

Well Sense Health Plan

Medicaid Care Management -- Step 2

November 6, 2014

Governor's Commission Meeting

Laura Pizza Plum

Regional Manager, Provider Relations

Provider Relations

Provider Relations team serves as primary liaison between the Step 2 provider community and the Plan

- Instruct providers how to do business with the Plan
- Educate on Plan policies and procedures
- Orientation and on-going training
- Maintain effective channels of communication
- Actively participate in NH Professional Associations

Provider Communications

Multi-faceted communication approach

- Provider Welcome/Introduction letters for new providers
- Welcome kit – welcome letter, quick reference guide and all materials needed to do business with the Plan
- Provider Forums - Comprehensive education on Plan operations
- Provider Relations Consultants visit provider offices
- Website (*including Provider Manual, medical, reimbursement, prior authorization and claims policies and procedures*)
- Quarterly Provider Newsletter
- Monthly meetings with key providers as requested

Step 2 Provider Training Strategy

Training notification process

• Targeted mailings	• Website
• Email blast	• 1 800 call Well Sense

New Provider training will review working with the Plan as well as benefit differences

- On-site Provider Office In-Services when requested
- Webinar as requested by provider
- Sub-contractors (vendors) follow same training model

Beacon Health Strategies	Coordinated Transportation Solutions
Envision Rx	Northwood, Inc.
MedSolutions, Inc.	Vision Services Plan

Step 2 Provider Training Curriculum

- Enrollment
- ID Cards
- Eligibility & Benefits
- Claims Submission
- Policies & Procedures
- Prior Authorizations
- Access & Availability
- Appeals & Grievances
- Plan Contacts
- Provider Manual
- Provider Web Site and Portal
- Interacting with Vendors