

Brighten Your
Patients' Health
Outlook



 WellCare[®]
of Ohio, Inc.

Care Management: Providing Your Patients, Our Members, with the Best Care Possible



WellCare of Ohio, Inc., offers comprehensive care management services to facilitate patient assessment, planning and advocacy to improve health outcomes for patients with certain diseases or disorders. WellCare trusts you will help coordinate the placement and treatment of patients in our Care Management Program.

In turn, our care managers alleviate your workload by focusing on time-consuming tasks, such as:

- **Verifying** patient benefits
- **Communicating** with the patient and his/her family
- **Coordinating** referrals with other providers
- **Promoting** patient education on their condition
- **Involving** available community resources

How Our Care Management Program Goes Above and Beyond in Caring for Your Patients

Our Care Management Program's targeted conditions include, but are not limited to:

- Asthma
- Children with special health care needs, such as:
 - Children age 17 and under who are pregnant
 - Children under 21 years of age with one or more of the following—asthma, HIV/AIDS, a chronic physical, emotional or mental condition for which they are receiving treatment or counseling, supplemental security income (SSI) for a health-related condition or a current letter of approval from the Bureau of Children with Medical Handicaps, Ohio Department of Health
- Chronic obstructive pulmonary disease (COPD)
- Congestive artery disease
- Congestive heart failure
- High-risk or high-cost substance abuse disorders
- Non-mild hypertension
- Diabetes
- Severe cognitive and/or developmental limitation
- Severe mental illness

Care Manager's Capabilities

WellCare's care managers support you and your hectic schedules, freeing you to spend more time with your patients.



▶ We're Here to Help You!



Our Care Management Program identifies potential patients by investigating:

- Referrals from physicians
- Self-referrals from patients
- Frequent inpatient admissions and re-admissions
- Pharmacy data
- Patients who have failed to improve in spite of intense medical efforts

When you refer patients to the Care Management Program, you are taking a proactive step to help patients with serious and complicated diseases and disorders get the personalized health care attention they need.

Our Care Managers:



- Collaborate with physicians and providers to create a targeted assessment and treatment plan for the patient's condition
- Maintain communication among the patients, their families and their team of physicians
- Document progress in clinical notes
- Identify opportunities for intervention, such as ineffective treatment plans or lack of financial resources to meet needs
- Assist with patient transition when discharged from the program

How to Refer Your WellCare Patients to Our Care Management Program

If you would like to refer one of your patients to our Care Management Program, please call **1-800-951-7719** and follow the voice prompts for Care Management. For more information, visit our Web site at ohio.wellcare.com.



1-800-951-7719
Monday–Friday, 7am–7pm Eastern
ohio.wellcare.com