



## 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:



### Important Update: NCDHHS Provider Application Sanction Disclosure Requirement

The North Carolina Department of Health and Human Services (NCDHHS) has released an important bulletin regarding the disclosure of sanction questions on provider applications. It is essential that all providers adhere to this updated requirement to avoid potential issues.

As a reminder, providers must accurately disclose any exclusions or sanctions when completing the Exclusion Sanction Information section of the application. NCDHHS will no longer request additional information for undisclosed items discovered during the credentialing and background check process. Failure to properly disclose this information will result in an automatic denial of the application. In cases such as Re-verification applications, non-disclosure may lead to further actions, including the termination of your NCTracks provider record.

For more information, please refer to the NCDHHS bulletin: [Be Sure to Disclose on Provider Application Exclusion Sanction Questions.](#)



### Access and Availability Reminder: Ensuring Timely Care for Our Members

At WellCare, ensuring our members have timely access to care is a top priority. To meet the needs of our members, it is crucial that all providers adhere to the appointment standards outlined below. These standards ensure that members receive the care they need, when they need it.

If you are experiencing difficulties meeting these standards, please reach out to our team at [NCPProviderRelations@wellcare.com](mailto:NCPProviderRelations@wellcare.com) or connect with your Provider Relations representative. We are here to assist and support you in maintaining access to quality care for our members.

## WellCare Appointment Requirements

Visit Type	Standards
<b>Primary Care</b>	
Preventive Care Service – adult, 21 years of age and older	Within thirty (30) Calendar days
Preventive Care Services – child, birth through 20 years of age	"Within fourteen (14) Calendar days for Member less than six (6) months of age
Urgent Care Services	Within twenty-four (24) hours
Routine/Check-up without Symptoms	Within thirty (30) Calendar days
After-Hours Access – Emergent and Urgent	Immediately {available twenty-four (24) hours a day, three hundred sixty-five (365) days a year}
<b>Prenatal Care</b>	
Initial Appointment – 1st or 2nd Trimester	Within fourteen (14) Calendar days
Initial Appointment – high risk pregnancy or 3rd Trimester	Within five (5) Calendar days
<b>Speciality Care</b>	
Urgent Care Services	Within twenty-four (24) hours
Routine/Check-up without Symptoms	Within thirty (30) Calendar days
After-Hours Access – Emergent and Urgent Instructions	Immediately {available twenty-four (24) hours a day, three hundred sixty-five (365) days a year}
<b>Behavioral Health</b>	
Mobile Crisis Management Services	Within two (2) hours
Urgent Care Services for Mental Health	Within twenty-four (24) hours
Urgent Care Services for SUDs	Within twenty-four (24) hours
Routine Services for Mental Health	Within fourteen (14) calendar days
Routine Services for SUDs	Immediately {available twenty-four (24) hours a day, three hundred sixty-five (365) days a year}
Emergency Services for Mental Health	"Within fourteen (14) Calendar days for Member less than six (6) months of age
Emergency Services for SUDs	Immediately {available twenty-four (24) hours a day, three hundred sixty-five (365) days a year}

**Methodology:** Provider types are sampled using a 95% confidence interval and a

+/- 5% error rate. To ensure the most accurate information, offices are contacted before being included in network sample calls.



## **SBIRT: Screening, Brief Intervention, and Referral to Treatment**

SBIRT is a proven, evidence-based method for screening and addressing substance use disorders. It helps providers identify individuals using alcohol, tobacco, or other drugs and connects them to treatment. SBIRT focuses on early detection and intervention to promote overall health.

### **Key components include:**

- **S** – Identifying symptoms of substance use disorders
- **B** – Addressing behavioral changes
- **I** – Gaining insight into severity
- **R** – Providing referrals for specialized care
- **T** – Determining the treatment level

### **Who Should Use SBIRT?**

Beyond behavioral health providers, primary care physicians, hospital staff, and community medical professionals should use SBIRT in routine screenings.

### **Benefits in Primary Care:**

Annual screenings for substance use are crucial for prevention. SBIRT benefits both patients with and without substance use disorders by reducing healthcare costs and the need for specialized treatment.

### **Billing for SBIRT:**

Licensed providers can bill for SBIRT without prior authorization using the following codes:

- **99406:** Smoking cessation counseling (3-10 minutes)
- **99407:** Intensive smoking cessation counseling (10+ minutes)
- **99408:** Alcohol/substance abuse screening and brief intervention (15-30 minutes)
- **99409:** Screening and brief intervention (30+ minutes)

SBIRT helps identify and address substance use early, leading to healthier outcomes for patients.

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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](mailto:ncproviderrelations@wellcare.com).

Warm regards,

The Provider Services Team  
WellCare of North Carolina

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