



Q4 2020 Provider Newsletter

Ready for a Better 2021

As we reflect on 2020 in this newsletter, it is important to look back at all we've accomplished together — despite the challenging year. Sunshine Health and WellCare of Florida members benefited from our partnership as we navigated the COVID-19 pandemic together, removing barriers to care. We appreciate and thank you for your partnership in helping achieve the shared goal of better health outcomes for our members.

On **SunshineHealth.com**

- [Provider manuals and forms](#)
- [Training materials](#)
- [Prior Authorization tool](#)
- [Electronic transaction guide](#)
- [Child health checkup/ EPSDT information](#)
- [Clinical guidelines](#)
- [Integration](#)
- [Clinical and payment policies](#)

On **WellCare.com/Florida**

- [Provider manuals and forms](#)
- [Claims information](#)
- [Provider training](#)
- [Clinical guidelines](#)



Improving the Health of our Community — Together

Dear Valued Network Provider,

I'd like to thank you for your partnership to deliver best-in-class care to our members. We are committed to keeping you up-to-date on changes before we make them. We created an [Integration](#) web page where you can find all our integration information in one place.

We united the best parts of our Sunshine Health and WellCare provider engagement models to build a best-in-class Provider Relations team. Your Provider Relations Representative can connect you with the right team to resolve any issues and keep you informed throughout the resolution process.

I encourage you to attend an upcoming town hall where you can meet your Provider Relations Representative, hear from subject matter experts and take part in a Q&A session. [See Page 8 for Town Hall details.](#)

We will communicate any relevant changes in health plan operations to you well in advance.

Please continue following the same claims, authorization and verification processes you have been using. We will let you know when we expect those systems to be fully integrated.

Stay updated by visiting our [Integration](#) web page. You can also contact your Provider Relations Representative or call Sunshine Health Provider Services at 1-844-477-8313 or WellCare Provider Services at 1-866-334-7927.

Thank you,

Duenna Dorsett

Vice President,
Provider Engagement



We Want Your Feedback



Please complete our [Provider Survey](#).

Keep your Directory Information Current



Let us know of changes you make to your office phone number, office address or panel status (open/closed) so our members can find you. Send an email to SunshineProviderRelations@SunshineHealth.com to update or verify your contact information or status. Please let us know at least 30 days in advance of changes.

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



Collaborative Care for Body and Mind During the Pandemic

The COVID-19 crisis has led to increased incidence of mental health issues and substance abuse. It's understandable given the direct impact to loved ones being sick, the increasing unemployment rate, increased isolation and fear of the unknown. Behavioral health providers are increasingly being called upon to serve these needs, many of which are being addressed through telehealth.

These tolls on our social, emotional and economic well-being, coupled with the soaring unemployment rate, will undoubtedly continue to create an influx of new patients and providers alike that will suffer post-traumatic stress from the health crisis.

It's been especially traumatic for those who weren't able to be by the bedsides of loved ones who succumbed to COVID-19, but we're all mourning, in a sense, for life as we knew it before. With treatment, hopefully the brunt of long-term implications of this complex grief can be mitigated.

"We are dedicated to removing obstacles that may interfere with our members getting the best care," says Liz Miller, CEO of Centene's Florida health plans. "We'll do so by collaborating with our provider network that's entrenched in their communities. There's a partnership

there, and we're all focused on achieving the same outcome — a healthier community."

COVID-19 is undeniably a daunting challenge for those tasked with caring for an anxious nation's mental health, but Sunshine Health stands ready to continue working alongside community behavioral healthcare providers.



Liz Miller,
*CEO of Centene's
Florida health plans*

Six Ways to Create Symbiosis Between Mental and Physical Health

- 1** Treat the "whole patient" by making behavioral health evaluation a standard component of physical exams.
- 2** Consider data (such as ACE scores) for insights into treatment compliance and illness susceptibility.
- 3** Discuss mental health in simple, scientific terms, as you'd discuss a physical condition.
- 4** Leverage external resources such as Centene's training and field support.
- 5** Practice collaborative "care shaping" with other community providers and stakeholders.
- 6** Be mindful of complex grief brought on by COVID-19. Patients who have not previously exhibited depression or anxiety may have symptoms stemming from extended confinement and uncertainty.

COVID-19 Vaccine Update

With a COVID-19 vaccine now available, we want to ensure providers have the most up-to-date information about vaccine coverage.

- As our partners in care, we're teaming up with Pfizer to provide education on the vaccine. We will be sending you an invite to register for these upcoming webinars.
- We've published new COVID-19 Vaccine Billing Guidelines with information on the current billing and claims payments policies for our Medicaid, Marketplace and Medicare plans on our [Provider Coronavirus Information](#) web page.
- To help increase acceptance of the vaccine, we also created a [vaccine guide](#) to share tips for effectively setting expectations and addressing questions from your patients. This includes valuable information on the safety and efficacy of the vaccine and what side effects to expect. We encourage you to share this information with your patients.

Also, the Provider COVID Hotspot Report (PCHR) is available to you via the secure provider portal. This weekly, Excel-based report is designed to help pinpoint members with an elevated risk for COVID-19



and highlight different outreach and prevention support opportunities.

Similar to other COVID-19 services, the vaccines will be offered at no cost to your patients. Sunshine Health members across all product lines will have no cost sharing for the diagnostic visit and related lab test for COVID-19.

Please visit and bookmark the [Provider Coronavirus Information](#) web page for up-to-date guidance on managing patient care during this pandemic.

Questions? Contact your Provider Relations Representative or call Sunshine Health Provider Services at 1-844-477-8313 or WellCare Provider Services at 1-866-334-7927.



Members Have More Transportation Options

Sunshine Health and WellCare of Florida expanded the number of transportation service providers to better serve our members and get them to needed medical appointments. This change is part of our ongoing integration efforts.

Subcontractors by Line of Business

- Effective Jan. 1, 2021, LogistiCare handles transportation for WellCare Medicare members.
- Starting Feb. 1, 2021, Alivi will handle transportation for Long Term Care members under both Sunshine Health and Staywell plans.
- Starting Feb. 1, 2021, LogistiCare will handle transportation for Staywell Medicaid (MMA) and Serious Mental Illness (SMI) members. LogistiCare still handles transportation for Sunshine Health Medicaid and Child Welfare Specialty Plan members.

We are educating our members about these important changes and continuing to share upcoming changes as they occur.

Review our dedicated [Transportation Services](#) web page that answers [Frequently Asked Questions](#).

The [Quick Reference Sheet](#) highlights the transportation service providers by line of business.



Pharmacy Network Changes for 2021

Starting March 1, 2021, Publix Pharmacies will no longer be in the pharmacy network for our Sunshine Health Medicaid members. We notified our members about the changes and provided them with alternative pharmacies to use.

If you wish to help your patients find their nearest, in-network pharmacy, you can visit FindaProvider.SunshineHealth.com. If you have any questions, please call Provider Services at 1-844-477-8313 Monday through Friday from 8 a.m. to 8 p.m. Eastern.



Stay Connected with Your Patients

Telehealth Services



We know how telehealth has become invaluable for enabling access to healthcare during the pandemic. We continue to expand telehealth coverage by including telehealth services in all provider contracts and offering telehealth training webinars. We added more than 12,000 providers offering telehealth during the pandemic, to increase access to care options for members.

Do you want training?

Register for the [Telemedicine webinar](#).

New Features on Secure Provider Portal

The online tools you need just got even better! We've improved our Secure Provider Portal to make doing business with us easier. New visual trackers and other enhancements will allow you to be more efficient, saving you time and hassle.

[Log in](#) today to see the difference!

In addition to these new features, your portal is the place to confirm member benefits, review payment status, check cost shares, request prior authorization and more.

We believe these updates will create a more user-friendly experience and enhance your ease of doing business with us.

HEDIS Season is Approaching for Sunshine Health and WellCare

We strive to provide quality healthcare to our members as measured through HEDIS® quality metrics. We are getting ready for 2021 HEDIS chart chase and medical record review. This means

you may hear from us to request medical records and verify contact information. Please help us close care gaps by cooperating with medical record retrieval requests. The [HEDIS Quick Resource Guide](#)

was designed to help you increase your practice's HEDIS rates. Please always follow state and/or CMS billing guidance and ensure the HEDIS codes are covered prior to submission.

Quality of patient care is a collaborative effort with our providers. We recognize that managing chronic pain with opioids is complicated and challenging. The Pharmacy team has developed the following tips to help you increase your HEDIS rates.

HEDIS Measure

Use of Opioids at High Dosage (HDO)

Patients 18 years and older who received prescription opioids at a high dosage (average morphine milligram equivalent dose [MME] ≥ 90) for ≥ 15 days during the measurement year.

Use of Opioids From Multiple Providers (UOP)

Patients 18 years and older, receiving prescription opioids for ≥ 15 days during the measurement year and who received opioids from multiple providers. Three rates are reported:

- **Multiple Prescribers:** Patients receiving prescriptions for opioids from four or more different prescribers during the measurement year.
- **Multiple Pharmacies:** Patients receiving prescriptions for opioids from four or more different pharmacies during the measurement year.

More information

See tips for [assessing the risk and benefits](#) of opioid use and additional resources.

- **Multiple Prescribers and Multiple Pharmacies:** Patients receiving prescriptions for opioids from four or more different prescribers and four or more different pharmacies during the measurement year.

Risk of Continued Opioid Use (COU)

Patients 18 years of age and older who have a new episode of opioid use that puts them at risk for continued opioid use. Two rates are reported:

- The percentage of patients with at least 15 days of prescription opioids in a 30-day period.
- The percentage of patients with at least 31 days of prescription opioids in a 62-day period.

HEDIS Tips

The CDC Guideline for Prescribing Opioids for Chronic Pain has the following recommendations:

- 1 Start with the lowest effective dose.
- 2 Carefully reassess benefits and risks when considering increasing dosage to ≥ 50 MME/day.
- 3 Avoid or carefully justify increasing dosage to ≥ 90 MME/day.
- 4 Use immediate release formulations instead of long acting.
- 5 Consider urine drug testing before initiating opioid therapy and test at least annually.
- 6 Consider opioid tapering and/or discontinuation if:
 - Clinically meaningful improvements in pain and function are not sustained.
 - Patients experience overdose or other serious adverse events.



Provider Town Halls

Join Us for Our 2021 Provider Town Halls

The webinars cover a variety of topics including our integration and specialty plans. Please register in advance, as space is limited. Town Halls are scheduled to be offered all year long.

Topics include:

- Integration updates for each product/provider specialty
- Provider Relations Representative overview and meet-and-greet
- Live questions and answers from subject matter experts and department leaders

Click to register for the following:

- [Behavioral Health Specialties](#) (Dates: 2/18; 5/6; 9/30)
- [Long Term Care Specialties](#) (Dates: 3/4; 5/20; 8/5)
- [Children's Medical Services Specialties](#) (Dates: 4/1; 6/17; 9/2)
- [Primary Care and Medical Specialties](#) (Dates: 3/18; 6/3; 8/19)
- [Ambetter](#) (Dates: 2/11; 7/1; 9/16)

You may register for one or multiple Town Halls for each topic. Each Town Hall will feature new content, so it is best if you register for all three. You will need to register for each topic — not date — individually.



Clinical and Payment Policy Updates for Sunshine Health

Sunshine Health periodically reviews and updates our policies and procedures for utilization management and claims payment. This helps provide the highest quality treatment and encourages appropriate utilization of resources.

We recently made some important changes to our payment policies.

1. [Short Inpatient Hospital-Stay – CC.PP.182](#)
2. [DNA Analysis of Stool – CP.MP.125](#)
3. [Ambulatory EEG – CP.MP.96](#)

Current payment and clinical policies, including those listed above, are available on SunHealthFL.com/policies.

Providers supplying Durable Medical Equipment (DME) must follow specific guidelines regarding the pick up and delivery of all equipment. To remain in compliance with Florida statutes, Medicaid guidelines and provider contracts and avoid possible claim denials, all delivery documentation must be maintained in the recipient's file and, at a minimum, include the following information:

- Name of the DME and medical supply provider
- Provider's identification number for the DME physical location that rendered the service or equipment
- Address of the DME physical location that rendered the service or equipment
- Recipient's full name and 10 digit Medicaid identification number and documentation of service location that identifies whether medical equipment or supplies were received by the recipient or caregiver at the DME physical location or delivered directly to recipient's residence
- Date of delivery



- Complete description of item(s) delivered; and manufacturer name of equipment(s) delivered
- Model number and serial or item number(s), where applicable

**For additional
requirements**

Please view
Page 53 of [AHCA's
DME Handbook.](#)



CAHPS®

Your Role in Patient Satisfaction

Three Things To Know About CAHPS®

1 **What is it?**

Consumer Assessment of Healthcare Providers and Systems (CAHPS) is an annual survey that captures a member's experience with all aspects of their healthcare. CAHPS surveys ask our members — your patients — about topics like provider communication skills, ease of accessing healthcare, and their health plan performance. 2021 CAHPS Star Rating Measures have increased to 22% of the overall star rating.

2 **How to improve your CAHPS scores?**

Engaging members in needed care is essential to their overall health and satisfaction. Sunshine Health collaborates with our providers to help maximize opportunities to improve member care, experience and satisfaction.

3 **Did you know CAHPS measures flu vaccine awareness?**

CDC recommends everyone over 6 months old should receive the flu shot. Flu shots reduce flu illness, doctor's visits, missed work and school, as well as prevent flu-related hospitalizations. The flu season is here, and providers should encourage patients to get a flu shot.

How do providers affect CAHPS outcomes?

You and your office staff affect 62% of CAHPS Survey questions that affect Star Quality Rating Measures.

1 **Ensure members understand their care by communicating with them in ways they comprehend.**

- Explain tests, treatments and medications.
- Use simple, easy-to-understand words.
- Help members coordinate care for tests and treatments.
- Keep members at the center of all decision making.

2 **Build a relationship with the member, treating them with care and respect.**

- Maintain eye contact.
- Avoid interruptions.
- Ensure friendliness and courtesy of office staff.

3 **Ensure their visit runs as smoothly as possible to avoid dissatisfaction.**

- Ensure members are seen within 15 minutes of their appointment. Explain delays during the visit.
- Explain COVID-19 precaution reasons to patients. Provide a clean, comfortable waiting area.
- Ensure members are aware of appointment standards.

See the
Sunshine Health
[2020 CAHPS Survey.](#)

Drug Formulary Updates



Sunshine Health updates the Preferred Drug Lists (PDL) regularly. The latest:

- [Medicaid, Child Welfare, Comprehensive Long Term Care \(Staywell and Sunshine Health\)](#)
- [Ambetter \(Marketplace\)](#)
- [Allwell \(Medicare\)](#)
- [WellCare \(Medicare\)](#)

Sign Up for Electronic Funds Transfer (EFT)

Setup is easy and takes about five minutes to complete. Visit [Payspanhealth.com/nps](https://payspanhealth.com/nps) or call your Provider Relations representative or Payspan at 1-877-331-7154 with any questions.

Provider Access and Availability Standards

It's important that our members get the right care at the right time. Please review the Appointment Availability Standards in your Provider Manual by plan and product for the expectations of how quickly our members should get an appointment. Refer to it often and share it with appointment schedulers.

About Benefits and Services

Participating providers must, in accordance with generally accepted professional standards, ensure that the hours of operation offered to Medicaid members are no less than those offered to commercial members.

All contracted services available to Medicaid members are available 24 hours a day, 7 days a week, when medically necessary.

Care Management Can Help

We offer care management services to members to help with special healthcare and social needs. Our care managers are registered nurses or social workers who help members and their caregivers get the care, education and resources to better manage their health. Call us to learn more about this free program.



Statin therapy should be considered for most patients with diabetes and or cardiovascular disease for primary or secondary prevention to reduce the risk of atherosclerotic cardiovascular disease (ASCVD). For your convenience, we've listed the American College of Cardiology (ACC)/ American Heart Association's (AHA) evidence-based recommendations to help you in choosing the most appropriate statin-intensity for your patients.

Commonly Prescribed Statins	
High Intensity	Moderate Intensity
Atorvastatin 40, 80 mg	Lovastatin 40mg
Rosuvastatin 20, 40 mg	Pravastatin 40, 80 mg
	Simvastatin 20, 40 mg
	Atorvastatin 10, 20 mg
	Rosuvastatin 5, 10 mg