

TABLE OF CONTENTS

Section 1: All About WellCare

Introduction.....	1
About WellCare	1
Service Areas	3

Section 2: Provider Responsibilities

Overview.....	1
Primary Medical Offices.....	1
Assignment of Primary Care Provider	1
Primary Care Provider Responsibilities	1
MO HealthNet Managed Care Marketing Guidelines.....	3
Medical Necessity	6
Emergency Services.....	8
Payment for Out-of-Network Emergency Services and Post-Stabilization Care Services	9
Dental Services	9
Optical Services.....	10
Transportation Services.....	11
Family Planning Services	11
WIC Referrals	12
Out-of-Network Transplant Related Services	12
Mental Health and Substance Abuse Services.....	12
Eligibility Verification.....	12
Enrollment	13
Enrollment of Program Newborns.....	13
Hospitalization at the Time of Enrollment or Disenrollment	14
Hearing Impaired, Interpreter, Multilingual, TDD, and Sign Language Services.....	14
Adult Health Screening.....	14
HCY/EPSTDT Services	15
Members with Disabling Conditions or Chronic Illness	15
Pre-certification.....	16
Living Will and Advance Directive.....	17
After-Hours Services	18
Provider Request for a Member Transfer	18
Member Disenrollment	19
Disenrollment Effective Date	20
Responsibilities of All Providers.....	20
Ancillary/Specialist Responsibilities	23
Appointment Scheduling.....	24
Confidentiality of Member Information and Release of Records.....	25
Second Opinions	27
Covering Physicians	27
Provider Billing and Address Changes	28
Provider Termination	28

TABLE OF CONTENTS

Disclosure of Information	29
Delegated Entities	29
 Section 3: Member Services	
Overview.....	1
Member Handbook	1
Member Rights	1
Member Identification Cards.....	4
Eligibility Verification.....	4
Enrollment	5
Assignment of Primary Care Physician	5
Changing Primary Care Physician.....	6
Hearing Impaired, Interpreter and Sign Language Services.....	6
 Section 4: Benefits and Limitations	
Overview.....	1
Covered Services	1
Non-Covered Services	3
Services Covered by the State of Missouri Under Fee-For-Service Program.....	3
(Not Covered by MO HealthNet).....	3
 Section 5: Utilization Management	
Overview.....	1
Prior Authorization	1
Retrospective Review.....	1
Standard, Expedited and Extension of a Service Authorization Decisions	2
Plan Criteria for UM Decisions.....	2
Second Medical Opinion.....	4
Third Medical Opinion.....	5
Members with Special Health Care Needs	6
Emergency/Urgent Care	7
Transition of Care	8
Special Authorization Requirements.....	10
After-Hours Utilization Management.....	12
Delegated Entities	13
 Section 6: Pharmacy	
Overview.....	1
Pharmacy Lock-In Program.....	2
 Section 7: Claims	
Overview.....	1
Timely Claims Submission.....	1
Clean Claims	1
Prompt Payment.....	1

TABLE OF CONTENTS

Claim Submission Format.....	1
Provider ID and NPI Requirements	2
HIPAA Electronic Transactions and Code Sets	3
Electronic Claim Submissions	5
Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA) Services	6
Paper Claim Submission Guidelines	7
CMS 1500 Paper Claim Submissions.....	9
UB-04 Paper Claim Submissions	10
Coordination of Benefits	11
Prohibition on Billing Plan Members	11
Non-Covered Services	12
Professional and Technical Component Payments	12
Delegated Entities	12
Encounter Data Submissions	13
Section 8: Appeals and Grievances	
Overview.....	1
Submission of Member Appeals.....	2
Request for Appeal Determinations.....	5
Medicaid Fair Hearing	7
Submission of Provider Appeals.....	10
Submission of Provider Termination Appeal Request	12
Submission of Grievances.....	13
Request for Expedited Grievance Determination.....	14
Request for Standard Grievance Determination.....	14
Grievances Filed Against a Provider	15
Fraud and Abuse.....	16
Section 9: Credentialing	
Overview.....	1
Practitioner’s Right to be Informed of Credentialing/Re-credentialing Application Status.....	1
Practitioner’s Right to Review Information Submitted in Support of Credentialing/Re-credentialing Application and Right to Correct Erroneous Credentialing/Re-credentialing Information.....	2
Baseline Criteria	3
Professional Liability Insurance	3
Site Inspection Evaluation (SIE)	3
Covering Physicians	4
Allied Health Professionals.....	4
Ancillary Facility/Health Care Delivery Organizations.....	5
Re-credentialing	5
Updated Documentation.....	5
Office of Inspector General Medicaid Sanctions Report.....	5

TABLE OF CONTENTS

Sanction Reports Pertaining to Licensure, Hospital Privileges or Other Professional Credentials.....	5
Participating Provider Appeal through the Dispute Resolution Peer Review Process	6
Delegated Entities.....	8

Section 10: Quality Improvement

Quality Improvement Program.....	1
Medical Records.....	1
Quality Improvement Participation.....	2
Patient Safety to include Quality of Care (QOC) and Quality of Service (QOS) ...	2
Clinical Practice Guidelines	3
HEDIS®	4

Section 11: Medical Records

Overview.....	1
Requirements and Guidelines	1
Content and Review	3
Continuity of Care Requirements Screen	5
Medical Record Documentation.....	7
Maternity Care (OB/GYN Review).....	9
Healthy Children and Youth Program/Early Periodic Screening – Diagnostic Testing	11
Adult Health Screening.....	22
Diabetes-Specific Screens.....	28

Section 12: Case Management

Case Management Program Overview.....	1
Complex Case Management	1
Lead Case Management	2
OB Case Management.....	3
Candidates for Case Management	3
Disease Management Program.....	4
Candidates for Disease Case Management	5
Access to Case and Disease Management.....	6

Section 13: Forms

Accu-Check Order Form	
Acknowledgement of Receipt of Hysterectomy Form	
Appointment of Representative Form	
Bayer Meter Request Fax Order Form	
Care Management Referral Form	
Child Health Check-Up Tracking Forms	
CMS 1500 Submission Guidelines for Paper Claims	
CMS 1500 Sample Form	
Consent for Sterilization Form	

TABLE OF CONTENTS

Coverage Determination Request Form
Enternal Nutrition Request Form
HCY Lead Risk Assessment Guide
Injectable-Infusion Form
Member Appeal Request Form
OB Notification Form
Provider Appeal Request Form
Referral Authorization Request Form
Synagis Order Form
UB-04 Submission Guidelines for Paper Claims
UB-04 Sample Form

Section 14: Member and Provider Education Materials

Adult Preventive Care Clinical Practice Guidelines
Asthma Clinical Practice Guidelines
Cholesterol Management Clinical Practice Guidelines
Chronic Heart Failure Clinical Practice Guidelines
Chronic Kidney Disease Clinical Practice Guidelines
Diabetes Clinical Practice Guidelines
Hypertension Clinical Practice Guidelines
Member Adult Preventive Care Clinical Practice Guidelines
Member Pediatric Preventive Health Clinical Practice Guidelines
Member Preconception and Perinatal Care Clinical Practice Guidelines
Obesity-Adults Clinical Practice Guidelines
Obesity-Pediatric Clinical Practice Guidelines
Pediatric Preventive Health Clinical Practice Guidelines
Preconception and Perinatal Care Clinical Practice Guidelines

Section 15: Quick Reference Guide

MO Medicaid Quick Reference Guide

Section 16: Addendum

This section is reserved for the Provider to insert additional information such as Plan notifications and correspondence that serve as updates to our policies and procedures. Examples are benefit changes, pharmacy updates, claim procedure updates and prior authorization changes, etc.