



Mental Health Medication Adherence


18.1%
U.S. Adults

An estimated 18.1% (43.6 million) of U.S. adults ages 18 years or older suffers from mental illness in any given year. Mental health disorders can be debilitating

for patients, and they are also closely linked with physical health and chronic conditions such as asthma, arthritis, cardiovascular disease, cancer, diabetes, and obesity. The importance of promoting mental health medication adherence can help improve and maintain other disease states.

Here are some strategies on improving adherence for mental health patients:

- ✓ **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 medication, ongoing monitoring of both symptom relief and side effects may help address concerns early on, before a patient stops taking the medication
- ✓ **Utilizing long-acting medications** – May be more effective for extended periods of time and reduce risk of relapse

Promoting general medication adherence techniques to help patients remember to take their medications on time every day.











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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.



Mental Health Medication Adherence Continued

Sources:

Office of Disease Prevention and Health Promotion, "Mental Health and Mental Disorders", retrieved from: <https://www.healthypeople.gov/2020/topics-objectives/topic/mental-health-and-mental-disorders#1>

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>

Centers for Disease Control and Prevention, "The Vital Link Between Chronic Disease and Depressive Disorders", retrieved from: https://www.cdc.gov/pcd/issues/2005/jan/04_0066.htm

Harvard Health Publishing- Harvard Medical School, "encouraging patients to take medication as prescribed", retrieved from: https://www.health.harvard.edu/newsletter_article/encouraging-patients-to-take-medication-as-prescribed

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>



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 pharmacy team is committed to working with our providers to ensure an outstanding experience for our members and can assist with key items 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

These factors are important for helping our members, your patients, understand the benefits of medication adherence and ensuring timely access to their drug regimen.



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



MEDICARE ONLY

WellCare Provider Portal – iCarePath Appeal & Dispute Project

Applies to claim appeals and disputes only.

FL Medicare providers have the ability to view the status of claim appeals and disputes.





Enhancements Include:

- ✓ A combined appeal and dispute form (before this there was a separate form for appeals and disputes)
- ✓ Updated helpful content throughout the form to make the submission process easier for providers
- ✓ Prepopulated enrollee and servicing provider information
- ✓ Confirmation message with ticket number for applicable iCarePath lines of business
- ✓ New “Appeal” and “Dispute” tabs on the claims landing page that will allow providers to search for the status of their appeal or dispute by provider ID or ticket number



How Care Management Can Help Your Members

Care Management helps members with healthcare or social needs. It pairs members with a Care Manager. The care manager is a registered nurse, a licensed clinical social worker or other licensed health professional who can help members with issues such as:

-  Complex medical needs
-  Solid organ and tissue transplants
-  Children with special healthcare needs
-  Lead poisoning

We're here to help you!

Please contact us for more information on our program. A WellCare staff member will tell you about the program. This no-cost program gives access to a registered nurse (RN) or Licensed Clinical Social Worker (LCSW) Monday through Friday from 8am to 5pm EST.



Community Connections Help Line

1-866-775-2192

We offer non-benefit resources such as help with food, rent and utilities.

Operational



MEDICARE ONLY

Point of Care Formulary Information for Providers

PRESCRIBE WITH CONFIDENCE – EVERY DRUG. EVERY PLAN. EVERY TIME.

Are you and your team spending valuable time processing prior authorizations?

We have expanded our relationship with MMIT to deliver comprehensive drug coverage information directly to your desktop and mobile devices. In addition to WellCare's extensive support resources, providers can identify plan-specific drug coverage and restriction criteria as well as alternative therapies with these medical applications.

Epocrates®, an athenahealth service, is the #1 point of care medical app among U.S. physicians. It is trusted by over 1 million healthcare professionals. Just download the free app or search from your desktop with epocrates® web at www.epocrates.com.

MMIT's Coverage Search is a top-rated drug coverage search application. Download the free app or search from your desktop at www.FormularyLookup.com.

Quickly obtain the details you need to select the best therapeutic option, eliminate denials and reduce administrative drain on you and your team with epocrates® and Coverage Search.



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. Please include contact information if we need to follow up with you. Please update your information or send the letter by any of these methods:



Email:

FloridaProviderRelations@wellcare.com



Call:

1-407-551-3200, Option 2



Fax:

1-813-865-6764

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



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 offerings that are now available on the Provider Portal!

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

New Live-Chat Offerings on the Provider Portal:



Provider Home Page



Care Management
Home Page
(Authorizations)



Claims Appeals &
Disputes Page



Claim Main Page

Interactive Chat ✕

Select your topic and plan and click "Chat Now!" to chat with a live agent

Please select a topic:

Please select a plan:

WellCare Web Chat Text | Text

Christine S Resend chat history

Exit Alt Press Enter to send message



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



MEDICARE ONLY

SIU Corner

THE SPECIAL INVESTIGATIONS UNIT AUDITS PROVIDERS TO ENSURE COMPLIANCE WITH FLORIDA STATUTES, MEDICAID GUIDELINES AND PROVIDER CONTRACTS.

During these audits, claims are denied for preventable errors. One area of opportunity for providers is the delivery of Behavioral Health services.

Behavioral Health providers have specific guidelines regarding the provision of these services. The Centers for Medicare & Medicaid Services (CMS) requires Behavioral Health providers completely and accurately document each patient encounter in a timely fashion. Patient's medical records that are not documented properly can prevent practitioners from furnishing sufficient services. Documenting services also must comply with Federal and State laws. Proper documentation can also help protect behavioral health providers from civil, criminal, and administrative penalties and litigation.



According to CMS, Behavioral Health services must meet specific documentation requirements to receive reimbursement. Documentation of services must:

- ✓ Meet the rules of the Medicaid rule of the state in which the services are provided;
- ✓ To the extent required under state law, reflect medical necessity and justify the treatment and clinical rationale;
- ✓ To the extent required under state law, reflect active treatment;
- ✓ Be complete, concise, and accurate, including the face-to-face time spent with the patient, such as time spent to complete a psychosocial assessment, a treatment plan, or a discharge plan;
- ✓ Be legible, signed, and dated;
- ✓ Be maintained and available for review; and
- ✓ Be coded correctly for billing purposes.



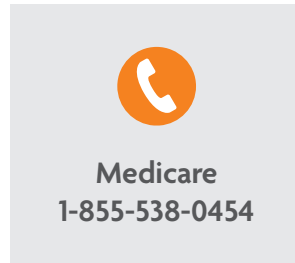
For additional information, please visit:

<https://www.cms.gov/Medicare-Medicaid-Coordination/Fraud-Prevention/Medicaid-Integrity-Program/Education/Documentation>



Access to Staff

If you have questions about the utilization management program, please call Customer Service at:



Language services are offered.

You may also review the Utilization Management Program section of your Provider Manual. You may call to ask for materials in a different format. This includes other languages, large print and audio tapes. There is no charge for this.



Provider Formulary Updates

Medicare:

There have been updates to the Medicare formulary. Find the most up-to-date, complete formulary at www.wellcare.com/Florida/Providers/Medicare/Pharmacy.

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/Florida/Providers/Medicare.



NEW: Secure Portal Authorization Enhancements

WellCare has made several recent enhancements to our secure Provider Portal Authorization System. We've expanded your online capabilities, so you can accomplish more than ever before – without the need to call Provider Services for assistance.

New features include

- ✓ **Authorization Edits:** Providers can now edit previously submitted authorizations online. You can also return and upload additional attachments (such as requested medical records) and review previously submitted documentation, as well.
- ✓ **Real-time Authorization Status:** Quickly and easily look up status of any authorization request, at any time. If you need any assistance, you can chat with a live agent.
- ✓ **New Status:** We've added a new "Partially Approved" authorization status to more accurately depict the determination of requests where a portion of services have been approved.

Not registered on our secure Provider Portal yet? It only takes a few moments to **sign up for an account** and start benefitting from the many useful features provided.



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 Bulletins

Remember to view the online Provider Bulletins regularly for important updates and notices. Provider bulletins are located at <https://www.wellcare.com/Florida/Providers/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/Florida to find guidelines, key forms and other helpful resources for Medicare. 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 at www.wellcare.com/Florida/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/Florida/Providers/Clinical-Guidelines.

We're Just a Phone Call or Click Away



Medicare
1-855-538-0454



CMS Health Plan
1-866-799-5321



www.wellcare.com/Florida/Providers