



Model of Care Self-Study Program

Dear Provider,

The Centers for Medicare & Medicaid Services (CMS) require that health plans provide their Special Needs Plan provider network with information on their basic Model of Care. This applies to our Dual Eligible Special Needs Plan (D-SNP) members, who are eligible for both Medicare and Medicaid, and our Chronic Condition Special Needs members (C-SNP), who have one or more qualifying conditions.

We have included a self-study program that outlines the basic Model of Care requirements for our providers. We also have included a series of frequently asked questions that contain other helpful information.

Each year, CMS requires us to educate providers who usually treat our SNP members about Wellcare By 'Ohana Health Plan's Model of Care. We update the provider training material annually to align with the current year's Model of Care. Changes for 2022 to the Model of Care are coming. New training will be available at the end of 2021 to prepare you for 2022.

You can download the self-study program from our website at:

<https://www.wellcare.com/Hawaii/Providers/Medicare/Training/Model-of-Care-Notice>

Current 2021 Medicare Provider Expectations – Model of Care

We ask that you partner with us to ensure that we are giving our SNP members the highest quality of care possible. You can do this by performing the following steps:

- Review the member care plans that Wellcare faxes to you.
- Update care plans with any required changes and fax the revised plans back to Wellcare Care Management at **1-866-287-3286**.
 - Call Wellcare Care Management at **1-866-635-7045** with any questions or concerns regarding the care plans.
 - Keep a copy of the updated care plan to review with the SNP member during their next office visit.



- Participate in the Interdisciplinary Care Team (ICT) for all SNP members and give feedback as appropriate.
- Partner in the transition of care process when a SNP member is both admitted to and discharged from an inpatient and/or subacute setting of care.
 - **Inpatient and subacute providers:** During planned and unplanned transitions of care, communicate with the next level of care provider (the member's primary care practitioner or specialist) to share updated treatment plans including: diagnoses, test results, treatments/procedures performed, discharge instructions, and a current medication list to assist with coordination of care.
 - **Primary Care Practitioners:** We will inform you when a member is admitted to an inpatient and/or subacute care setting when we are notified of this admission. We ask facility and facility providers to share the member's diagnoses, test results, treatments/procedures performed, discharge instructions, and a current medication list. If you do not receive this information, please request it via the electronic health record, if available, or from the medical records department at the facility to help update the member's chart and assist in coordination of care. Complete a medication reconciliation within 30 days of discharge.

We appreciate the quality of care you provide to our members and your support in our effort to meet CMS regulations regarding the SNP Model of Care.

Sincerely,

Wellcare Health Plans