

Wellmark Provider Updates

Iowa Hawkeye AAHAM Fall Meeting

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Agenda

- **Utilization Management**
- **Wellmark Advantage Health Plan**
- **Payment Integrity**
- **Working with Wellmark**



New inpatient requirements for Iowa and South Dakota

Wellmark has a commitment to our customers and members to ensure appropriate use of health care services, including inpatient levels of care.

Effective Aug. 1, 2023, Wellmark began performing medical necessity reviews for acute inpatient stays on all medical/surgical admissions in Iowa and South Dakota.

- The notifications of these inpatient acute admissions continue to be entered through Jiva™ on Wellmark.com.
- Maternity inpatient stays that do not exceed the two-day vaginal, four-day cesarean delivery time frames are excluded from this review requirement.
- Training and education resources are available on the secure provider portal on the [Manage Authorizations](#) page.



New inpatient requirements for Iowa and South Dakota

Providers may reference the following updated resources for further guidance on this process:

- [Wellmark Provider Guide](#) (Behavioral Health and Chemical Dependency, Health Services, and General Medical sections)
- [Medical Authorization User Guide \(Jiva\)](#)
- [Jiva Quick Guide for Submitting Inpatient Requests](#)
- [Provider Frequently Asked Questions \(FAQ\) document](#)
- [Jiva Demo Training Video](#) (*duration = ~7.5 minutes*)

**Jiva is an independent company that helps manage medical authorizations on behalf of Wellmark.*

**InterQual criteria, published by Change Healthcare LLC, is used in many of Wellmark's medical review processes to support the medical necessity of health care services.*



eviCore® Molecular Testing

- **Wellmark** is collaborating with **eviCore Healthcare*** to provide utilization management services for molecular lab testing.
- **Beginning Oct. 1, 2023**, select molecular lab tests for Wellmark commercial members will require authorization.
- **Wellmark's Medical Authorization Table** may be used to determine which services require prior authorization. Providers will request these authorizations via eviCore's online tool, which will be linked from the Wellmark provider portal.
- **Wellmark's medical policies** for molecular testing procedures can be found on eviCore's [website](#).

eviCore® is an independent company that simplifies and automates the prior approval process on behalf of Wellmark.

Wellmark's New Resource Page

Molecular Testing Utilization Management Program resource page

<https://www.wellmark.com/provider/medical-policies-authorizations/molecular-testing>

- Located on the Wellmark provider portal.
- Includes links to register for online orientation sessions with eviCore to assist providers with the new program.





Updated Medical Preferred Drug Strategies

- Updates to preferred drug strategies for medically benefited drugs will go into effect on Jan. 1, 2024.
- Providers should refer [here](#) or the Related Links sections of the Manage Authorizations page to view the full listing of updates by drug category/class.
- Although these changes will not occur until Jan. 1, 2024, Wellmark encourages the utilization of the preferred products in the updated strategy unless they are currently non-preferred (as noted in the table).
- Members who are receiving a non-preferred product should be changed to a new preferred product as soon as possible.



Wellmark Advantage Health Plan (WMAHP)

- **Credentialing updates**
 - **Electronic Funds Transfer (EFT)**
- **Customer Service**
- **Provider Tools and Resources**
- **Interim Rate Letter (FIRL/IRL) submissions**



Wellmark Advantage Health Plan (WMAHP)

Provider Credentialing Email: Providercredentialing@wellmark.com

- Dedicated email for questions about MA contracting status
- Submit completed applications for Medicare Advantage networks

[E-Credentialing Central](#)- Maintain provider demographics and information.

Provider Contracting Email: MAProvidercontracting@wellmark.com

- Questions about and request for application to join MA networks
- Questions about and/or to request copies of existing MA contract

Submit [FIRL form](#) and Interim Rate letters Email: FIRL@wellmark.com

- Required by contract for Critical Access Hospitals (CAH), Swing Bed(SWB) and Rural Hospital Clinics (RHC) provider types
 - New facilities: Submit Completed [FIRL form*](#) and most recent Interim Rate Letter applicable to the requested effective date on application.
 - Existing facilities: Submit Interim rate letters and rate reviews within 45 days of receipt from CMS to ensure accurate claim reimbursement.

*Only required at initial credentialing for the MA networks.

Wellmark Advantage Health Plan

Submit Claims

- Availity* oversees electronic claims submissions and electronic remittance advices on behalf of Wellmark.
- To contact Availity call 1-800-AVAILITY.

Electronic Funds Transfer

- Sign up and update banking information using the EFT form located at: wellmark.com/provider/resources/forms under the 'Payment' drop down.
- Refer to the EFT FAQ for questions.

Questions

- Call 855-716-2556

**Availity® is a separate company that operates and services providers' electronic data interchange (EDI) transactions.*



WMAHP Resources

Wellmark.com

- Provider resources for Medicare Advantage claims

MA Provider manual

- Billing
 - Follow CMS for billing unless otherwise specified in provider manual
- Health services, utilization and care management/transitions
- Part D Pharmacy Services
- Guidance for submitting level 1 and 2 appeals to WMAHP

Wellmark's Secure Portal *(Wellmark.com access required)*

- Verify eligibility and check claims status for WMAHP members
- Manage authorization
- Reference IA/SD Evidence of Coverage(EOC) documents

The screenshot shows a navigation menu on the left with categories: JOIN OUR NETWORK, MEDICAL AND DRUG AUTHORIZATIONS, CLAIMS AND PAYMENT, PROVIDER RESOURCES, PROVIDER COMMUNICATIONS, and QUICK LINKS. A 'MEDICARE ADVANTAGE' button is highlighted. The main content area is titled 'Medicare Advantage resources for providers' and includes a sub-header 'Browse all Blue Medicare AdvantageSM plan materials, forms, documents and resources.' Below this are several links: Quick reference guide, Medicare Advantage FAQ, Provider Manual, Provider overview webinar, FIRM form, MA payment cycle, and Blue InkSM.



The screenshot shows a section titled 'MEDICARE ADVANTAGE (MA)'. It lists links for 'Check MA claims', 'Check MA member eligibility', 'Manage MA authorizations', and 'MA Forms and resources'. Below this, it lists 'Iowa Evidence of Coverage' with links for 'Blue Medicare Advantage HMO', 'Blue Medicare Advantage PPO/Enhanced PPO', and 'Blue Medicare Advantage Valor PPO'. It also lists 'South Dakota Evidence of Coverage' with links for 'Blue Medicare Advantage PPO/Enhanced PPO', 'Blue Medicare Advantage PPO | Avera', and 'Blue Medicare Advantage Valor PPO'.



Payment Integrity

- **Payment Integrity Overview**
- **PrePayment Review**
- **Payment Integrity Support**
- **Additional Payment Integrity Resources**

Payment Integrity Overview

Wellmark's mission of making health care better means we have a responsibility to ensure claims are processed, adjudicated and paid correctly. The purpose of payment integrity is to identify errors, duplicates, and inconsistencies in received claims, and ensure accuracy and manage costs for our members.

Wellmark partnered with Optum* for payment integrity services in August of 2020. In June 2022, Wellmark expanded this partnership to include prepayment concepts.

There are four payment integrity-related activities that take place across the entire claim's life cycle and there are many reasons any combination of these activities may occur:



Pre-adjudication



Adjudication



PrePayment



PostPayment

**Optum is an independent company that assists Wellmark with payment integrity processes.*

Payment Integrity Overview

Wellmark uses a variety of industry-standard resources as part of its review, including widely acknowledged national guidelines for billing practices supporting the concept of uniform billing for all payers, including but not limited to:

- American Hospital Association
- American Medical Association (AMA)
- Centers for Medicare & Medicaid Services (CMS)
- ICD-10-PCS
- Current Procedural Terminology (CPT)
- Healthcare Common Procedure Coding System (HCPCS)
- National and State Medical Societies and Associations
- The National Center for Health Statistics ICD-10-CM
- National Correct Coding Initiative (NCCI) including Medically Unlikely Edits
- World Health Organization ICD-10

PrePayment Review

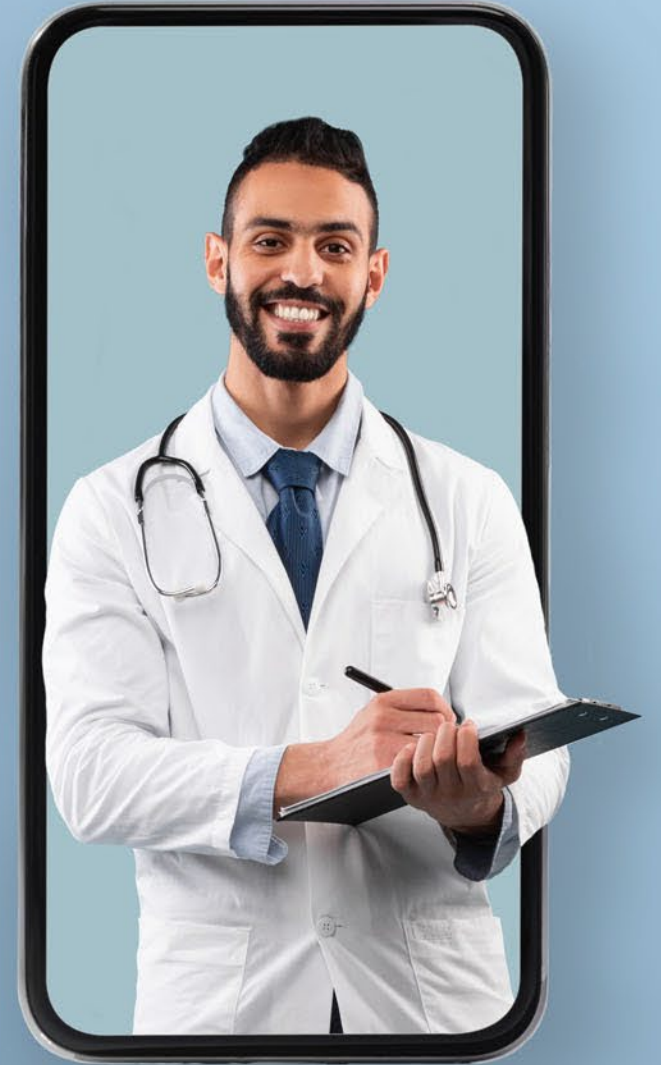
If a claim is selected for PrePayment review, the impacted provider/facility will receive a letter requesting documentation to support the claim in question. Upon receipt of requested information Wellmark, or its designees, will review medical records and billing documents supporting the billed charges.

Wellmark's PrePayment reviews look for a variety of metrics including:

- Lack of medical necessity to support services or days billed
- Services not covered per the member's benefits
- Items not separately payable or included in another charge
- Excessive billed charges
- Potentially incorrect code(s) for services or supplies
- Records confirm the setting or level of care that was provided to our member

Payment Integrity Support

- Since implementing the prepay concepts Wellmark has gathered and reviewed provider feedback. Implementing a new prepay concept communication process will help us better prepare our providers for the impact a concept may have.
- Wellmark is working with Optum to create a portal where providers will be able to self-serve. Details are still forthcoming.
- We plan to continue the partnership with Optum to find new ways to support providers while navigating the payment integrity program.



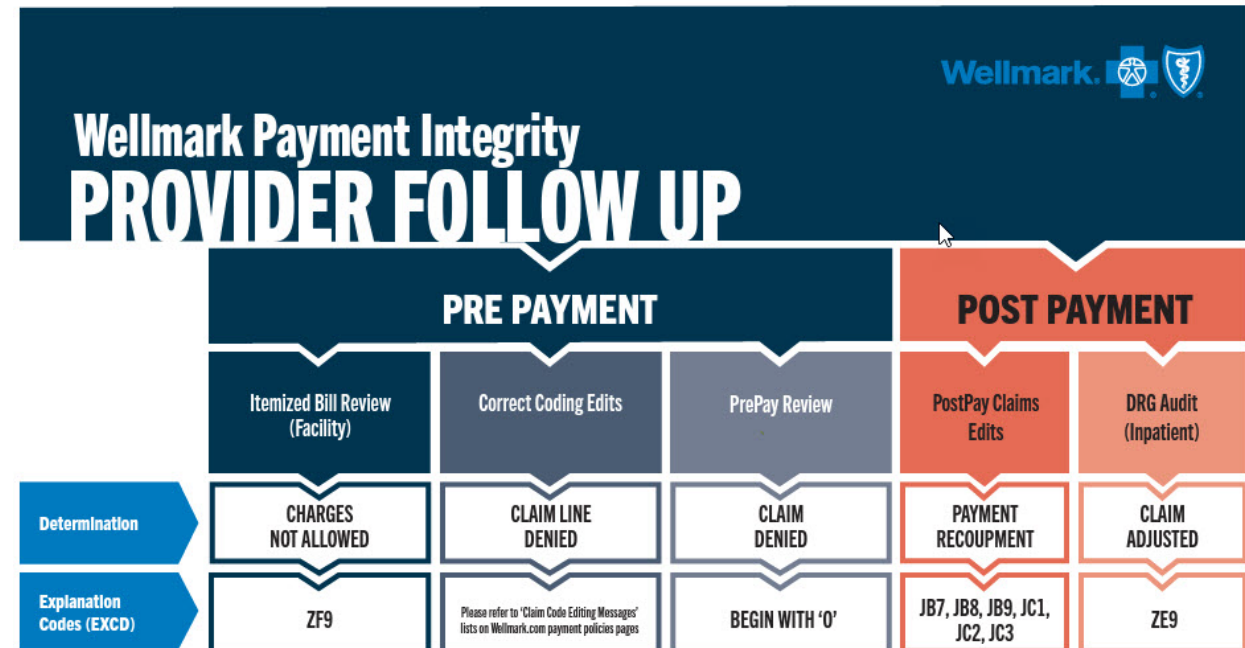
Payment Integrity Resources

Most of the information shared with you today can also be reviewed on the Payment Integrity page under the secure provider portal:

<https://provider.wellmark.com/provider/securecontents/PaymentIntegrity/index.aspx>

Contact information and follow-up directions can be found on the Payment Integrity Infographic, also pictured to the right:

https://provider.wellmark.com/provider/securecontents/PaymentIntegrity/pdfs/Payment_Integrity_Infographic.pdf





Working with Wellmark

- **Overpayment Request Form**
- **COVID-19 SL Modifier Reminder**
- **Updates to Wellmark Health Plan of Iowa (WHPI)**
- **Resources**
- **Communications**



Overpayment Request Form

Occasionally, a provider will need to submit overpayments in the form of a manual check because a claim cannot be adjusted.

- In April 2023, Wellmark recognized that there were gaps in the current process and implemented a new Refund/Overpayment Inquiry form.
- Information regarding the new process can be found on page 17 in the Payment and Reports Provider Guide.
- Access the Overpayment Form by clicking the link below or pasting the URL into your browser.

https://www.wellmark.com/-/media/sites/public/files/provider/provider-resources/provider-overpayment-inquiry-form.pdf?sc_lang=en&hash=D26DC4017ECF1A992F3D5B996611A313



SL modifier for COVID-19 vaccines

Friendly Reminder:

- With the Emergency Use Authorization (EUA) for COVID-19 vaccines having ended, government-supplied vaccine doses will continue to diminish.
- Please append the SL modifier as appropriate to differentiate between government-supplied and provider-acquired vaccines.
- For more information, please visit the [COVID-19 Resources for Providers](#) page.



Updates to Wellmark Health Plan of Iowa (WHPI)

- Wellmark is modernizing the WHPI plan
- Watch for additional communications in the fourth quarter surrounding plan updates for 2024
 - Blue InkSM
 - Wellmark.com
 - December product webinar (date and registration details TBD)



Resources Refresher

Providers who bill on a 1500 form can access their fee schedules on the secure provider portal under the professional fee schedules. You will need your Tax-ID to access this. This fee schedule will also include drug reimbursement rates.

Providers who bill on a UB-04 will need to access their fee schedules on the 3M*/Treo website. To request access, please refer to the link on the secure provider portal.

**3M is an independent company utilized for provider reimbursement methodology on behalf of Wellmark.*

COMMUNICATION AND LEARNING

[BlueInk Magazine](#)

[WINS - Wellmark Information Notification System](#)

[Education and Training](#)

[How-to Videos for Secure Tools](#)

PAYMENTS

Professional

[Practitioner Payment Update Notice](#)

[Professional Fee Schedules](#)

Facility

[Free Standing Facility Payment Update Notice](#)



[Home Health Payment Update Notice](#)

[Hospice Payment Update Notice](#)

[Psychiatric Medical Institution for Children](#)

[\(PMIC\) Payment Update Notice](#)

[3M Website Access Request Facility Provider](#)

[Payment](#)

Other

[Ground Ambulance Payment Update Notice](#)

[Home Infusion Therapy Payment Update Notice](#)



[Home Infusion Therapy Drug Fee Schedule](#)

Don't forget to check out the webinars available to you under the Education and Training link!

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Blue Ink

is your resource for in-depth information that helps you work more efficiently with Wellmark.

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[Wellmark.com/provider/communications/blueink](https://www.wellmark.com/provider/communications/blueink)



Wellmark Information Notification System (WINS)

Get real-time notifications regarding Wellmark policy changes that impact **you and your business.**

Subscribe

Log into the wellmark.com secure provider portal and click WINS in the Communication and Learning box.

The screenshot shows the WINS registration page. At the top, it says 'WELLMARK INFORMATION NOTIFICATION SYSTEM (WINS)'. Below that is the heading 'Instantly get information that impacts you'. The main text explains that users will receive real-time notifications about policy changes and provides a link to 'Register for WINS'. The page is divided into two columns: 'Register' and 'Already Registered?'. The 'Register' column contains a purple box with the text 'GET REAL-TIME UPDATES' and a 'Register Now' button. The 'Already Registered?' column contains a link to 'Manage my Subscriptions'.

Register	Already Registered?
<p>GET REAL-TIME UPDATES</p> <p>Register Now</p>	<p>Manage my Subscriptions</p>

Tips for receiving WINS notifications

Below are three things you can do to ensure the delivery of WINS notifications to your inbox.

**Your WINS account also includes a FAQ page. You may review that page to get answers to frequently asked questions about WINS.*



Access your WINS account from the WINS page. Make sure your WINS account is complete by ensuring it contains your First Name, Last Name, Primary Email, and Subscriptions.



Look at your email provider and be sure emails sent from the domains listed below are allowed:

- everbridge.net
- everbridge.com
- everbridgemail.com
- wellmark.com



Be sure notifications aren't filtering to your spam or junk folders.

Questions?

Thank you.



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