

WellCare Health Plans, Inc.
The WellCare Group of Companies

Important Information for Primary Care Physicians

WellCare's Authorization Requirements and CM/DM Programs

July 13, 2011

Dear Primary Care Provider:

As you may already be aware, effective **August 1, 2011**, WellCare of Florida, Inc. (WellCare) will be taking over certain functions recently managed by Med3000.

Please take note of the information below regarding authorization requirements and our Case and Disease Management programs.

Obtaining Authorizations

Primary Care Physicians (PCPs) are required to obtain authorization for all out-of-network requests.

Specialists must coordinate all services with the members' PCPs.

- **Standard Authorization Requests** - Please include applicable ICD - 9 codes and CPT codes with your requests.
 1. Requests may be submitted online via www.wellcare.com or via fax at the numbers listed below.
 2. Fax numbers:
 - DME - 877-431-8859
 - Inpatient - 877-431-8860
 - Outpatient - 877-892-8216
 - Skilled Therapy Services - 877-709-1698
- **Urgent Authorization Requests and Admission Notifications**
 - Please call 888-888-9355 and follow the prompts

Case Management / Disease Management

WellCare offers comprehensive case and disease management services to facilitate patient assessment, planning and advocacy to improve health outcomes for patients with select diseases or disorders. WellCare trusts you will help coordinate the placement and cost-effective treatment of patients who are eligible for our Case and Disease Management Programs. Our Case and Disease Management Programs identify potential participants by investigating:

- Referrals from physicians
- Self-referrals from patients
- Pharmacy and medical claims data
- Overutilization of clinical services

Mailing Address:
8735 Henderson Rd.
Tampa, FL 33634

The types of cases targeted by our Case Management Program include, but are not limited to, the following types of patients:

- Complex care needs requiring coordination of multiple outpatient services
- Transplants
- Frequent inpatient admissions and readmissions
- Prolonged or debilitating illness or injuries

WellCare's Disease Managers support you and your hectic schedules—freeing you to spend more time with your patients by:

- Educating patients on how to deal with the challenges of their disease
- Documenting progress in clinical notes

Our Disease Management Program targets the following conditions:

- Asthma
- Coronary Artery Disease (CAD)
- Congestive Heart Failure (CHF)
- Chronic Obstructive Pulmonary Disease (COPD)
- Diabetes
- HIV/AIDS
- Hypertension

For questions, please contact WellCare's Case and Disease Management Department at 1-866-635-7045.

Sincerely,
WellCare of Florida

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