



Mental Health Medication Adherence

The importance of promoting mental health medication adherence can help improve and maintain other disease states. Here are some strategies for improving medication adherence for mental health patients:



An estimated **18.1% (43.6 million)** of U.S. adults ages 18 years or older suffer from mental illness in any given year. Mental health disorders can be debilitating for patients and can also be linked with physical health and other chronic conditions such as asthma, arthritis, cardiovascular disease, cancer, diabetes, and obesity.



- **Psychoeducation:** May involve an individual or group counseling session with or without the use of written or audiovisual materials on diagnoses, medications, and potential side effects.
- **Cognitive Behavioral Therapy (CBT):** Helps the patient link medication adherence to symptom reduction and improving personal health.
- **Symptom and side effect monitoring:** Side effects can discourage patients from taking their medication. Ongoing monitoring of both symptom relief and side effects may help address concerns early on, before a patient stops taking their medication(s).
- **Utilizing long-acting medications:** May be more effective for extended periods of time and may reduce the risk of relapse.
- **General medication adherence:** Promoting general medical adherence techniques helps patients remember to take their medications on time every day.

Sources: Substance Abuse and Mental Health Services Administration, "Behavioral Health Trends in the United States: Results from the 2014 National Survey on Drug Use and Health", retrieved from: <https://www.samhsa.gov/data/sites/default/files/NSDUH-FRRI-2014/NSDUH-FRRI-2014.htm>






Mental Health Clinician, "How to increase medication adherence: What works?", retrieved from: <https://meridian.allenpress.com/mhc/article/2/8/230/36971/How-to-increase-medication-adherence-What-works>

In This Issue

Quality

-  Mental Health Med Adherence
-  WW® Update
-  Care Coordination
-  My Health Pays
-  Medicaid Member Benefits
-  CAHPS® Survey
-  Communicating Effectively
-  Community Connections

Operational

-  Updating Provider Directory
-  Electronic Funds Transfer
-  Pharmacy Authorization Updates
-  WellCare Office Locations
-  Contact Information



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.





Wellcare of Kentucky – Weight Watchers®



EFFECTIVE IMMEDIATELY:

Please be advised that WW® (Weight Watchers reimagined) will no longer be offering KURBO by WW for children ages 13 and older.

WW will still be offered to members ages 18 and older.



Care Coordination and the Increased Importance in Achieving P4Pl

Care Coordination is essential to providing high quality care and ensuring patient safety in transitions of care.

Here are more tips to provide the necessary care to your patients:



Review medications with your patients



Schedule specialist and lab appointments while your patients are in the office



Remind your patients about annual flu shots and other immunizations



Make sure that your patients know you are also working with specialists regarding their care.

Ensure you receive notes from specialists about the patient's care and reach out to specialists if you have not gotten consultation notes. Tell your patient the results of all test and procedures. Share decision-making with patients to help them manage care, and please follow up on all authorizations requested for your patients.



Call or contact your patients to remind them when it's time for preventive care services, such as annual wellness exams, recommended cancer screenings, and follow-up care for ongoing conditions, such as hypertension and diabetes.



“My Health Pays” Rewards Program

MY HEALTH PAYS REWARDS MEMBERS FOR TAKING SMALL STEPS THAT WILL HELP THEM LIVE HEALTHIER LIVES.

For simple tasks like completing prenatal visits, preventive dental visits, and certain health checkups, **members can earn rewards** such as Walmart gift cards, Amazon Prime memberships, or Fitbit devices. Members can use these cards in a Walmart store or online to purchase healthy items that they use every day. The more services members complete, the more they can earn.



Now is a good time to remind your patients to take advantage of this program and their dental benefits by scheduling a dental visit.

Providers can also encourage their patients to participate in the My Health Pays program by signing and including their provider ID on applicable activity reports.



For more information on WellCare’s Healthy Rewards Program, please contact your Provider Relations representative or call one of the Provider Services phone numbers at the end of this newsletter.



Medicaid Member Benefits

-  **Vision** – Members ages 21 and older can receive up to \$150 toward glasses or contact lenses every year.


-  **Sports Physicals** – **Free** yearly physical provided by a PCP for members ages 6-18.


-  **Text4Baby®** – Get **free** mobile health tips on pregnancy and baby's first year.


-  **Extras for Moms and Moms-To-Be** – Choice of a **free** stroller, portable playpen, car seat or six packs of diapers.

-  **24-hour Nurse Advice Line** – Call toll-free at **1-800-919-8807** any time day or night to talk to a nurse when you or a family member is sick, hurt or needs medical advice.

-  **Cell Phones** – **Free** cell phone with data, talk, and unlimited text so qualified pregnant members can stay in touch with their care teams.


-  **Tutoring** – 12 **free** one-hour tutoring sessions for enrollees ages 8-18. Sessions available in-person or virtual.

-  **GED® Program** – **Free** GED testing for members 16 and older. Members can request one voucher to take all four tests, or request one at a time.


-  **Scholarships** – \$1,000 scholarships awarded to 50 members, ages 18+ and attending a trade school, college, or university.

-  **WW® memberships** – **Free** six-month WW® (Weight Watchers reimagined) membership, adults ages 18+ with a BMI equal to or greater than 25.

-  **Girl Scouts® and Boy Scouts of America®** – **Free** annual membership fee for members in grades K-12 and a **Free** membership for parents and guardians too. \$25 towards the cost of the uniform.

-  **Enjoy premium rewards by completing qualifying healthy activities** – \$75 Nike gift cards (members 6-18 must complete and annual check-up and dental exam). Includes Amazon Prime Memberships, \$25 Walmart gift cards and FitBit devices.

-  **Criminal Expungement** – This benefit allows members to receive \$40 to pay towards their certification for their criminal record expungement process (as allowed by the statute).

-  **Home Delivered Meals** – Members discharged from an inpatient hospital, rehabilitation, behavioral health or skilled nursing facility would receive 10 meals per authorization.

-  Each head-of-household is eligible to receive **health and wellness** items each month that are mailed directly to their home. The monthly allowance amount is based on the Kentucky members household size. Only WellCare of Kentucky Medicaid plan members residing in the same home will be counted as part of the household.
 - 1 person household – \$10 per month
 - 2 person household – \$20 per month
 - 3+ person household – \$25 per month

-  **State ID Card** – **Free** State issued ID Cards. New or replacement. (Not driver's licenses or Real IDs).

-  **Internet** – Get **free** 12-month internet service and a hotspot for enrollees ages 8-18. Available in limited rural areas.

Here is the summary of the benefits:

- Better Vision
- Health and Wellness Items
- My Health Pays
- Good Measures®
- WW®
- Healthy Mom and Baby Program
- Activities for Children and Families
- Life and Career Goals



Annual CAHPS® Survey – What Matters Most to Your Patients

The Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an annual survey mailed to an anonymous select sample of our health plan members. The purpose is to assess member experience with their providers and health plan to improve the quality of care provided. This survey focuses on asking your patients whether or how often they experienced critical aspects of health care, including communication with their doctors, understanding how to take their medications, and the coordination of their healthcare needs. **We hope you will encourage your patients to participate if selected.**

The factors below are important, whether we interact directly with members or not. It is important for our members (your patients) to take their medications on time but also to ensure adherence of their medication regimen(s). Please ensure that items are addressed in the annual CAHPS survey:

- ✓ Assist members in understanding and accessing their pharmacy benefits (i.e. what medications are/are not covered),
- ✓ Identify (and mitigate) barriers to members obtaining and taking their medications.
- ✓ Ensuring appropriate communications with providers and health plans occur to complete the processing of timely authorizations



We value and appreciate the excellent care you provide to our members and look forward to partnering with you.



Communicating Effectively for Continuity of Care

WellCare Health Plans Inc. encourages all providers — medical and behavioral — to initiate communication that facilitates and enhances continuity of care, relapse prevention, member safety and member satisfaction. Few would challenge the hypothesis that effective integration and collaboration between primary care physicians (PCPs) and mental health specialists, including psychiatrists, social workers, and Advanced Registered Nurse Practitioners (ARNPs), is essential for consumer well-being. Yet it's not uncommon to hear medical providers and behavioral health providers complaining they do not receive information from the opposite discipline. Barriers often cited for the dearth of provider communication are time and resource limitations. However, when one considers the potential impact on optimal member care, communication is clearly a critical necessity.

What you can do as the individual practitioner

- ✓ **Get to know** your fellow physicians, PCPs and psychiatrists. Go to meetings whenever possible where you can get to know one another.
- ✓ **Pick up the phone.** Colleagues will appreciate the time and effort taken for communication.
- ✓ **Request copies of records** from physicians who have cared for the patient before your involvement.
- ✓ **Set up systems** in your office and hospital units that enhance and automate patient communication and permit transition of care in a safe and effective way.
- ✓ **Include the PCP** on admission and discharge reports, letting your colleague know about discharge appointments, medications and any specialty consultations required post-hospitalization.
- ✓ **Utilize health plan Care Manager resources** to assist you in making appointments and arranging follow-up care. Our staff can also work with the member to make sure that they make their appointments.



If you have questions or feedback about physician communication or quality-related topics, please contact your local Quality Practice Advisor or Provider Relations representative.



Community Connections for WellCare Members, Non-Members, and Caregivers!



Homeless Shelters



Child Care Assistance



Volunteer Opportunities



Meal and Nutrition Assistance



Legal Services



Educational Services



Financial Aid



Support Groups



Disability Services



And More!



Call the Community Connections Help Line at (866) 775-2192.



Updating Provider Directory Information

WE RELY ON OUR PROVIDER NETWORK TO ADVISE US OF DEMOGRAPHIC CHANGES SO WE CAN KEEP OUR INFORMATION CURRENT.

To ensure our members and Provider Relations staff have up-to-date provider information, please give us advance notice of changes you make to your office phone number, office address or panel status (open/closed). Thirty-day advance notice is recommended.



New Phone Number, Office Address or Change in Panel Status:

Send an email on your letterhead with the updated information to **KY_ProviderCorrection@wellcare.com**. Please include contact information if we need to follow up with you.

Thank you for helping us maintain up-to-date directory information for your practice.



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.



Pharmacy Authorization Updates

ALL PRIOR AUTHORIZATIONS WILL BE MANAGED BY MEDIMPACT.

Please call **1-844-336-2676** or fax all pharmacy PA requests to **1-858-357-2612**. You may also submit your request online through Cover My Meds, Surescripts, or CenterX ePA portals. For all medically billed drug (Jcode) PA requests, please continue to send those directly to WellCare for review.

MedImpact has created an automated PA process at the pharmacy point of sale for many commonly prescribed drugs, including:

- ✓ Anxiolytics
- ✓ Antipsychotics
- ✓ Stimulants

Manual PA requests may be avoided if prescribers write the member's diagnosis code (ICD-10-CM format) on the face of the prescription.

Please note prescriptions for drugs excluded from Kentucky Medicaid's Pharmacy Benefit will reject at the point of sale and prior authorization requests will be denied.

These drugs include, but are not limited to:

- ✓ Anorexiant (including phentermine)
- ✓ Mifeprex
- ✓ Blood and blood plasma products
- ✓ Palladone
- ✓ Cosmetic treatments
- ✓ Treatments for sexual or erectile dysfunction



To identify covered drugs, please see the Over-The-Counter (OTC) Drug List, the Preferred Drug List, and the Formulary Search tool online at <https://kyportal.medimpact.com>



Injectable drugs not covered under pharmacy benefit may be submitted to medical benefit for review for medical necessity.



WellCare Office Locations

WellCare has various offices throughout Kentucky where you will find your local Provider Relations and Health Services team members.

Louisville

13551 Triton Park Boulevard

Suite 1200

Louisville, KY 40223-4198

Main Office Number: **1-502-253-5100**



www.wellcareky.com/providers.html



Important reminder

You can use the member's Kentucky Medicaid ID number when the WellCare member ID number is not available when billing a claim.

Please remember to use the Kentucky MMIS, www.kymmis.com, as your primary source of Managed Care Organization (MCO) assignment and eligibility for WellCare members. We encourage all providers to use KYMMIS as their primary source as it contains the most updated eligibility and MCO assignment information on each individual member.



Contact Information (WellCare-Medical)



WellCare Medical PA Fax: **1-877-831-2045**



WellCare Medical PA Phone: **1-877-389-9457**



WellCare Medical PA Site: <https://www.wellcareky.com/providers/medicaid/authorizations.html>