharmacy updates.

You can also refer to the Provider Manual to view more information regarding our pharmacy Utilization Management (UM) policies and procedures. Provider Manuals are available at www.wellcare.com/New-Jersey/Providers/Medicaid and www.wellcare.com/New-Jersey/Providers/Medicare.



It Benefits Your Practice To Keep Your Provider Demographic Information Current

As a WellCare participating provider, it is very important for you to keep your demographic information current.

When you update your information with WellCare to keep it current, it helps:

- ✓ Ensure you and your practice/facility receive proper notifications from WellCare
- ✓ Avoid claim payment issues caused by outdated demographic information
- ✓ Ensure you receive proper referrals based on your specialty and/or subspecialty
- ✓ Ensure members who need to contact you for services have your correct address/phone number

To ensure this occurs, if any of the following changes, please tell us in advance or as soon as possible:

- Office phone number
- Fax Number
- Office address
- Correspondence Address
- Office Hours
- Hospital Affiliation
- Panel status (Are you accepting new Medicare/Medicaid patients?)
- National Provider Identifier (NPI)
- Tax Identification Number (TIN)
- Group Name

To submit your updated information:

Per your contract, at least 30 days' advance notice is required and you should include contact information in case we need to follow up with you.



Emailing:

NJPR@wellcare.com



Call:

1-855-538-0454



Mail a letter on your letterhead with the updated information to:

WellCare Health Plans of NJ

550 Broad St. 12th floor

Newark, NJ 07102

Attention: Provider Relations Department

Thank you for keeping your information up to date with us. WellCare appreciates everything you do to improve the health and well-being of our members.



Provider Bulletins

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

Visit www.wellcare.com; select your state, click on *Providers*, scroll down and click on *READ BULLETINS*.



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 from WellCare* on the right.

Resources and Tools

Visit www.wellcare.com/New-Jersey/Providers to find guidelines, key forms and other helpful resources for both Medicare and Medicaid. 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 such as Claims, Appeals, Pharmacy, etc. These are located at www.wellcare.com/New-Jersey/Providers/Medicaid.

Additional Criteria Available

Please remember that all Clinical Guidelines detailing medical necessity criteria for several medical procedures, devices and tests are available on our website at www.wellcare.com/New-Jersey/Providers/Clinical-Guidelines.

We're Just a Phone Call or Click Away



Medicaid:
1-888-453-2534



www.wellcare.com/New-Jersey/Providers