

Provider Newsletter California



2022 • Issue 4 • Medicare



“Thank You!”

“**Thank you**” – two words heard or used often, perhaps as just a rote response. But when we say it, we want to make sure you hear a sincere message of gratitude:

Thank you for all you do for our members!

Your work during the pandemic elicits even deeper appreciation. When COVID-19 started, you were on the front lines in your role of provider or health care staff member. We honor your undaunted service as you fought an invisible enemy with many unknowns.

We continue to appreciate all you do. We are grateful for your efforts to improve quality, expand access to care and positively impact the community, one person at a time. For this – and all your day-to-day work providing the best quality care – we say **thank you!**

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- Access to Care Expanded to Local Communities through RV Program



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.





Grant-Funded Exam Tables Improve Accessibility Based on Provider Feedback

Providers love the new adjustable exam tables!

Providers who needed special exam tables to improve accessibility and offer more equitable care purchased them, thanks to a grant from Health Net*. Health Net provided 35 tables at a total cost of more than \$244,000 in early 2022.

Comments show that the tables:

- ✓ Help both patient and provider.
- ✓ Are easy to use.
- ✓ Prevent falls among elderly patients.

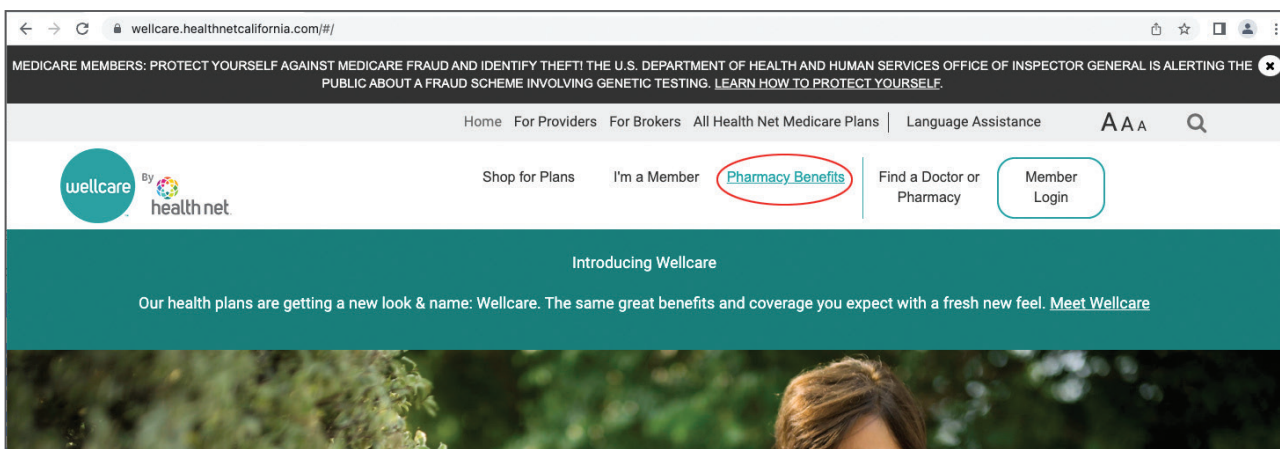


How to Find a Member's Pharmacy Copay Information

The Wellcare By Health Net (Health Net) website enables members and providers to access plan materials, including copay information.

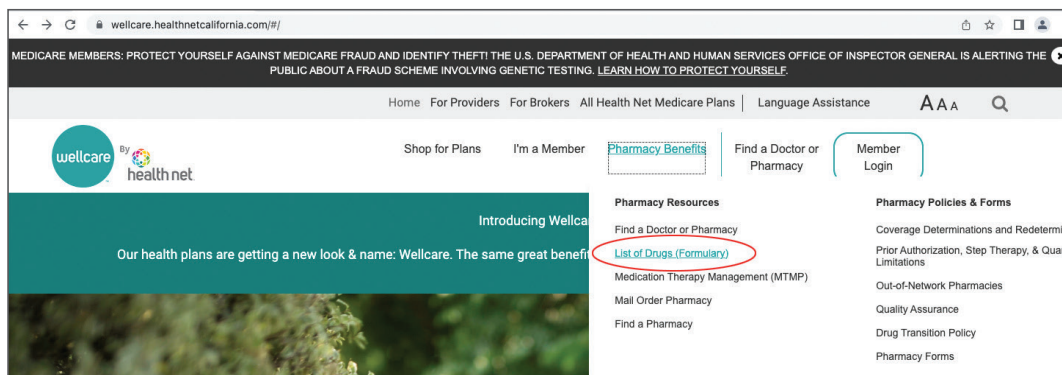
Follow the steps below to view a member's pharmacy copay information.

- 1 Go to the Wellcare By Health Net homepage: <https://wellcare.healthnetcalifornia.com>.
- 2 Click *Pharmacy Benefits* at the top of the page.



(continued)

3 Click *List of Drugs (Formulary)* from the drop-down menu.



4 This page has links to the list of drugs (formulary). For copays, click the *Evidence of Coverage* link near the bottom of the page.

- WellCare Premium Enhanced (HMO)
- WellCare No Premium (HMO)
- WellCare No Premium Ruby (HMO)
- WellCare No Premium Open (PPO)

[List of Drugs C - Search Tool](#)
[List of Drugs C - English PDF](#)
[List of Drugs C - Spanish PDF](#)
[List of Drugs C - Chinese PDF](#)

List of Drugs – Group D

- WellCare Low Premium (HMO)

[List of Drugs D - Search Tool](#)
[List of Drugs D - English PDF](#)
[List of Drugs D - Spanish PDF](#)

You can ask us to make an exception to our rules for your drug(s). To learn how, read your [Evidence of Coverage](#). When asking for an exception, include a statement from your doctor that supports your request, plus a completed [Coverage Determination form](#).

Generally, we must decide on your request within 72 hours after we get your doctor's statement. You can ask for a fast (expedited) exception if you or your doctor believe that your health could be seriously harmed by waiting up to 72 hours. If we approve your expedited request, we must give you a decision within 24 hours after we get your doctor's statement.

5 Click *Summary Of Benefits (SB)* to show a list of plans.


If you don't have a Wellcare By Health Net ID card or have questions about plan materials, [give us a call](#). We're here to help.

[Summary Of Benefits \(SB\)](#)

For HMO Members:

PLAN	CMS#	COUNTY	SUMMARY OF BENEFITS
Wellcare Plus Sapphire I (HMO)	H0562 - 122	Kern, Los Angeles, Orange, Riverside, San Bernardino, San Diego, Santa Clara, Stanislaus	Summary of Benefits, H0562 - 122 - English (PDF) Summary of Benefits, H0562 - 122 - Spanish (PDF) Summary of Benefits, H0562 - 122 - Chinese (PDF) Summary of Benefits, H0562 - 122 - Korean (PDF) Summary of Benefits, H0562 - 122 - Vietnamese (PDF)
Wellcare Assist (HMO)	H0562 - 127	Amador, Contra Costa, Fresno, Madera, Santa Clara	Summary of Benefits, H0562 - 127 - English (PDF)

6 Find the member's plan and choose the corresponding file.

Summary Of Benefits (SB) 

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Keep in Mind! Wound Care With Visit Limits Requires Prior Authorization

Starting October 1, 2022, wound care requires prior authorization, as well as wound debridement for visits over 12 per calendar year.

For more information, refer to provider update 22-730, *Wound Care With Visit Limits Requires Prior Authorization*, distributed on August 30, 2022. Access provider update 22-730 online in the Provider Library. Use one of the two options below to access the Provider Library.



Option 1 – Log in on the provider website

- 1 Log in at provider.healthnetcalifornia.com.
- 2 Select *Provider Library* under Quick Links.



Option 2 – Go directly to the Provider Library

Go to providerlibrary.healthnetcalifornia.com.



YOU, YOUR PATIENTS AND YOUR COMMUNITY HAVE OUR SUPPORT!

Access to Care Expanded to Local Communities Through RV Program

As we slowly emerge from the pandemic, Health Net's recreational vehicle (RV) program will shift from a focus on vaccinations to a focus on community needs and work with local employers.

In 2020, our vaccination programs primarily offered Californians the flu shot. In 2021, we added COVID-19 vaccinations. In 2022, our overall focus continues to be reaching underserved communities throughout the state. We've also added new technology – Member Connect Stations to expand access to care.

RVs will travel across California to bring health screenings and vaccinations to counties that need them most.

Local, culturally relevant community events:



Where: Counties of Los Angeles, Sacramento, Kern, San Bernardino, Riverside, Tulare, San Joaquin and more.



Events: Celebrations of Juneteenth, Mexican Independence Day, back-to-school events, health fairs, Christmas tree lightings and more.



Partners: You – our local providers! – as well as community-based organizations.

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