



Immunizations and Well-Child Checkups

Providers play a key role in establishing and maintaining a practice wide commitment to communicating effectively about vaccines and maintaining high vaccination rates – from providing educational materials, to being available to answer questions. Confused parents may delay or refuse immunizations for their child due to misperceptions of disease risk and vaccine safety. A successful discussion about vaccines involves a two-way conversation, with both parties sharing information and asking questions. These communication principles can help you connect with patients and their caretakers by encouraging open, honest, and productive dialogue.

Help educate parents on the prevention and spread of disease. Remind parents of the value of comprehensive well-child checkups and staying on





schedule with immunizations. Remember, you may complete a comprehensive well-child checkup during a sick child visit or sports physical if the member is due for a checkup.





When those patients between the ages of six months and two years come in and receive their first flu vaccination, schedule an appointment for the second vaccination.

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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.





Important Patient Questions for the Health Outcomes Survey

QUALITY CARE STARTS WITH A CONVERSATION! YOU CAN HELP IMPROVE OUR PATIENT'S HEALTH AND SURVEY OUTCOMES. TAKE SOME TIME TO DISCUSS THE FOLLOWING:

Quality care starts with a conversation! You can help improve our patient's health and survey outcomes. You may not be aware that the CAHPS survey includes questions for members to self-report whether specific health and wellness topics were discussed during their provider visits.

Specifically, those questions include the following topics:



Physical Activity and Exercise



Bladder Control – many women (and men) do not proactively mention bladder control issue with their providers, so we recommend asking about this specifically during wellness checkups



Overall feeling of health and wellbeing – including both physical and mental health, stress and anxiety, both during and after the current pandemic



Balance and Falls – patients are often embarrassed to mention falls to their providers, so asking about these may help lead to understanding of your patient's risk for falls and fractures



Our Case Management team can assist you in managing your patient with these issues. The CM Referral Line can be reached at 1-866-635-7045.

Sources:

- www.cdc.gov/nchs/fastats/obesity-overweight.htm
- www.dailymail.co.uk/femail/article-3440437/Doing-household-chores-burns-2-000-calories-week.html
- www.consumer.healthday.com/senior-citizen-information-31/misc-aging-news-10/over-half-of-seniors-plagued-by-incontinence-cdc-689153.html
- www.shellpoint.org/blog/2012/08/13/10-shocking-statistics-about-elderly-falls/
- www.cdc.gov/homeandrecreationalafety/falls/adultfalls.html



Members Can Get a \$50 Walmart Gift Card for Getting Their COVID-19 Vaccine

ELIGIBLE MEDICAID MEMBERS, AGES 5 AND OVER WHO BECOME FULLY IMMUNIZED BETWEEN SEPTEMBER 1, 2021, AND JUNE 30, 2022 CAN RECEIVE A \$50 WALMART GIFT CARD.

Each member in a household age 5 years or older who received the vaccination is eligible for the gift card. Members can attest to their own vaccine status and the status of a minor under their care.

Members need to visit <https://www.wellcarenc.com/covid-19/count-on-me.html> to request a gift card or call Member Services toll-free at **1-866-799-5218** if they do not have access to technology to complete the process themselves.

Members will need to provide 3 identifiers to login:

- 1 State
- 2 Medicaid ID number
- 3 Last Name as it appears on their insurance ID card.

Once logged in, the member will be taken to a page where they will answer 4 questions:

- 1 When did you get your final COVID-19 vaccination?
- 2 Which COVID-19 vaccine did you get?
- 3 Where did you get your COVID-19 vaccination?
- 4 Please provide your mailing address.



The gift card will be mailed to the mailing address provided and the member should expect to receive it within 6-8 weeks.



Member Incentives for Closing Care Gaps

WELLCARE OF NORTH CAROLINA REWARDS MEMBERS WHO TAKE STEPS TOWARD GOOD HEALTH.

It's part of our Healthy Rewards Program. Members can earn rewards like gift cards just for doing things like getting checkups and screenings as shown in the following chart. Please partner with us by having conversations with your patients about the incentive program and encouraging them to take full advantage of these rewards. Raising awareness of, and increasing the participation in, our incentive program, will help to increase member health and satisfaction.

Program	Focus Area	Activity Criteria	Incentive Type	Incentive Value
Swipe & Save Discount Card	Monthly	Complete a Healthy Reward activity to get a discount card, which can help you save money on everyday personal items. The discount card can be used at the following retailers: CVS, Family Dollar, Dollar General, Walgreens, Duane Reade, Fred's Pharmacy and Walmart.	Discount Card	Offers change regularly. Visit www.myotcoffers.com to see which items are discounted each month or call 1-888-682-2400 to hear a message about current discount offers.
Children's Health	Age 0–30 Months	Complete well-child visits per well-child checkup schedule. Members may complete up to six (6) visits between 0-15 months and two (2) visits between 15-30 months.	Gift Card or e-Gift Card	\$15 per visit <i>(Members cannot get more than \$75 per year)</i>
	Age 7–21 years	Complete annual well-care visit (each year)	Gift Card or e-Gift Card	\$25

Program	Focus Area	Activity Criteria	Incentive Type	Incentive Value
Healthy Pregnancy	Prenatal Care Visits (Age 12 and older)	Attend a prenatal visit during first trimester (or within forty-two [42] days of enrollment).	Gift Card or e-Gift Card	\$25
	Completion of Prenatal Visit	Members who complete a prenatal visit can choose one (1) of the rewards listed.	Bonus Reward	Choice of a stroller, portable playpen, car seat or six (6) packs of diapers
	Postpartum Care Visit 1 (Age 12 and older)	Attend a postpartum visit twenty-one (21) days or less after the birth of the baby.	Gift Card or e-Gift Card	\$25
	Postpartum Care Visit 2 (Age 12 and older)	Attend a second postpartum visit between twenty-two and eighty-four (22–84) days after the birth of the baby.	Gift Card or e-Gift Card	\$25
Chronic Care Management	Diabetes (Age 18–75 years)	Members with diabetes complete an annual eye exam.	Gift Card or e-Gift Card	\$25
		Members with diabetes complete an annual HbA1c lab test.	Gift Card or e-Gift Card	\$25
		Members with diabetes complete an annual blood pressure screening at a provider's office with results less than 140/90.	Gift Card or e-Gift Card	\$25

Program	Focus Area	Activity Criteria	Incentive Type	Incentive Value
Well Women	Cervical Cancer Screening (Age 21-64)	Complete office visit for an annual cervical cancer screening (pap smear).	Gift Card or e-Gift Card	\$25
Adult Health	Annual Adult Health Screening (Age 20 and older)	Complete annual adult health screening (wellness visit).	Gift Card or e-Gift Card	\$25
Behavioral Health	Behavioral Health (Age 6 and older)	Go to a behavioral health provider within thirty (30) days after a behavioral health hospital stay.	Gift Card or e-Gift Card	\$25
	Alcohol and Substance Abuse (Age 13 and older)	Start treatment within fourteen (14) days of diagnosis.	Gift Card or e-Gift Card	\$15
	Alcohol and Substance Abuse (Age 13 and older)	Complete two (2) or more additional alcohol and drug abuse services within thirty-four (34) days of first visit.	Gift Card or e-Gift Card	\$25
Tobacco Cessation	Tobacco Cessation Counseling (Age 18 and older)	To start, members must call the Quit Line at 1-866-QUIT-4-LIFE (1-866-784-8454) . Members must log on to the Healthy Rewards site or contact WellCare Member Services to mark that they have completed the program.	Gift Card or e-Gift Card	\$25



WellCare's Provider Portal Has New Live-Chat Offerings

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

Providers will now 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.

New Live-Chat Offers on the Provider Portal:



- ✓ Provider Home Page
- ✓ Care Management Home Page (Authorizations)
- ✓ Claim Main Page
- ✓ Claims Appeals & Disputes Page



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



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/North-Carolina 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 areas including Claims, Appeals and Pharmacy.

These are located at:

www.wellcare.com/North-Carolina/Providers/Medicaid or www.wellcare.com/North-Carolina/Providers/Medicare

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/North-Carolina/Providers/Clinical-Guidelines

We're Just a Phone Call or Click Away



Medicaid:
1-866-799-5318



www.wellcare.com/North-Carolina/Providers