

# Wellcare Provider-Patient Experience







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WELLCARE UNDERSTANDS THAT THE PROVIDER-PATIENT RELATIONSHIP IS A KEY COMPONENT IN ENSURING EXCEPTIONAL HEALTHCARE AND SATISFACTION AMONG PATIENTS.

We are committed to partnering with our providers to deliver an outstanding patient experience. As a provider, you are the most critical component of that experience. We want to ensure that you know exactly how your patients are evaluating your care.

**Consumer Assessment of Healthcare Providers and Systems (CAHPS)** is a survey tool that asks patients to evaluate their experience with their health plan and at providers' offices. The following are the provider-influenced measures and their weight.

## Impactable Program Measures

-  Flu vaccine
-  Care coordination
-  Getting appointments and care quickly
-  Getting needed care
-  Rating of personal doctor
-  Rating of health care quality

## What we know:



**Positive  
Patient  
Experience  
Improves**



- Clinical outcomes.
- Care coordination.
- Patient engagement in their own care.
- Patient loyalty.
- Medication adherence.
- Ratings.

(continued)

*For more than 20 years, Wellcare has offered a range of Medicare products, which offer affordable coverage beyond Original Medicare. Beginning Jan. 1, 2022, our affiliated Medicare product brands, including Allwell, Health Net, Fidelis Care, Trillium Advantage, and 'Ohana Health Plan transitioned to the newly refreshed Wellcare brand. If you have any questions, please contact Provider Relations.*



By Allwell  
By Fidelis Care  
By Health Net  
By 'Ohana Health Plan  
By Trillium Advantage

## Opportunities for improving your score:



### Effective Patient Communication

- ✓ Make a personal connection and demonstrate empathy.
- ✓ Use simple, easy-to-understand wording that matches the individual patient's ability.
- ✓ Explain why tests, treatments, or referrals are necessary.
- ✓ Be proactive with timely post-care communication about test or lab results, and if results are posted in a patient portal, reach out quickly for the patient's questions.
- ✓ Demonstrate cultural sensitivity and use interpreter services if needed.
- ✓ Involve patients in decision-making and share goals for treatment.
- ✓ Discuss tobacco cessation and treatment options, when appropriate.



### Enhance Care Coordination

- ✓ Review the patient's medical record for details before entering the exam room; patients are surveyed if their doctor knew their medical history.
- ✓ Receive prior authorization for care ahead of appointment.
- ✓ Review medications together.
- ✓ Ask patients about other doctors or specialists they have seen, and provide recommendations as needed.
- ✓ Encourage patients to make routine and follow-up appointments in advance.



### Improve Access to Care

- ✓ Keep same-day appointment slots open for urgent visits.
- ✓ Provide clear instructions on how to access medical care after office hours, including extended hours, weekend availability, and use of urgent care centers.
- ✓ Expand the roles of non-physician staff, including medical assistants, physician assistants and nurse practitioners, to deliver care more resourcefully and sensitively.
- ✓ Implement daily office huddles to manage patient flow and maximize efficiency.



### Flu Shot

- ✓ Help patients understand the value of the flu shot.
- ✓ Work with Wellcare on joint initiatives or programs that focus on flu education.
- ✓ Recommend your patients get flu vaccines.



### Telehealth

- ✓ Improve access to care with virtual visits for established patients, when an in-office appointment may not be available right away, and create options for patients who may be unable or unlikely to come to an in-office appointment.
- ✓ Reduce healthcare costs.
- ✓ Improve the quality of care delivered by reducing hospital admissions and readmissions while advancing patient engagement.