



WellCare of North Carolina - Monthly Provider Email

Dear Providers,

We hope this message finds you well. At WellCare of North Carolina (WellCare), we greatly appreciate the valuable feedback you provided through our recent provider satisfaction survey.

Your insights have been instrumental in guiding our efforts to improve the services and support we provide to you, our valued partners. In response, we're pleased to announce that we are implementing several key enhancements designed to streamline your experience with us.

Here are the provider updates for the month:



Health Equity: Elevating Cultural Competence in Care:

At WellCare of North Carolina (WellCare), we continuously assess our network's ability to meet the diverse language needs of our members, ensuring culturally appropriate care is always prioritized. We work to identify opportunities to enhance our services and implement targeted interventions to close any gaps.

As part of our commitment to supporting providers in delivering culturally competent care, we invite you to register for a free webinar exploring what it means to provide culturally competent care to diverse, historically marginalized populations with unique health needs.

In addition to WellCare's provider modules on cultural humility and competency, we strongly encourage you to explore further educational opportunities, such as the U.S. Department of Health and Human Services' Physician Practical Guide to Culturally Competent Care. Additional training is available through the Office of Minority Health's website at thinkculturalhealth.hhs.gov/education.

These free training modules address the cultural needs of local populations and cover important topics such as:

- Effective communication and language assistance, including strategies for working with patients with Limited English Proficiency (LEP) and interpreters.
- Insights into traditional and alternative health care practices. Practical tips for addressing cultural concerns in patient care.
- Strategies for delivering patient-centered care through enhanced communication techniques.
- Specialized training for nurses, psychiatric health professionals, maternal health providers, and other disciplines.

These resources are designed to help you further refine your skills in providing high-quality, culturally competent care to all your patients.

Enhance Your Practice with Risk Adjustment Education and EMR



Solutions

The Risk Adjustment Team at WellCare is dedicated to providing comprehensive education on coding, documentation, and overall Risk Adjustment strategies for both providers and staff. We offer flexible in-person and virtual training sessions to suit your needs.

Join us for **Tuesdays at Two**, our weekly open forum where you can meet with the WellCare Risk Adjustment Team. These sessions provide a unique opportunity to discuss our Prospective Appointment Agenda program, ask coding-related questions, and explore various topics related to coding and documentation guidelines. In addition to our live sessions, we offer free webinars on Risk Adjustment throughout 2024, with on-demand options also available for your convenience.

To further support your practice, the RA Team collaborates with Corporate EMR Solutions to share encounter and diagnosis data for patients via cloud-based, bidirectional EMR exchanges. These solutions are available for a range of EMRs, including EPIC, Athena, and eClinicalWorks, at no cost to your practice.

For more information or to schedule an EMR solutions session with our team, please don't hesitate to reach out. We are here to support your efforts in providing accurate and efficient patient care.



Important Update: Claims Appeal Timeframe Extended to 90 Days

WellCare is continuously exploring opportunities for process improvements to better support our relationship with Optum, our claims auditing vendor. As part of these ongoing efforts, we are pleased to announce that the appeal timeframe for Optumrelated disputes has been extended from **30 days to 90 days**.

This updated timeframe will be reflected in provider notifications beginning October 11, 2024. However, to ensure your satisfaction and uphold our commitment to providers, WellCare will honor the updated 90-day appeal period for any disputes received within 90 days of issuance, even if your notice currently reflects a 30-day window.

Thank you for your ongoing collaboration and commitment to providing exceptional care to our members. Should you have any questions or require further assistance, please do not hesitate to reach out to your designated Provider Representative or contact our Provider Services team at ncproviderrelations@wellcare.com.

Warm regards,

The Provider Services Team
WellCare of North Carolina



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